WELFARE

Manages and coordinates the delivery of welfare services during a response to an incident

CIMS
Coordinated
Incident
Management
System

RESPONSIBILITIES INCLUDE

- Ensure planned, coordinated, and effective delivery of welfare services to affected people and animals

- Ensure the Controller and wider IMT are informed of the Welfare aspects of the response

- Provision of expert Welfare advice to the Controller and other functions

- Identification of impacted individuals and animals and sharing this information

- Identification of welfare priorities

- Support the planning, coordination, and integration of welfare activities with other CIMS functions and activities

- Provision of coordination, direction, support, and/or mentoring to incident level Welfare leads

- Ensure timely and accurate welfare services information is disseminated to affected people, whānau/families, and communities through PIM

KEY RELATIONSHIPS

- Controller (and deputy), Response Manager

- The IMT and other functions, particularly Operations, Logistics, and Iwi/Māori Representation

- Welfare functions at other EOCs and at incident and regional level (if applicable)

- Recovery Manager

- Welfare service providers and clusters

- Rural Advisory Groups / Primary Industry Clusters

- Affected communities

- Iwi rūnanga and local marae

KEY OUTPUTS

- Needs assessment (when required)

- Develop Welfare coordination plans or appendices for the Action Plan (when required)

- Welfare service information for affected people, animals, and other functions

- Welfare input and advice to governance

- Input into the Action Plan

- Welfare Status Reports

CONSIDERATIONS

- Incident and local Welfare Plans and ongoing welfare needs

- Whether the welfare services being offered are appropriate to the diverse nature, capabilities, and vulnerabilities of affected people and animals

- Understanding the capability and capacity of the community and welfare service organisations to support a community response

- Privacy, record-keeping, and security

- Working with Iwi/Māori Representation to ensure welfare planning and services are appropriate for iwi/Māori

- Recognition of people's connections to their animals and how this can impact behaviour

- Whether a Welfare Facility sub-function needs to be established

- Consider if the size, scale, and complexity of the response warrant the establishment of other sub-functions to allow for targeted coordination of support

- Human rights, self-determination, mana, dignity, respect, and privacy of individuals

WELFARE SUB-FUNCTIONS

- Needs Assessment
- Welfare Delivery Coordination

INITIAL TASKS

- Obtain briefing from the Controller to gain situational awareness / obtain Controller's intent

- Establish Welfare function; appoint, brief, and task staff; ensure staff have had an induction (including a Health and Safety induction)

- Work / connect with CIMS functions, ICPs, other EOCs and ECCs (if relevant), iwi/Maori, communities, and welfare service organisations to understand immediate and predicted welfare needs

- Plan for the coordinated delivery of welfare needs

- Provide Welfare advice to the Controller and other functions

- Set up logs (as required) to record decisions and actions

- Contribute to the development of the Action Plan

DEMOBILISATION

Refer to *Appendix F Demobilisation* in page 96 of the 3rd edition of the CIMS Manual for more information.

ONGOING TASKS

- Analyse, prioritise, and understand needs of affected people and animals

- Ensure the coordination and delivery of welfare services; monitor and review delivery, ensuring that emerging needs are identified

- Record decisions, actions, and other activities

- Provide reports, briefings (including handovers for incoming shifts) and situation updates (as required)

- Identify resource requirements and request from Operations

- Contribute to the planning process

- Maintain awareness of, and work with, spontaneous community initiatives wherever possible

- Liaise with, and provide ongoing support to incident and regional Welfare functions (if applicable)

- Work with PIM to ensure public information about welfare services is accurate, up-to-date, and accessible

- Provide Welfare input and advice to Governance

- Manage demobilisation for Welfare; contribute to Transition Planning

NEEDS IDENTIFICATION

Welfare delivery is reviewed and emerging needs (due to ongoing response activities) are identified

Needs are identified by Welfare, other CIMS functions and welfare services organisations

WELFARE DELIVERY COORDINATION

NEEDS ASSESSMENT

Delivery of welfare services is ensured by Welfare, Operations, welfare services organisations and community groups