



Bay of Plenty Civil Defence Emergency Management Group

Annual Report 2022-2023



Bay of Plenty Civil Defence Emergency Management Group Annual Report 2022-2023

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Bay of Plenty Civil Defence Emergency Management Group
C/O Emergency Management Bay of Plenty
PO Box 364, Whakatāne 3158, New Zealand
Elizabeth Street Tauranga 3110
New Zealand

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Foreword

This Annual Report summarises the activities of the Bay of Plenty Civil Defence Emergency Management (Bay of Plenty CDEM) Group over the 2022-2023 financial year against the outcomes of the Bay of Plenty CDEM Group Plan and Annual Plan. It includes a breakdown of progress against Annual Plan activities, highlights from each of the local authorities, and financial performance of the Bay of Plenty CDEM Group.

At a national level, the New Zealand Government continues the Emergency Management System Reform programme that will improve the country's ability to respond to natural disasters and other emergencies. Key national activities include the "Trifecta Programme" which encompasses a review and update of the Civil Defence Emergency Management Act 2002, a review of the National Civil Defence Emergency Management Plan Order 2015 and accompanying Guide, and the development of the National Disaster Resilience Strategy Roadmap.

At the regional level, there has been a wide array of projects across the social, built, natural and economic environments aimed at enhancing the Bay of Plenty's resilience when a disaster strikes. Operationally, the Bay of Plenty CDEM Group is currently finalising the review of its Group Plan. This plan will inform the strategic direction and objectives of the CDEM Group and provide a framework to strengthen our communities across the 4Rs (reduction, readiness, response and recovery) of emergency management.

A Māori worldview within CDEM continues to be incorporated in the CDEM sector. It is essential that iwi, māori, and communities are not just given a voice, but have access to information and resources within the CDEM sector.

"Nou te rourou, nāku te rourou, ka ora ai te iwi"

"With your basket, with my basket, the people will thrive"

2022-23 Highlights

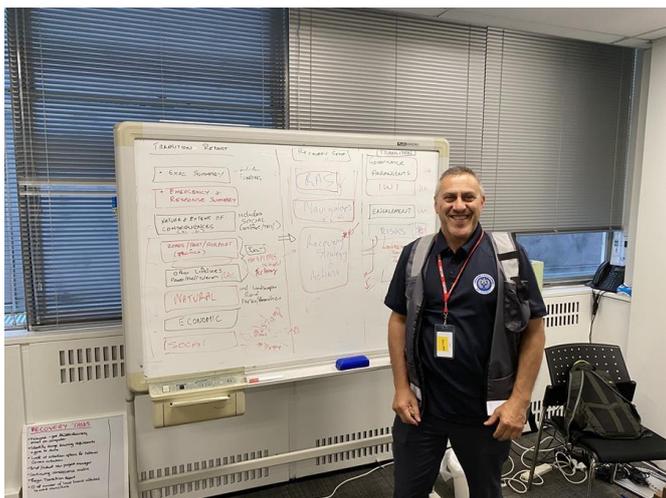
Declaration of a local State of Emergency



Severe Tropical Cyclone Gabrielle, which devastated the North Island in February 2023, was the first declared Local State of Emergency in Bay of Plenty since the 2018 Ngongotahā floods. It was also the first formal activation of the new Group Emergency Coordination Centre in the Regional Council premises in Tauranga.

The Cyclone forced people to evacuate their homes, knocked down trees and left thousands without power in the Bay of Plenty. However, other parts of the North Island were significantly worse affected.

Severe weather deployments



Emergency management staff from across the region represented the Bay of Plenty CDEM Group in other regions during numerous severe weather events. In 2022, Bay of Plenty teams were deployed to support communities on the West Coast, Nelson-Tasman, Marlborough and Tairāwhiti.

In early 2023, Bay of Plenty teams made significant contributions to the Auckland flood response and Cyclone Gabrielle. Gabrielle was the largest deployment, with 46 people supporting Tairāwhiti and Hawkes Bay over a period of several weeks (see annex 1 for the CDEM Group Deployment overview).

After each deployment, the Group received excellent feedback from leaders in those regions who appreciated the performance and contribution of Bay of Plenty CDEM teams. As well as supporting our CDEM colleagues and their communities, this experience builds and broadens our peoples' expertise.

State highway 35 Roding event

Opotiki District Council activated its Emergency Operations Centre when some areas of the district were completely cut off after parts of the State Highway 35 fell away at the same time as slips had closed nearby SH2.

CDEM teams worked with Te Whanau a Apanui, Waka Kotahi, key lifeline utilities (like fuel and power companies), health authorities, Ministry of Social Development, the National Emergency Management Agency, The Bay of Plenty Regional Council Harbourmaster and local leaders to maintain safety and ensure affected residents had access to essentials while the highway was under repair.



Highlights across the rohe

Emergency Management Bay of Plenty

| Key: | Completed for the 2022/23 Financial Year | Reprioritised | Completed | | | | | |
|---|--|---|---------------|--------------|------------------------------|--------------|--------------------------------|--------------|
| EMERGENCY MANAGEMENT BAY OF PLENTY | | | | | | | | |
| Annual Plan Activities | | Special Projects | | | | | | |
| | | Deployments to Tairāwhiti, Wairoa, Napier, Auckland for Cyclone Gabrielle | | | | | | |
| | | Recovery Online Forum | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| Training Stats | ITF Intermediate | | CIMS 4 | | ITF Function Specific | | Psychological First Aid | |
| | Mar – Jun | Year to date | Mar – Jun | Year to date | Mar – Jun | Year to date | Mar – Jun | Year to date |
| | Courses Run | 2 | 8 | 2 | 4 | 8 | 17 | 1 |
| People Trained | 32 | 129 | 22 | 60 | 67 | 162 | 19 | 19 |

Emergency Management Centre

The new Centre is now fully operational and is located in the Bay of Plenty Regional Council offices in Tauranga. This serves as both the Emergency Management Bay of Plenty (EMBOP) team office and the Group Emergency Co-ordination Centre (GECC) in emergency responses.

The facility also offers a co-ordination and training hub for Civil Defence Emergency Management in the Bay of Plenty utilising flexible and enabling information and technology systems. The design and layout allow teams and partner agencies (including FENZ and NZ Police) to tailor the space for a range of responses, events and exercises.



Elected Members seminar

Following the local body elections in late 2022, newly-elected representatives took part in a full day CDEM workshop. Topics covered included the region’s hazardscape, legislative and regulatory change and CDEM governance. Speakers included GNS Science expert Dr Brad Scott who informed the representatives about some significant hazards including the Taupo supervolcano, coastal tsunami threat and earthquakes.



Large scale exercise Parawhenua

All Bay of Plenty CDEM Group councils took part in a series of major tsunami response exercises. These were based on the complex events of March 5, 2021, when a series of undersea events in different locations along the Kermadec trench triggered multiple tsunami warnings across the country.



The exercises were an opportunity for experienced responders to refresh and test their skills. They also gave newly trained staff experience of how a real life response operates, and an understanding of the flow of information during activation and early emergency response.

BOP CDEM Group Plan Review

The Bay of Plenty CDEM Group is finalising the review of the CDEM Group Plan. This plan sets the strategic direction and objectives for our CDEM Group over a five-year period. It focuses on the delivery of comprehensive emergency management across the 4Rs (Reduction, Readiness, Response and Recovery) to enable resilient communities and whānau in the Bay of Plenty.

The Plan has been developed by, with, and for agencies involved in CDEM. These include the members of the Bay of Plenty CDEM Group, Emergency Management Bay of Plenty, CDEM Partners, Emergency Services, Lifeline Utilities, and other agencies/organisations with a role in CDEM.

The new Group Plan is currently in the public consultation phase and is scheduled to be published at the end of 2023.

International visitors

The Emergency Management Centre has hosted numerous groups since it opened, including two international delegations. Professor Nomoto and students from the Metropolitan University of Tokyo, visited Emergency Management Bay of Plenty and Tauranga City Council Emergency Management staff at the Bay of Plenty Emergency Management Centre. Discussions were focused on tsunami-readiness and response experiences from both Japan and New Zealand.



An international operational team from the United States also visited the centre as a guest of Emergency Management Bay of Plenty's operations team. The American visitors learnt about disaster preparedness and management practices for the Bay of Plenty region.



Local Forums

Public Information Managers Forum

The role of media in sharing life-saving messages can be critical before, during and after an emergency. Radio in particular could be the only way to reach large numbers of people if power and internet are down.

Broadcast media (radio and TV) have arrangements to support emergency messaging when communities are at risk, and the CDEM Group holds media forums and informal meetings to build connections and understanding between media and emergency managers. Local and national journalists and media managers -across broadcast, print and online- contribute to these forums, along with CDEM leaders and Public Information Managers.



Welfare Forum

The online forum focused on addressing considerations around how we can support people with disabilities to be prepared for a Civil Defence Emergency. Expert guest speakers shared how their agencies support key communities before, during and after an emergency event. Some of the highlights included representatives of Lakeland Disabilities Support Trust, who discussed how the trust guides, strengthens, and facilitates services such as advocacy, promotion, education, prevention, and support (APEPSI) for people with disabilities in the Lakeland Area.

Recovery Forum

Emergency Management Bay of Plenty hosted two online workshops focused on the aftermath of significant weather events. The forums brought together more than 80 participants from across New Zealand to discuss and share recovery strategies, methods, and insights.

IAEM Certification

As part of the ongoing professional development within Emergency Management Bay of Plenty, several staff have either achieved, or are working towards International Association of Emergency Managers (IAEM) certifications.

The Certified Emergency Manager (CEM) and Associate Emergency Manager (AEM) qualifications are international standards which are increasingly being recognised as a mark of professionalism within the CDEM sector. This financial year Theo Ursum achieved his AEM and the wider group would like to congratulate Theo on this achievement.



EMBOP team members are also active in the IEAM Oceania Council, with Meagan Edhouse serving as the Secretary and Clinton Naude as a past President who is now on the Professional Development Committee.

Emergency Management training

The response and deployments for successive severe weather events in early 2023 meant the Emergency Management Bay of Plenty office shifted from Business as Usual mode to emergency response mode.

Fortunately, a robust and well-planned capability development strategy has enabled us to respond effectively to these unplanned events and challenges while continuing to meet the ongoing need for training course delivery in Bay of Plenty.

Clear roles and responsibilities, communication protocols, and escalation procedures are just some of the contents covered in the Integrated Training Framework (ITF) Intermediate Course and Function specific courses such as Logistics, Intelligence, Planning and Welfare.

Recent responses have also promoted an assessment of our training programmes to identify areas that require further attention. We will continue to explore, expand and enhance the training opportunities on offer.

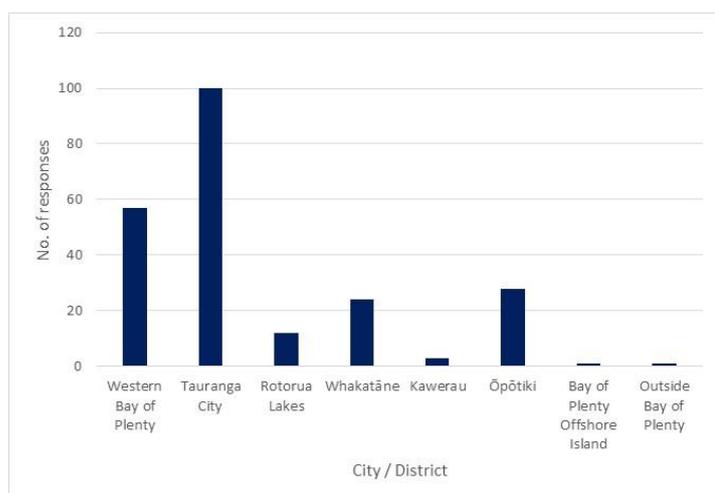
Bi-annual disaster resilience survey results

Educating the Bay of Plenty community on hazard risks and preparedness is an important component of the work that the Bay of Plenty CDEM Group conducts.

It is essential that the Bay of Plenty CDEM Group understands how prepared our communities are, to be able to tailor any emergency preparedness education to our communities. This will help to work towards the Bay of Plenty CDEM Group Plan vision of “A safe, strong Bay of Plenty, together.”

The disaster preparedness survey is conducted every two years, with 2023 the first round of the survey. Repeating the survey will allow the results to be compared over time and assist in identifying any trends in community preparedness in the Bay of Plenty.

A similar disaster preparedness question was also posed in the 2022 National Emergency Management Agency (NEMA) disaster preparedness survey which surveyed nearly 1,500 people across New Zealand. The results from the NEMA survey are compared with the current survey.



The number of people who provided feedback and the district they live in.

Disaster preparedness

The Bay of Plenty disaster preparedness survey results showed that a high proportion of survey respondents (over three quarters) understood the types of disasters that could affect the Bay of Plenty and the effects from those disasters.

Just under two thirds of survey respondents had discussed or planned what to do in a disaster with their household and have emergency supplies. Less than half of the respondents from the Bay of Plenty disaster preparedness survey had:

- discussed or planned with their household what to do in a disaster when not at home,
- stored 9L of water,
- a getaway bag, and
- checked their survival items within the past year.

In addition, just over 10 percent of survey respondents attend meetings with community groups about disaster planning.

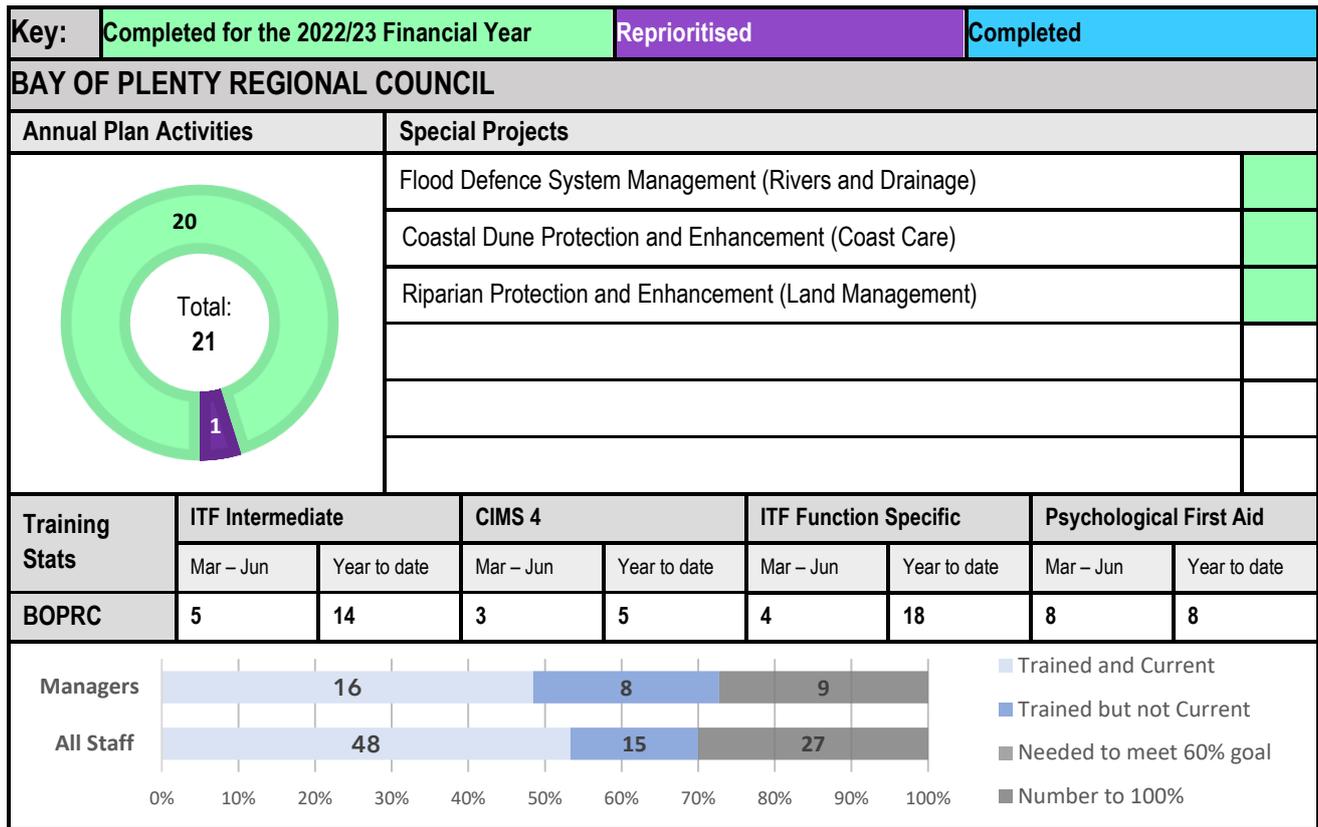
| Statement | Percentage of respondents | NEMA survey percentage |
|---|---------------------------|------------------------|
| I have a good understanding of the types of disaster that could occur, and the chances of them occurring. | 87% | 82% |
| I have a good understanding of the effects of a disaster in my area. | 79% | 72% |
| I have discussed or planned with my household what to do in a disaster. | 64% | 45% |
| *I have discussed or planned with my household what to do in a disaster when not at home. | 36% | - |
| I have stored 9L of water for each household member. | 37% | 30% |
| I have emergency supplies. | 65% | 65% |
| I have a getaway bag with emergency supplies. | 39% | 33% |
| I check my survival items at least once a year. | 41% | 41% |
| I attend meetings with community groups about disaster planning. | 12% | 10% |
| *None of the above. | 4% | - |

* Question not in NEMA survey

Overall, the Bay of Plenty disaster preparedness survey results suggest that most of the respondents have a reasonable understanding of the types of disasters that could affect the region and the subsequent effects.

The results indicate areas for improvement for the CDEM Group to focus on, particularly around households being more prepared. These results also aligned with the results from the NEMA disaster preparedness survey.

Bay of Plenty Regional Council



Community empowerment

Bay of Plenty Regional Council (Toi Moana) supported the national communications campaign for ShakeOut, New Zealand’s national earthquake drill. This included sharing content on social media platforms as well as placing a full-page advert in some keystone media outlets (Sunlive, Whakatāne Beacon and Rotorua Weekender), which have a combined readership of over 80,000 Bay of Plenty residents.

Coast Care, Bay of Plenty received great support from the community this financial year. Many volunteers took the opportunity to enjoy the outdoors and their local neighbourhood environment, so connection to the beach



environment was high, resulting in a successful planting season. Volunteers (including 1000 school students) spent more than 4,000 hours to get over 40,000 plants into the ground.

This has helped build resilience by building community, increasing the performance of the dune system and creating a natural buffer to storm surges, tsunamis, and the effects of climate change. It has also raised awareness of the importance of the dune system and the plants that support it.



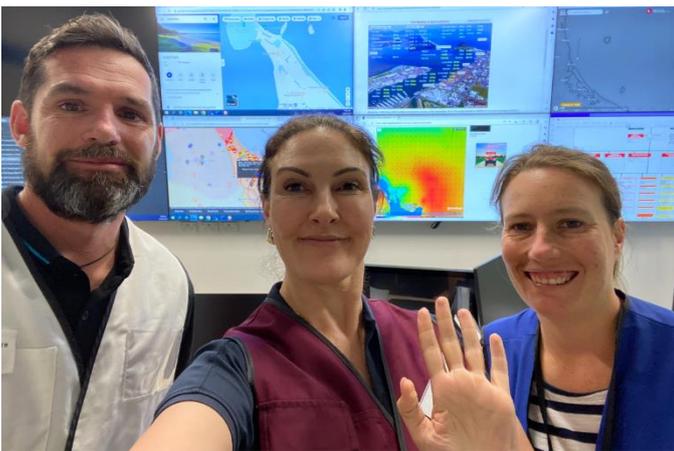
Throughout May, Toi Moana staff ran garage sales in Tauranga, Whakatāne and Rotorua to raise money for the cyclone relief. This was a great opportunity to build community in our major urban areas and raised nearly \$10,000 to support recovery efforts following the cyclone. The CDEM mascot Stan took part to share practical information on how to support communities in need.

Operational excellence

Bay of Plenty Regional Council supported CDEM Groups around the country by making staff available to support response and recovery efforts for Cyclones Hale and Gabrielle, as well as the Auckland Anniversary severe weather event. Simultaneously, the council maintained early warning and mitigation expertise through hydrologists and other specialists to support effective local weather event management.

Both the Auckland Anniversary severe weather and Cyclone Gabrielle had significant impacts across the Bay of Plenty, road and bridge washouts, damage to the rail network, landslides and flooding caused early estimates of \$16m to \$21m worth of damage to the region.

Both weather systems required the activation of the Bay of Plenty Flood Room in collaboration the Bay of Plenty CDEM Group Emergency Coordination Centre (GECC), which Toi Moana provided operational staff to support. During and following these events the Flood Room has captured a number of lessons learnt and implemented new ways of working as a result.

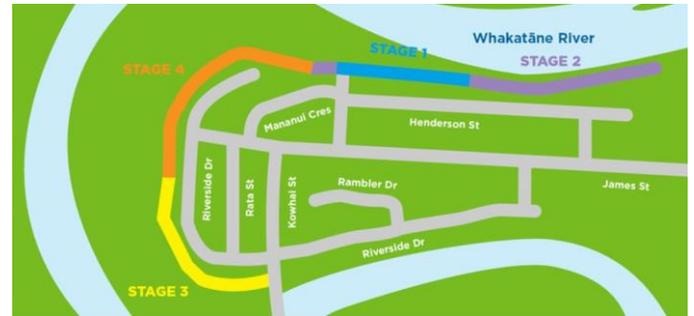


The Cyclone Gabrielle emergency activation was the first opportunity for the GECC facility to be tested during a response. The facility proved fit for purpose and the physical space performed well. Staff involved in the response described the centre as a significant improvement on the previous location.

Bay of Plenty Regional Council has also conducted a number of exercises with its maritime team to prepare for potential marine disasters. It led a full day Maritime Oil Spill Response exercise which included staff from the wider council as well as CDEM professionals. Sand bar crossing Training for Maritime staff was also delivered.

Understanding and managing our natural hazard risk

The Bay of Plenty Regional Council Rivers and Drainage Asset team continues to work on maintaining stop banks across the region to support community flood protections assets. Stage 1 and 2 of the Whakatāne Stop Bank upgrades have been completed, with planning for Stage 3 now well under way.



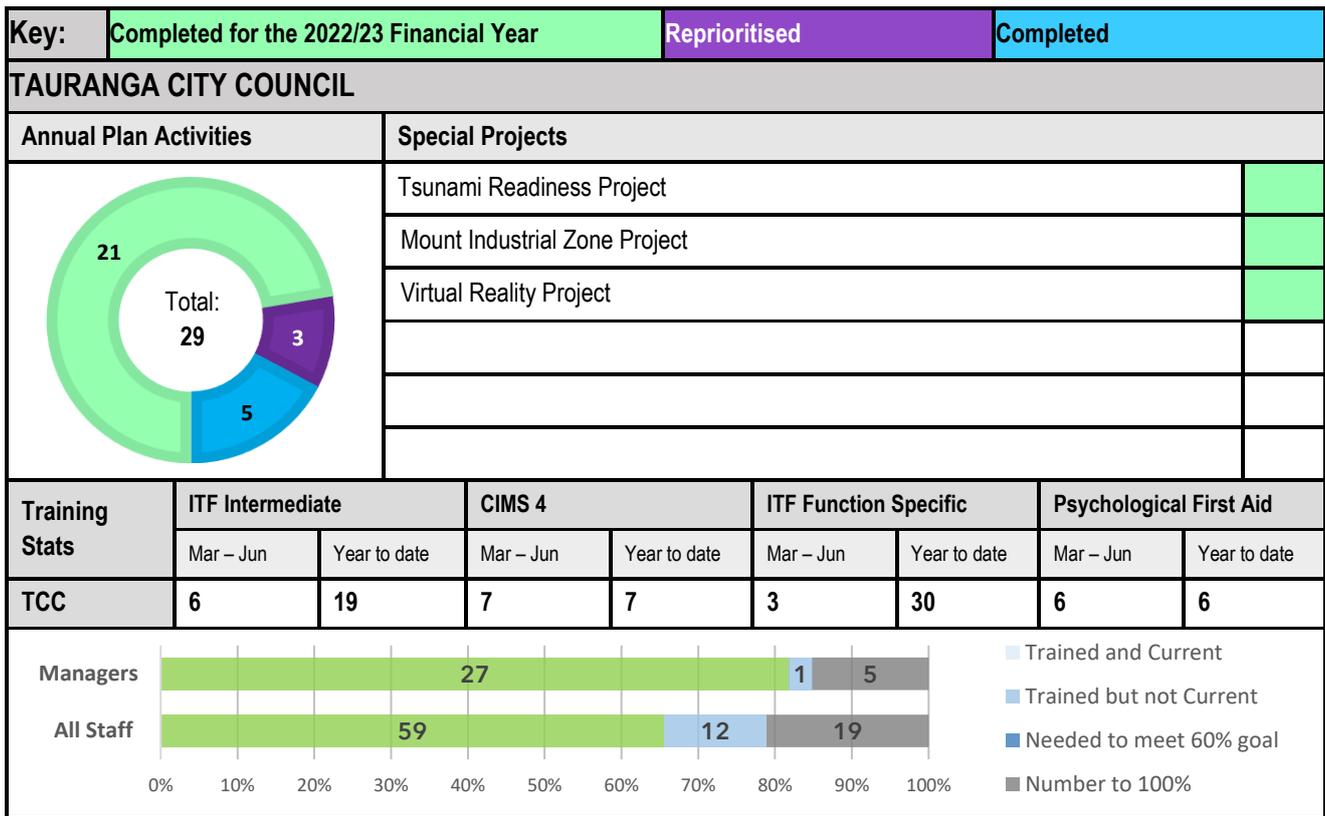
Significant progress has also been made in hazard awareness mapping. Regional coastal hazards mapping for erosion, inundation and tsunami have been completed. This information is critical for risk reduction activities through land use planning and building consent processes. It is also important for readiness; the information will be noted on Land Information Memorandums (LIMS) and used to support evacuation planning. A regional landslide susceptibility map is due by the end of June 2023.

Toi Moana engaged Tonkin and Taylor to complete the Climate Change Regional Risk Assessment which provides a comprehensive baseline for our region for current and future climate risks.



The assessment takes a broad look at climate risk across all aspects of our environment, our people, and our economy and sets a baseline for to collectively build upon and respond to climate change risks. This information will help us identify the most effective measures for future community protection.

Tauranga City Council



Community Empowerment

Tauranga City Council (TCC) have enjoyed a successful year attending many community engagement opportunities across the city. Work with Local Marae has progressed well since the Kia Takatu Project in 2021. The team have worked with nine different Marae, with five currently being guided through emergency planning and preparedness programs which includes funding application assistance. The remaining locations have indicated that they will be willing and able to assist in the event of an emergency.

The Regional Tsunami Readiness Project has progressed well with members of our Emergency Management Team playing a key role in the development of the project. The review of the predicted inundation zones based on newly available modelling has created some challenges that will require strategic communications to those impacted coastal communities. The areas along Papamoa, Papamoa East and Mount Maunganui had previously been identified as high-risk areas; however, new modelling combined with ongoing development and population growth has presented some new challenges that require further consideration.

We will continue to engage with those communities to promote emergency preparedness and understanding of the risks associated with tsunami.

In support of tsunami safety awareness, TCC worked with Mount Maunganui Primary School to create a Tsunami Hiko video. Students and teachers played an active part in the project, which will be used to support other schools for effective tsunami evacuation programmes.



Community-led work is progressing through the Promotion of Community Response Teams (CRTs). An Otumoetai CRT is now established and ready with a comprehensive Community Response Plan. Tauranga City will continue to identify additional CRT opportunities in support of enhanced resilience across the city.

Community Response Plan

For: Otumoetai



Operational Excellence

The TCC Emergency Management Team has created a number of efficient and effective processes and systems that complement the local operating environment supporting TCC's Emergency Operations Centre (EOC) which had two activations. This saw this work put into effect.

Results from the bi-annual EOC audit were promising with significant improvement over the six month return period. The audit summary stated that TCC "clearly has the capability and capacity to respond to events and has made significant progress to address the previously identified corrective actions". To further boost our capabilities, the Emergency Management Team is developing an annual training plan to increase the level of engagement and capability of our EOC staff.

Staff across multiple functions deployed to other CDEM Groups to help with the response and recovery activities related to Cyclone Gabrielle. Alongside colleagues from other Group teams, TCC staff assisted Gisborne, Wairoa, Tairāwhiti and Hawkes Bay. These experiences mean teams now have more experience and confidence about working in an active Emergency Operations Centre.

Organisational Excellence

TCC is contributing to major projects and Bay of Plenty CDEM Group activities such as regional exercises, reviews and training opportunities. Our work in the local and regional Welfare structures continues to grow and develop new and existing networks within our community. These relationships are critical to a well-functioning welfare response in the city.

Understanding and Managing our Natural Hazard Risks

Along with the contribution to the Tsunami Readiness Project, the Emergency Management Team has been proactively engaging with stakeholders in the city, from Government Agencies to commercial developers, to ensure that an 'emergency management lens' is placed on new major developments or projects.

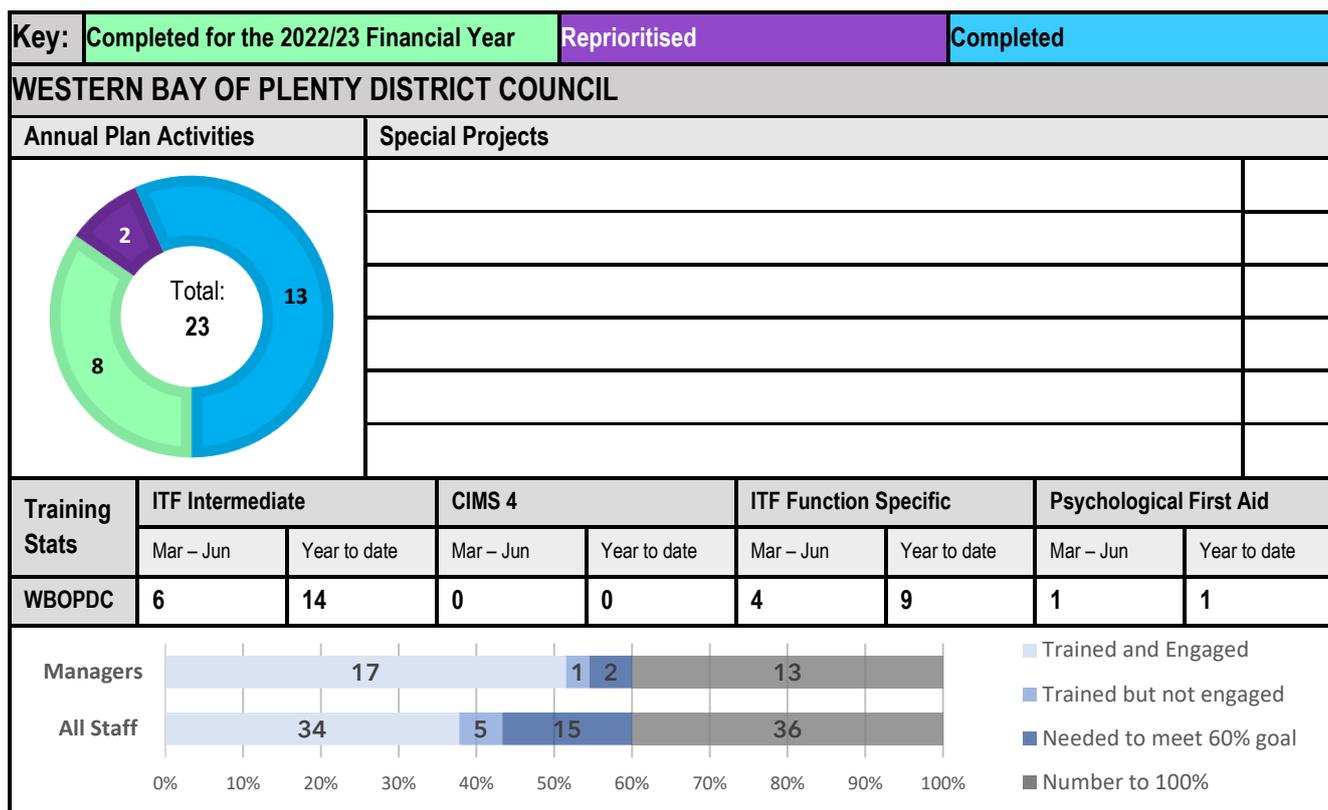
TCC is leading the development of the Mount Industrial Zone Response Plan. This will incorporate a coordinated approach to planning for and actively responding to emergencies within the zone.



The city is also currently reviewing the wider hazardscape including the landslip risks associated with the Maungatapu Peninsula and identified flood-prone areas.



Western Bay of Plenty District Council



In the past twelve months, Western Bay of Plenty Emergency Management team has been actively engaged with wider council teams and communities with the goal of consciously improving resilience and protecting the wellbeing of individuals and communities. The Emergency Management team is working to the three priorities set by the National Disaster Resilience Strategy including:

- Managing risks
- Effective response to and recovery from emergencies
- Enabling, empowering, and supporting community resilience.

Resilience is the ability to anticipate and resist disruptive events, minimise adverse impacts, respond effectively, maintain, or recover functionality, and adapt in a way that allows for learning and continuous improvement.

Community Empowerment

The impact of hazards and threats is likely to exacerbate existing inequities within our district. This means that some populations are disproportionately affected by many of the social and economic impacts of risks. This includes Māori, as well as Pasifika, any people for whom English is not their first language, those living with high levels of social and economic deprivation, and people living with disability, ill health, or social or geographic isolation.

By cultivating community networks aimed at strengthening community resilience, the Western Bay of Plenty District enhances its capacity to organise and provide mutual support among its members.

Significant focus has been on strengthening relationships and we are supporting new and existing community response teams (CRTs) in Katikati, Ōmokoroa, Waihi Beach, Athenree, Bowentown, Kauri Point, Matakana Island, Maketu, Pukehina and Te Puke. This includes supporting CRTs through useful information and attending regular planning meetings.

The team is exploring how we can help and support Rangiwaia Island, Paengaroa, Tanners Point, and Te Puna. Community Response Team training has taken place with more planned over the coming year.

To better support our local marae, we have developed and strengthened a relationship with our Māori Wardens and marae in Katikati. We aim to develop further relationships with marae across our district.

Marae preparedness planning has commenced and further work in this area will continue over the coming year. A wananga took place in May 2023 to support marae preparedness at Tuapiro Marae with the intention of working with additional marae in our district.

An annual preparedness calendar has been developed to deliver national and local preparedness messages each month. Specific Western Bay of Plenty District Council emergency preparedness collateral has been developed for household and animal preparedness. A children's summer activity programme was also developed to promote personal preparedness and local hazard awareness.



Internal council campaigns promoting personal emergency preparedness has taken place throughout the year including the promotion of 'grab bags', the Red Cross Hazard App, Neighbours Month and The National Volunteer Week.

All schools in the district received emergency preparedness resources. We also worked with Waihi Beach Primary School to support the national ShakeOut earthquake drill and tsunami hikoi.

In the multi-cultural sector, we have worked alongside Tauranga City Council to develop targeted resources for the whole of Western Bay of Plenty. The two councils have also worked together to create sector-led collateral and resources for disability sector has commenced. This project involves workshops to ensure it works for relevant communities.



Relationships with emergency services have been strengthened and ongoing regular contact with Police, Fire & Emergency NZ and St John is taking place.

Local Welfare

The Western Bay of Plenty District Local Welfare plan has been developed and our Local Welfare Manager is co-chairing the Local Welfare Committee, strengthening relationships with support agencies in readiness.

Nine community emergency evacuation shelters were activated during the Cyclone Gabrielle response with the assistance of our Community Response Teams and local marae.

Organisation and Operational Capability and Capacity

Work has continued to improve our Emergency Operations Centre (EOC) capabilities and an alternative Emergency Operations Centre has been identified in Ōmokoroa.

Our EOC roster is continuing to grow. New staff are being trained on a regular basis and a training pathway has been developed and implemented. A successful exercise was held in September and the Western Bay of Plenty EOC activated in response to Cyclone Gabrielle.

Along with other Group Councils, Western Bay of Plenty deployed two staff to assist Hawkes Bay in their Cyclone Gabrielle Response, for a total of 140 hours.

Understanding Hazards and Risks

Work is continuing in the tsunami readiness space. Western Bay of Plenty staff contributing to the regional project team that is working on consistency of information and education tools to be used across the wider Bay of Plenty. New tsunami maps are on track to be produced this year.

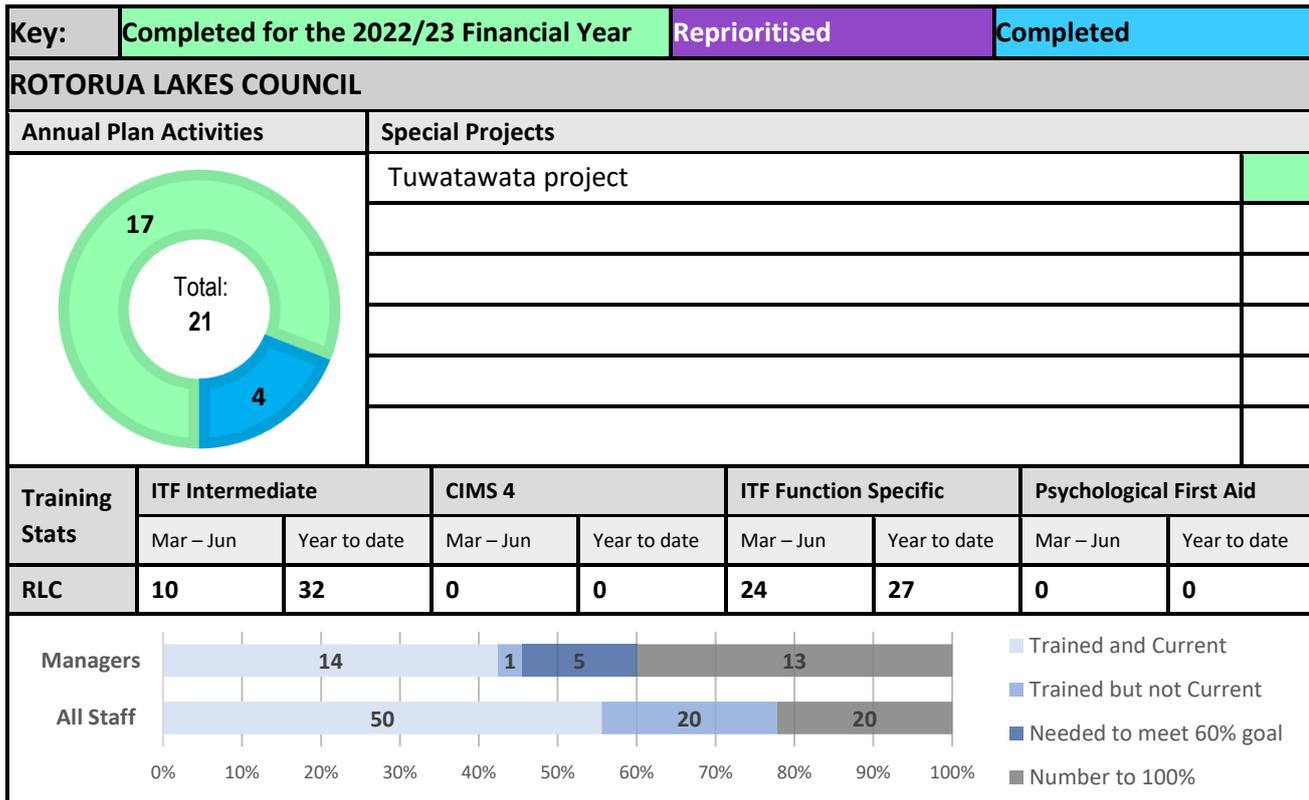
The Emergency Management Team and wider council staff have participated in the hazard scape workshops held throughout the year to update the Bay of Plenty CDEM Group Risk Assessment. This will be used to develop a Bay of plenty specific Hazardscape Report.

Infrastructure Resilience Programme

A comprehensive infrastructure resilience programme has been implemented including:

- marae wastewater upgrades,
- water bore improvements,
- Ōmokoroa and Matakana wharf structure improvements,
- stormwater improvements at Pio Shores,
- secure data storage offsite to improve business resilience,
- Ōmokoroa Cycle Bridge capacity to take emergency vehicles over railway lines and
- Two-Mile Creek bank protection in Waihi Beach.

Rotorua Lakes Council



Community Empowerment

Over the past three years Rotorua Lakes Council (RLC) has been steadily improving its level of engagement with its local Iwi, in respect of CDEM awareness and training.

Improvements achieved over the past two years can be traced back to a research paper written by two local Māori students in 2021 titled “The resilience of local marae to natural hazards.” This research was used to inform an application for special funding to engage a project manager on a fixed term contract who would be tasked to:

- strengthen CDEM’s relationship with local Iwi,
- build a better understanding among Māori of the operational aspects of the CDEM sector and
- identify opportunities for local Iwi and the CDEM sector to work more effectively in partnership to build community resilience.

In 2022 Hēmi Waerea (M.Ed, B.Ed, Dip.T) was engaged to lead that work, which culminated in the development of a CIMS4 course adapted for an audience of Māori volunteers. Two courses were delivered to represents from 12 local marae in October 2022.

The feedback from participants was very positive and resulted in other marae approaching RLC seeking similar training.

A business case was then prepared and submitted by Mr. Waerea to Te Puni Kokiri seeking funding to expand the project. Funding approval was granted in May 2023 and work is now underway to organise additional training to marae in the third and fourth quarters of 2023.

Collaborated efforts are currently underway involving local staff from the Department of Internal Affairs (DIA) and local philanthropic agencies such as the Rotorua Trust.



Delivery of CIMS training to Mare representatives, October 2022

RLC continues to work with local businesses and service organisations to support the development site specific emergency response plans. The demand from businesses for this service is less than we had hoped for, but the frequency of recent severe weather events has resulted in an increase in requests for advice and support.



Delivery of CIMS training to Mare representatives, October 2022

The two primary strategies used by Rotorua Lakes Council CDEM staff to advance this work is the distribution of a locally produced booklet ‘Recipes for disaster: a comprehensive guide to planning for emergencies’ and engagement with community groups to encourage the development of Community Response Plans.

About 60-70 copies of ‘Recipes for Disaster are taken’ per week by members of the public visiting the RLC Civic Centre, which equates to reaching about 20% of all households in the Rotorua District per year. Very positive (and unsolicited) commentary about this publication was posted on the Council website by grateful members of the public during Cyclone Gabrielle.

Operational Excellence

Standard Operating procedures for the Rotorua Emergency management Operations Centre (EOC) were reviewed and updated to ensure they remain relevant, effective, and aligned with current best practices.

Rotorua Lakes Council (RLC) lost 25% of its trained EOC team over the past 12 months though people leaving the organisation. However RLC CDEM staff maintained a pool of 100 trained staff as new people joined the organisation. By the end of the financial year 95% of those new staff will have been trained to the National CDEM Intermediate level.

Rotorua CDEM staff have also contributed to several capability building initiatives, including the review of all CDEM related reporting tools. Rotorua CDEM staff took the lead in re-developing the Situation Reports and Logistics Request templates for Emergency Operations Centres.

They staff also contributed to the development of tools and learning aids to assist in the development of staff working in the EOC Intelligence function.

Rotorua Lakes Council have been active contributors and supporters of all Bay of plenty CDEM Group initiatives in respect of improving organisational excellence. In particular RLC has made significant contributions to:

- the building of products and learning tools in respect of the Intelligence function.
- Review and update of operational templates.
- CDEM training delivery to Iwi groups. RLC CDEM staff, with support from local Iwi, developed and delivered a CDEM training package specifically designed for a Māori audience.

Understanding and managing our natural hazard risks

RLC continues to work on earthquake-prone building programmes. This work is on-going and part of the core business for both the Infrastructure and Planning groups at Rotorua Lakes Council. The Council Deputy Chief Executive responsible for Infrastructure is also the Primary CDEM Controller and consequently has a very high level of understanding of the importance of this work.

Five of these areas have completed their plans and have CERT (Community Emergency Response Team) of local volunteers. These teams provide initial response and support services to their communities.

The Council has also supported the re-focus and administration of the Eastern Bay Emergency Services Coordinating Committee this year, with the Police chairing the quarterly meetings.

Response

We have assisted two property owners in Manawahe Road. The Council organised flood waters to be pumped out of an area with negligible natural drainage. However, more than three metres of rain fell in the Manawahe Hills during 2022 and the first six months of 2023. More than 500 million litres of water was pumped out over a one-month period, both houses were eventually flooded.

Flooding has also cut access through Manawahe Road, which impacted businesses, schools and residents. Council co-ordinated an emergency pumping response to lower the level of water over the road to a safe depth. We are working with Rotorua Lakes Council, Western Bay of Plenty District Council and Bay of Plenty Regional Council to manage rising surface and groundwater levels.



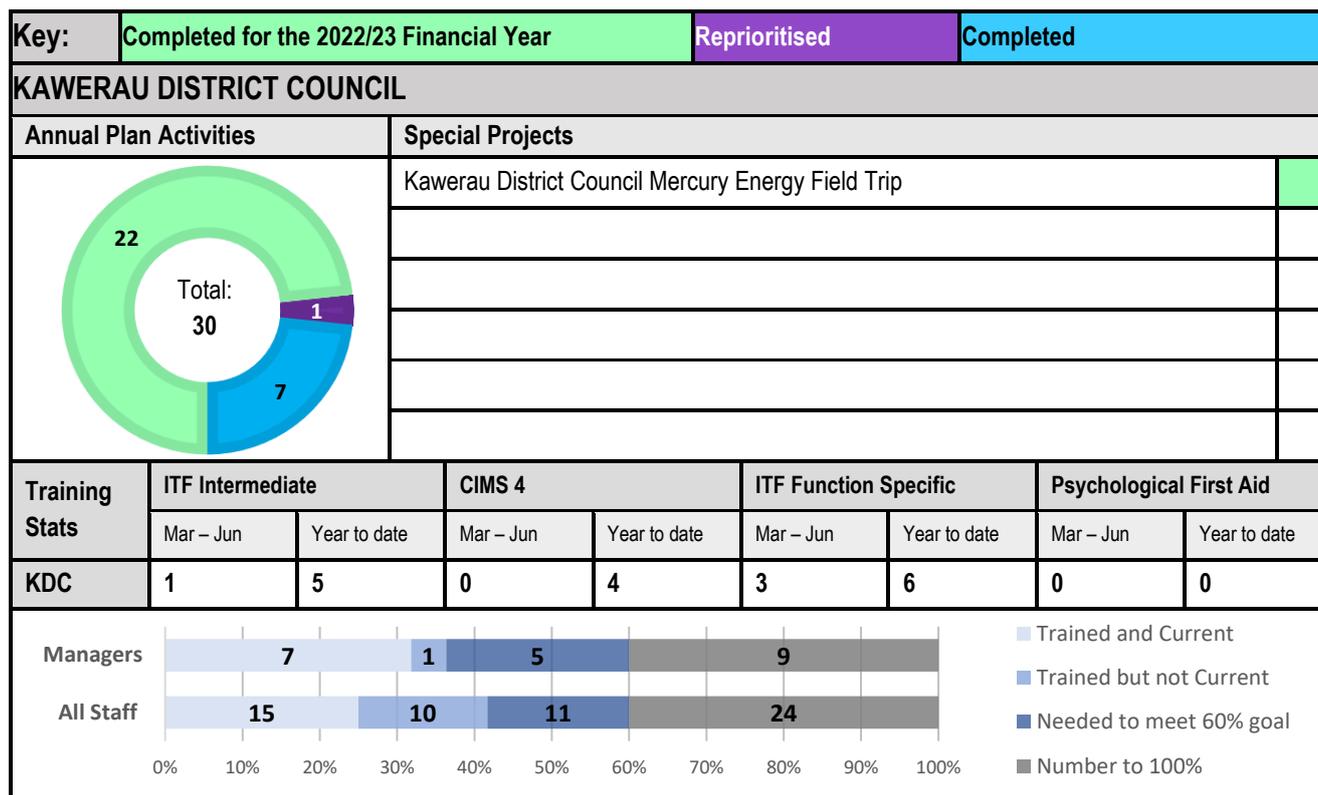
Whakatane District Council activated their Emergency Operations in May 2023 after numerous slips and road closures cut off Taneatua and Rūātoki



Before Cyclone Gabrielle, our emergency management, Transport and Three Waters teams were well prepared, anticipating extensive damage. We were fortunate to only receive minor flooding and wind damage.

Council staff were then able to support the response and ongoing recovery efforts in neighbouring regions. Two staff members had also supported the Auckland storm event providing valuable insights and experience.

Kawerau District Council



Community Engagement

Kawerau District Council (KDC) continues to provide opportunities for our community to learn about the risks and hazards in the district, and how to prepare for them. These have included community drop-in sessions at the Kawerau I-site and free community barbeques.

Council has worked with Kawerau and Districts Aging in Place services to help those people who may require extra support during an emergency. We supported the national Shakeout earthquake drill in partnership with local schools, participated in the Annual Food Bank Drive to gather food donations, and provide an information site at the Kaumātua area during Kawerau Christmas in the Park.



KDC continues to acknowledge the valuable work and response services that local Iwi and Marae provide to our community before, during and after emergencies. Kawerau Marae demonstrated their emergency preparedness and readiness responding to a severe weather event during the Auckland Anniversary weekend. They promptly addressed the welfare requirements of residents who had to leave their homes during the storm.

During the Kawerau earthquake swarm in March 2023, Tūwharetoa Hauora coordinated outreach and visited all households in Kawerau for a wellness check and to distribute care packs and information. The Hauora also set up a hub for people who needed psychosocial support: which they offered through hospitality and face-to-face support and connected people to further welfare services where they were needed.

Operational improvements

We have made significant progress this year on communications systems for the Emergency Operations Centre (EOC). The alternative power source (external generator) system was successfully tested, twice. It proved to have excess capacity and could provide power when all equipment was running- including the ability to connect multiple users to Wi-Fi.

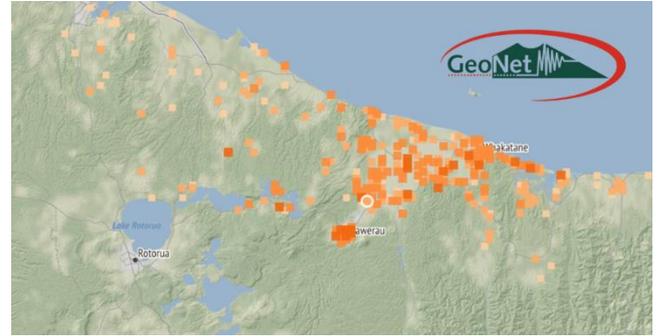
Cell phones were purchased for all response functions (in addition to the dedicated phone system) to enable 24/7 response even when the EOC has been stood down overnight.

The new notification and activation procedure was also tested three times: text alerts were sent out to EOC Staff and early response steps were successfully taken. Starlink Wi-Fi capability is now also available as a back up to provide Wi-Fi continuity for the EOC.



The Kawerau Earthquake Swarm

In March 2023, The Kawerau Earthquake Swarm rattled the Eastern Bay. The hundreds of quakes that made up the storm were technically classified as 'light', but people in Kawerau experienced strong shaking and damage to their property.



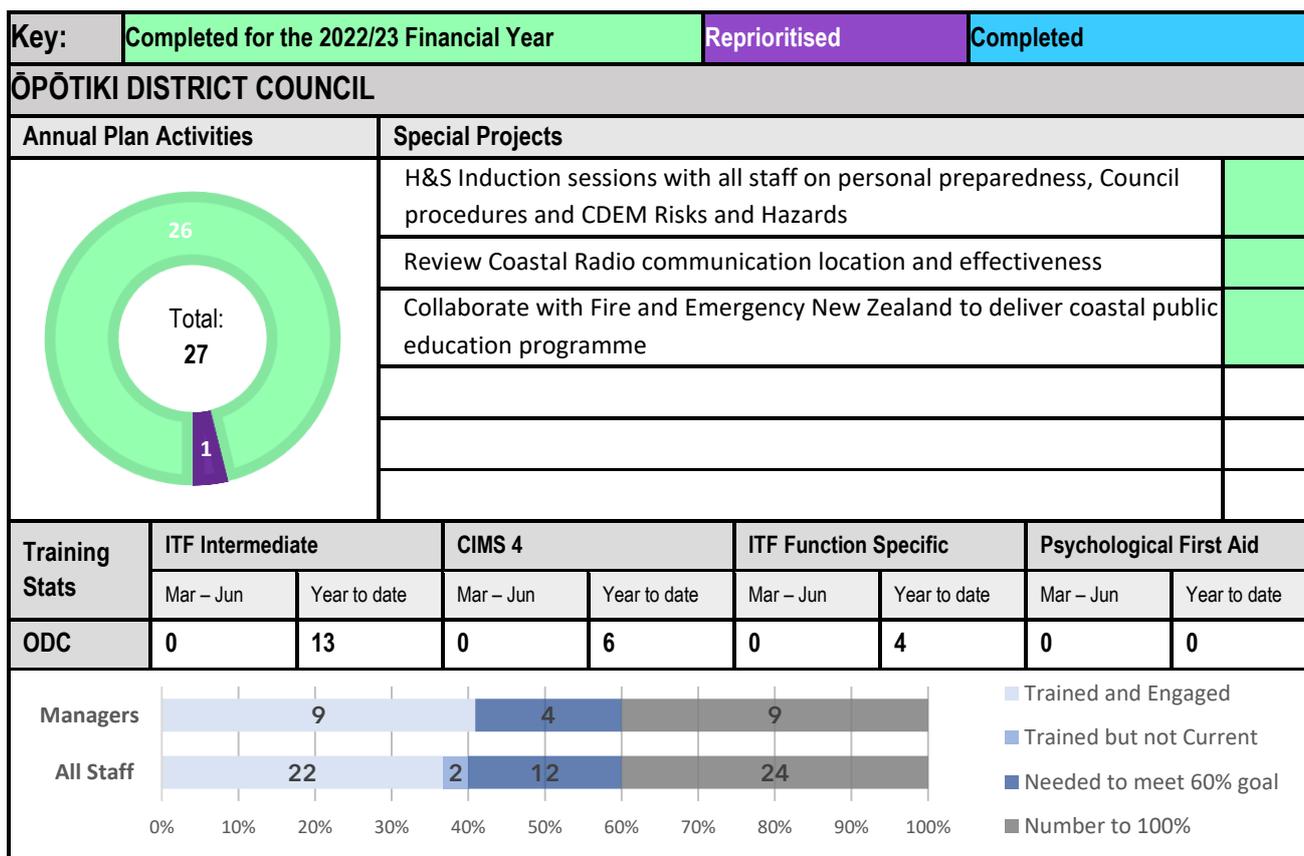
Mercury power plant field trip

KDC EOC staff attended a field trip to the Kawerau Mercury Energy Power Plant this year to learn more about this critical infrastructure asset. This geothermal power station is the largest single generator geothermal plant in New Zealand and meets approximately one third of residential and industrial demand in the region.

The process of generating electricity, the geothermal risk to the community and safety issues were explained along with processes in place for a business continuity in a disaster. This includes being able to operate the plant remotely and the provision of onsite emergency accommodation and supplies.



Ōpōtiki District Council



Community Resilience

Opotiki supported national Shakeout earthquake drill week activities with visits to multiple schools to share evacuation maps and children’s activity booklets.

Te Tāhuhu o Te Rangi - Ōpōtiki District Library supported the Shakeout earthquake drill week with a community barbeque drop in where information on earthquake and tsunami were provided along with tips for personal preparedness.

CDEM mascot Stan visited Ōpōtiki Primary School to carry out the Shakeout drill at the morning assembly, followed by classroom visits to reinforce the shakeout messaging with students and teachers.



Throughout this year, we have worked alongside Iwi on several key initiatives. These include agreement with Whakatōhea, Ngāi Tai and Te Whānau a Apanui to work together to implement the local tsunami ready programme. That includes making decisions and working together for the location, installation and local design element of signage, public education resources, community engagement and tsunami hiko events. The programme activities will begin once the Bay of Plenty tsunami evacuation maps have been released.

Response efforts

Opotiki District recognises and values the ongoing efforts of iwi in supporting the community before, during and after emergencies. Iwi stood up in both the State Highway 35 and Cyclone Gabrielle Events. Te Whānau a Apanui coordinated the welfare and essential service delivery to the isolated residents in the area due to the collapse of State Highway 35. They utilised networks that were established during Covid-19 restrictions and provided essential support to cut off communities and other affected whanau.

A combined Iwi coordinated response to Cyclone Gabrielle saw seven Marae, along with two schools and a farming station, stand up as evacuation centres across the district.

The partnership supported residents in coastal areas who were ordered to evacuate due to the expected impact of Cyclone Gabrielle. Fortunately however the cyclone did not arrive as forecasted; however it provided reassurance to the community that support could be coordinated effectively at short notice.



Ōpōtiki District Council hosted a community debrief session in Ōpōtiki following Cyclone Gabrielle, aiming to gather input from the individuals responsible for coordinating evacuations and establishing and assisting evacuation centres. Those that could not attend the hui were able to provide feedback online through the Ōpōtiki District Council website.

The general consensus was that the response was effective and evacuation centres were ready and able to provide for the needs of residents evacuated. Any actions arising from the information collected has been included corrective actions register as priority work.

Deployments

Local Welfare Manager Kurt Bledsoe supported the Kutarere School Evacuation Centre during the cyclone event as a Community Led Centre Supervisor. Afterwards, he was sent to Gisborne, along with other personnel from Bay of Plenty CDEM, to join the Tairāwhiti Welfare Team. Kurt provided support in welfare needs assessments, liaison with welfare agencies and coordination for the delivery of welfare services to the community response.

Financials 2022-2023*

* Unaudited financial statement

| Bay of Plenty CDEM Group | Year ended 30 June 2023 | |
|-----------------------------|-------------------------|-------------|
| | Budget (\$) | Actual (\$) |
| Targeted Rates | 3,690,173 | 3,689,756 |
| Other Revenue | 72,204 | 447,253 |
| Total Operating Revenue | 3,762,377 | 4,137,008 |
| Total Operating Expenditure | 3,981,151 | 4,122,480 |
| Net Surplus (deficit) | (218,775) | 14,529 |

| Bay of Plenty CDEM Group Reserve Account | | |
|--|-----------|-----------|
| Opening Balance | 1,784,961 | 1,784,961 |
| Surplus transferred | (218,775) | 14,529 |
| Closing Balance | 1,566,186 | 1,799,490 |

| Bay of Plenty Lifelines Group | Year ended 30 June 2023 | |
|-------------------------------|-------------------------|-------------|
| | Budget (\$) | Actual (\$) |
| Member Contributions | 43,356 | 25,400 |
| Total Operating Revenue | 43,356 | 25,400 |
| Total Operating Expenditure | 43,358 | 6,657 |
| Net Surplus (deficit) | (2) | 18,743 |

| Bay of Plenty Lifelines Group Reserve Account | | |
|---|--------|--------|
| Opening Balance | 60,197 | 60,197 |
| Surplus transferred | (2) | 18,473 |
| Closing Balance | 60,196 | 78,940 |
| Debtor write off | 0 | 0 |
| Final invoice – (catering) | 0 | 0 |
| Updated Closing Balance | 60,196 | 78,940 |

Appendix 1: CDEM Group Deployment overview

| Number of Staff Deployed | Location | Organisation | Days deployed | Estimated Hours Worked (Based on 12 hr shift) | Total Combined Hours per Deployment |
|--------------------------|----------------|--------------|---------------|---|-------------------------------------|
| 4 | Nelson/Tasman | EMBOP | 7 | 84 | 336 |
| 1 | Nelson/Tasman | BOP EMAT | 7 | 84 | 84 |
| 3 | Nelson/Tasman | BOPRC | 7 | 84 | 252 |
| 3 | Nelson/Tasman | TCC | 7 | 84 | 252 |
| 5 | Tairawhiti | EMBOP | 8 | 96 | 480 |
| 2 | Wairoa | BOP EMAT | 9 | 108 | 216 |
| 1 | Wairoa | BOP EMAT | 5 | 60 | 60 |
| 9 | Wairoa | BOPRC | 8 | 96 | 864 |
| 3 | Tairawhiti | BOPRC | 6 | 72 | 216 |
| 2 | Tairawhiti | TCC | 6 | 72 | 144 |
| 2 | Tairawhiti | RLC | 6 | 72 | 144 |
| 1 | Tairawhiti | ODC | 6 | 72 | 72 |
| 1 | Napier | WBOPDC | 2 | 24 | 24 |
| 1 | Napier | BOPRC | 14 | 168 | 168 |
| 1 | Hawkes Bay ECC | BOPRC | 7 | 84 | 84 |
| 2 | Wairoa | EMBOP | 7 | 84 | 168 |
| 1 | Auckland | NZRT | 7 | 84 | 84 |
| 1 | Tairawhiti | EMBOP | 13 | 156 | 156 |
| 1 | Hawkes Bay ECC | EMBOP | 7 | 84 | 84 |
| 1 | Hawkes Bay ECC | BOPRC | 7 | 84 | 84 |
| 1 | Hawkes Bay ECC | BOPRC | 7 | 84 | 84 |
| 1 | Hawkes Bay ECC | WDC | 7 | 84 | 84 |
| 3 | Wairoa | EMBOP | 7 | 84 | 252 |
| 1 | Wairoa | BOPRC | 7 | 84 | 84 |
| 2 | Tairawhiti | EMBOP | 6 | 72 | 144 |
| 1 | Hawkes Bay ECC | TCC | 5 | 60 | 60 |
| 1 | Hawkes Bay ECC | TCC | 7 | 84 | 84 |
| 2 | Hawkes Bay ECC | BOPRC | 7 | 84 | 168 |
| 1 | Hawkes Bay ECC | TCC | 7 | 84 | 84 |
| 2 | Hawkes Bay ECC | WBOPDC | 9 | 108 | 216 |

| Group | Total |
|---------------------------------|--------------|
| Total Amount of People Deployed | 60 |
| Total Amount of Days Deployed | 215 |
| Total Overall Combined hours* | 5232 |
| Hourly rate at \$150* | \$784,800.00 |

* This is an estimate of the hourly rate and the deployed hours, and should only serve as a point of reference