

Terms of Reference for Welfare Coordination Group

Otago Welfare Coordination Group

Terms of Reference

March 2017

Introduction

This document provides a framework for the convening, operation, administration, and evaluation of the Otago Civil Defence Emergency Management Group's Welfare Coordination Group (WCG) for the delivery of welfare services.

Definition of welfare services

Welfare services support individuals, families and whānau, and communities in being ready for, responding to, and recovering from emergencies. Welfare services are managed and delivered at the local level and coordinated and supported at the regional and national levels.

The objective of the welfare services function is to carry out activities across the 4Rs to provide for the needs of people affected by an emergency and to minimise the consequences of the emergency for individuals, families and whānau, and communities.

Communities can be affected by emergencies in different ways, and may need different types of welfare services, including (but not limited to):

- shelter or accommodation
- food, water, or clothing
- assistance with contacting family/whānau or significant others
- psychosocial support
- financial assistance
- medication, medical assistance, and assistance with other health needs, or
- veterinary assistance, food, and/or shelter for their companion animals.

Purpose of the WCG

The WCG coordinates and supports the delivery of welfare services by local authorities and agencies prior to, and during, an emergency.

The WCG, which is chaired by the CDEM Group Welfare Manager, ensures that welfare service delivery is planned, organised, integrated, coordinated and supported. Membership in the WCG enables welfare agencies to understand their roles and responsibilities across the 4Rs under the *National CDEM Plan 2015*, the CDEM Group Plan, and the Group Welfare Plan.

The mandate for an establishment of a WCG is set out in the *National CDEM Plan 2015* (section 65).

Objectives

The following objectives will guide the WCG's planning and decision making.

1. Support community-led welfare responses as a mechanism to meet their emergency welfare needs.
2. Adhere to the ten Response objectives established by principles of the New Zealand CIMS 2nd edition.
3. Recognise that an integrated approach to the coordinated delivery of welfare services across the 4Rs will lead to optimal outcomes for individuals, families, whānau and communities.
4. Ensure a people-centric approach at all times, recognising the diverse and dynamic nature of communities within the region.
5. Recognise that regular communication of welfare information to the public is essential during Response and Recovery.
6. Support the delivery of welfare services in peoples' own homes where this is desirable, safe and feasible.
7. Acknowledge that Civil Defence Centres provide a useful mechanism to deliver welfare services and support.
8. Support the concept of mobile welfare services where appropriate.
9. Include in planning and coordination of welfare services:
 - a. A list of support agencies as identified in the *National CDEM Plan 2015*
 - b. A list of other relevant agencies or community-based organisations and networks.

Accountability

The WCG is a formal committee of the Coordinating Executive Group (CEG), and is governed by the CEG.

The WCG Chair (CDEM Group Welfare Manager) gives reports to the CEG, and may attend CEG meetings.

Responsibilities of the Welfare Coordination Group across the 4Rs

Reduction

Contribute to reduction in the welfare context by:

- Working together to build an understanding of communities and their risks and vulnerabilities.
- Building links between individual welfare services agencies' policies and programmes.
- Ensuring public resilience education is integrated into CDEM reduction activities.

Readiness

- Develop, complete, and review an annual WCG work plan and associated programmes of work.
- Contribute to the review of the CDEM Group Welfare plan.
- Contribute to the review and update of the CDEM Group Plan (as requested).
- Ensure that district/local welfare plans are held by each local authority (where appropriate) and are relevant and up to date.
- Meet periodically (e.g. three times a year for core members, and once a year for wider WGG members).
- Maintain a current Terms of Reference: review at least annually, and amend as required.
- Ensure that welfare services agencies understand their roles.
- Encourage business continuity planning for agencies with responsibilities for welfare services (to ensure they are able to contribute in an emergency).
- Identify welfare vulnerabilities and gaps across the region and work with Emergency Management Officers and Local Welfare Managers (where appropriate) to mitigate their consequences.
- Participate in CDEM Group exercises as required.
- Members attend all relevant training opportunities.

Response

- Convene as directed by the WCG Chair/CDEM Group Welfare Manager.
- Maintain an overview of the overall welfare situation and response.
- Analyse incoming information to produce intelligence and a common operating picture.
- Undertake tasks assigned by the Controller/ECC and respond to requests for assistance.
- Maintain a record of decisions made.
- Contribute relevant local and regional information and intelligence.
- Anticipate and identify any gaps or oversights in welfare service delivery at the local level.
- Identify developing trends.
- Plan for and coordinate the deployment of any regional resources into the affected local area(s).
- Request any further support/resources required via the ECC.
- Anticipate welfare services requirements that may arise over the next 2-3 days. Ensure that resources will be available to meet these needs.
- Anticipate welfare services requirements that may arise over the next 1-2 weeks. Ensure that resources will be available to meet these needs.
- Identify and address potential welfare impacts or implications for adjoining local authorities.
- Contribute to any key welfare communications messages to the public.
- Produce a welfare services situation report to inform the CDEM Group/ECC situation report.
- WCG Chair/CDEM Group Welfare Manager to regularly liaise with the National Crisis Management Centre – Welfare function, and National Welfare Coordination Group as required.
- If requested by the ECC, develop short and medium-term welfare services contributions to an Action Plan.

Recovery

- Continue to provide welfare services as required, working with the CDEM Group Recovery Manager.
- Review WCG's response and recovery performance and identify opportunities for improvement.

WCG membership

The WCG is comprised of regional representatives from central and local government agencies, non-government organisations, and other community organisations with a responsibility for delivering welfare services under the *National CDEM Plan 2015*, in the Otago area.

Core membership

Core membership comprises those agencies with responsibility for coordinating each of the nine welfare services sub-functions including Local Welfare Managers, Emergency Management Officers and REMA. The New Zealand Red Cross and the Salvation Army are invited to send representatives but are not core members.

Wider membership

Wider membership includes (but is not limited to) any agencies listed as support agencies for the nine welfare services sub-functions.

Table 1 Core WCG membership

Agency	Responsibility for welfare services sub-function
Otago CDEM Group	Registration Needs assessment Household goods & services Shelter & accommodation (shelter & emergency accommodation)
New Zealand Police	Inquiry
Ministry for Vulnerable Children/MSD	Care & protection services for children & young people
Southern District Health Board	Psychosocial support
Ministry of Business, Innovation & Employment	Shelter & accommodation (temporary accommodation)
Work and Income New Zealand/MSD	Financial assistance
Ministry for Primary Industries	Animal welfare
MCDEM	Provides advice and guidance to the WCG
Local Welfare Manager and Emergency Management Officer from each TLA	Responsibilities across all sub-functions
The New Zealand Red Cross and the Salvation Army are invited to send representatives.	Responsibilities across a number of sub-functions

Table 2 Wider WCG membership

Agency	Support for welfare services sub-function
Accident Compensation Corporation	Financial assistance
Federated Farmers	Animal welfare and Rural support
Rural Support Trust	Needs assessment and Psychosocial
Housing NZ Corporation	Shelter & accommodation
Inland Revenue	Financial assistance
Ministry of Business, Innovation & Employment	Financial assistance
Otago CDEM Group Ministry of Civil Defence & Emergency Management	Inquiry
Ministry of Education	Inquiry Care & protection services for children & young people Psychosocial support Shelter & accommodation
Southern DHB Public Health Units Ministry of Health	Inquiry Needs assessment Household goods & services Shelter & accommodation
Ministry for Pacific Island Affairs	Needs assessment
Ministry for Primary Industries	Needs assessment Psychosocial support (Farming families and primary producers) Financial assistance
Ministry of Social Development	Needs assessment Psychosocial support Household goods & services Shelter & accommodation
New Zealand Companion Animal Council	Animal welfare
New Zealand Defence Force	Household goods & services
New Zealand Institute of Animal Control Officers	Animal welfare
New Zealand Police	Needs assessment Care & protection for children and young people
New Zealand Red Cross	Needs assessment Inquiry Care & protection services for children & young people Psychosocial support

Agency	Support for welfare services sub-function
	Household goods & services Financial assistance
New Zealand Veterinary Association	Animal welfare
Office of Ethnic Communities	Needs assessment
Society for the Prevention of Cruelty to Animals	Animal welfare
St John	Needs assessment Inquiry
Te Puni Kōkiri	Needs assessment Care & protection services for children & young people Psychosocial support Shelter & accommodation
The Salvation Army	Needs assessment Psychosocial support Household goods & services Financial assistance Shelter & accommodation
Victim Support	Needs assessment Psychosocial support

Table 3 Agencies who may not have regional representation

Agency	Support for welfare services sub-function
Ministry of Business, Innovation & Employment	Shelter & accommodation (temporary accommodation)
Earthquake Commission	Financial assistance
Insurance Council of New Zealand	Financial assistance
Ministry for Foreign Affairs & Trade	Inquiry Needs assessment
Office for Disability Issues	Needs assessment
New Zealand Food & Grocery Council	Household goods & services
World Animal Protection	Animal welfare

Structure of the Otago WCG

Chair	<p>The Otago CDEM Group Welfare Manager is the Chair of the WCG. A Deputy Chair may also be appointed. The role and responsibilities of the WCG Chair are set out in Otago CDEM Group Welfare Manager Job Description.</p> <p>The Deputy Chair shall fulfil the role and responsibilities of the Chair in the Chair's absence.</p> <p>If both the Chair and Deputy are absent from a meeting without proxy, the WCG shall elect a Chair to lead the meeting.</p>
Administration support	<p>Administration and secretary support to the WCG Chair is provided by the CDEM Group Office/other WCG member agency.</p>
Sub committees	<p>The WCG may establish sub-committees that are responsible for completing programmes of work that have been included in the annual WCG work plan. These work programmes are reported back to WCG via the agencies responsible for each welfare services sub-function.</p>

Otago WCG meetings (during business as usual)

	<p>The purpose of WCG meetings during business as usual is to maintain relationships, share information, and plan and review an annual WCG programme of work.</p> <p>Meeting frequency will be decided by the Chair. Dates for these meetings will be set at the beginning of each year.</p>
Core WCG membership	<p>The meeting frequency for the core members of the Otago CDEM Group WCG is three times a year.</p> <p>All core members are expected to attend scheduled meetings, or to send a representative who has the equivalent decision-making authority.</p>
Wider WCG membership	<p>The wider members of the Otago CDEM Group WCG meets at least once a year.</p> <p>All wider members are expected to attend scheduled meetings, or to send a representative who has the equivalent decision-making authority.</p>

Decision making As far as practicable, decisions will be made by consensus. If it is not possible to achieve agreement then a vote shall be held.

- The decision outcome will be based on the majority of votes.
- Each member is entitled to vote once on an issue.
- A quorum of six attendees is required.

Agenda items Any documents that need to be discussed at the meetings will also be circulated before the meeting.

Administration tasks will be managed by staff from the Otago CDEM Group Emergency Management Office/or other WCG member agency

Meeting follow up All members will be updated following all meetings with distribution of papers and minutes.

Costs Costs for agency participation will lie where they fall. Emergency Management Otago will provide administrative support for aspects of the Welfare Coordination Group’s work as appropriate.

Business As Usual meeting procedure

Table 4 shows the procedure for WCG meetings held during business as usual.

The Chair (CDEM Group Welfare Manager) is supported in their role by a minute taker.

Table 4 WCG Business As Usual meeting procedure

Step	Action
1	Chair welcomes members, additional attendees are introduced and acknowledged.
2	Minutes from last meeting are confirmed.
3	Action points from last meeting are updated.
4	Chair (CDEM Group Welfare Manager) provide Otago CDEM Group welfare update.
5	MCDEM representative provides national welfare and general MCDEM update.
6	Core WCG members report and update on the work programmes of established sub-committees/subgroups.
7	(If wider membership is present) Support agencies provide an update of relevant information.
8	Discussion on key risks, interdependencies and desired outcomes.
9	General business.
10	Meeting closes.

Otago CDEM Group WCG meetings (during Response)

During an emergency or an anticipated emergency, the decision to convene the WCG will be made after a discussion between the WCG chair (CDEM Group Welfare Manager) and the Group Controller. These meetings may be by teleconference with meeting alerts given via Emergency Management Otago texts with follow-up emails.

Meeting purpose The purpose of the WCG meeting during Response is to enact tasks as assigned by the Group Controller, via the Chair (CDEM Group Welfare Manager).

Meeting frequency During an emergency the WCG may meet as often as required, according to the scale, scope, and consequences of the emergency.

Regular reporting Outside of meetings, core members of the WCG (agencies responsible for coordinating each of the nine welfare services sub-functions) must give regular reports to the Chair (CDEM Group Welfare Manager) on the performance of its sub-function.

Response meeting procedure Table 5 shows the procedure for WCG meetings held during Response. The WCG Chair is supported in their role by a minute taker.

Note: A similar meeting frequency and process may be applied during Recovery.

Table 5 WCG Response meeting procedure

Step	Action
1	Chair (CDEM Group Welfare Manager) welcomes members and explains content and length of meeting. Any additional attendees introduced and welcomed, including the CDEM Group Recovery Manager.
2	Chair (CDEM Group Welfare Manager) provides an updated (overall) common operating picture of the emergency, its consequences, and the priorities of the Controller/ECC.
3	Chair (CDEM Group Welfare Manager) provides more detailed update on consequences of the emergency on communities. The local welfare response is detailed including activities of any local welfare committee(s).
4	WCG members add any relevant information to this picture. The focus is on the consequences of the emergency on communities, and other intelligence (not on their agency's business as usual operation). WCG members report on progress of any previously assigned tasks.

Step	Action
5	Chair (CDEM Group Welfare Manager) leads discussion to ensure that local welfare needs are correctly identified and prioritised, and to identify how agencies can contribute any extra resources to respond to priority areas.
6	WCG members are to anticipate and predict the main welfare related needs of affected communities in the medium term (24-72 hours). Define whether local welfare resources will meet future needs/demand for welfare services (including people with disabilities and CALD communities).
7	Any resource gaps (capability and capacity issues) are identified and noted for escalation to the Group Controller and National Welfare Coordination Group.
8	New tasks are identified, and assigned to the appropriate agency.
9	CDEM Group Recovery Manager (if attending) leads a discussion on arrangements for transition to recovery as appropriate.
10	Next meeting time/date agreed.
11	Meeting closes.
12	Welfare function status update for CDEM Group/ECC Situation Report completed and submitted.
13	Minutes are distributed.