

RESPONSE SUMMARY COVID-19

2020

Response Summary COVID-19

Author Sarah Gauden-Ing

Title CDEM Analyst

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Authoriser Todd Velvin

Title Acting CDEM Regional Manager

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Cover Image: The COVID-19 Virus (Ministry of Health)

TARANAKI CDEM

COVID-19 RESPONSE

BY THE NUMBERS



4 ALERT
LEVELS

16 COVID
CASES
(ALL RECOVERED)



355
HOUSEHOLDS
SUPPORTED

15,158
HOURS WORKED AT
THE EMERGENCY
CENTRE

COVID
SWABS TAKEN:
7124

157
WORKING AT THE
EMERGENCY
CENTRE

99 DAYS
ACTIVATED

INCLUDING

54
COMMUNITY
VOLUNTEERS

645

CALLS TO THE
WELFARE LINE



11
FOODBANKS
SUPPORTED

64
FAMILIES
HOUSED



Table of Contents

1 Introduction	6
1.1 Background to Activation.....	6
2 Response Structure	8
2.1 Background to the Response Structure	8
2.2 All of Government Response Structure	8
2.3 Taranaki Region’s Response Structure	8
3 Key Events	16
3.1 Event Log.....	16
Table 3.1 Summary of the Taranaki ECC Event Log	16
3.2 Action Plans.....	19
Table 3.2 Taranaki ECC Action Plans during the COVID-19 Response	20
4 Use of Emergency Powers	22
4.1 Use of Emergency Powers by Controllers	22
4.2 Use of Emergency Powers by Recovery Managers	22
4.3 The COVID-19 Public Health Response Act 2020	22
Table 4.1: Use of Emergency Powers by Group Controllers in the Taranaki Region	23
5 Welfare and Support	28
5.1 CDEM Welfare Support	28
Graph 5.1: Calls to the CDEM 0800 Welfare Line	28
Graph 5.2: Number of people placed in emergency accommodation by CDEM.....	28
5.2 Iwi and community support.....	29
Table 5.3: Household Goods and Services Providers during COVID-19.....	29
5.3 Coordination with Welfare Agencies	29
5.4 RANA (Registration and Needs Assessment) System	30

6 Expenditure	31
6.1 Financial Claims.....	32
Table 6.1: Financial claims made to NEMA.....	32
7 Response Staffing	34
8 Information management	36
8.1 Sources of Information	36
8.2 Provision of Information	37
8.3 Key documents and file paths.....	38
9 Post Response Activities	40
9.1 Recovery.....	40
9.2 Welfare transition	40
9.3 Debriefs.....	41
9.4 Corrective Actions.....	41
9.5 Acknowledgments.....	41
9.6 Readiness	41
Appendix 1: Acronym List.....	44

New Zealand COVID-19 Alert Levels Summary

Unite
against
COVID-19

- The Alert Levels are determined by the Government and specify the public health and social measures to be taken in the fight against COVID-19. Further guidance is available on the [Covid19.govt.nz](https://www.covid19.govt.nz) website.
- The measures may be updated based on new scientific knowledge about COVID-19, information about the effectiveness of control measures in New Zealand and overseas, or the application of Alert Levels at different times (e.g. the application may be different depending on if New Zealand is moving down or up Alert Levels).
- Different parts of the country may be at different Alert Levels. We can move up and down Alert Levels.
- Essential services including supermarkets, health services, emergency services, utilities and goods transport will continue to operate at any level. Employers in those sectors must continue to meet health and safety obligations.
- Restrictions are cumulative (at Alert Level 4, all restrictions from Alert Level 2 and 3 apply).

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ELIMINATION STRATEGY – New Zealand is working together to eliminate COVID-19

Alert Level	Risk Assessment	Range of Measures (can be applied locally or nationally)
Level 4 – Lockdown Likely the disease is not contained	<ul style="list-style-type: none"> • Community transmission is occurring. • Widespread outbreaks and new clusters. • Community transmission might be happening. • New clusters may emerge but can be controlled through testing and contact tracing. 	<ul style="list-style-type: none"> • People instructed to stay at home (in their bubble) other than for essential personal movement – including to go to work, school if they have to or for local recreation. • Safe recreational activity is allowed in local area. • Travel is severely limited. • All gatherings cancelled and all public venues closed. • Businesses closed except for essential services (e.g. supermarkets, pharmacies, clinics, petrol stations) and lifeline utilities. • Educational facilities closed. • Rationing of supplies and requisitioning of facilities possible. • Reprisitionisation of healthcare services.
Level 3 – Restrict High risk the disease is not contained	<ul style="list-style-type: none"> • People instructed to stay home in their bubble other than for essential personal movement – including to go to work, school if they have to or for local recreation. • Physical distancing of two metres outside home (including on public transport), or one metre in controlled environments like schools and workplaces. • People must stay within their immediate household bubble, but can expand this to reconnect with close family / whānau, or bring in caregivers, or support isolated people. This extended bubble should remain exclusive. • Schools (years 1 to 10) and Early Childhood Education centres can safely open, but will have limited capacity. Children should learn at home if possible. • People must work from home unless that is not possible. • Businesses can open premises, but cannot physically interact with customers. 	<ul style="list-style-type: none"> • Low risk local recreation activities are allowed. • Public venues are closed (e.g. libraries, museums, cinemas, food courts, gyms, pools, playgrounds, markets). • Gatherings of up to 10 people are allowed but only for wedding services, funerals and tangihanga. Physical distancing and public health measures must be maintained. • Healthcare services use virtual, non-contact consultations where possible. • Inter-regional travel is highly limited (e.g. for essential workers, with limited exemptions for others). • People at high risk of severe illness (older people and those with existing medical conditions) are encouraged to stay at home where possible, and take additional precautions when leaving home. They may choose to work.
Level 2 – Reduce The disease is contained, but the risk of community transmission remains	<ul style="list-style-type: none"> • Household transmission could be occurring. • Single or isolated cluster outbreaks. 	<ul style="list-style-type: none"> • Physical distancing of one metre outside home (including on public transport). • Gatherings of up to 100 people indoors and 500 outdoors allowed while maintaining physical distancing and contact tracing requirements. • Sport and recreation activities are allowed if conditions on gatherings are met, physical distancing is followed and travel is local. • Public venues can open but must comply with conditions on gatherings, and undertake public health measures. • Health services operate as normally as possible. • Most businesses open, and business premises can be open for staff and customers with appropriate measures in place. Alternative ways of working encouraged (e.g. remote working, shift-based working, physical distancing, staggering meal breaks, flexible leave). • Schools and Early Childhood Education centres open, with distance learning available for those unable to attend school (e.g. self-isolating). • People advised to avoid non-essential inter-regional travel. • People at high risk of severe illness (older people and those with existing medical conditions) are encouraged to stay at home where possible, and take additional precautions when leaving home. They may choose to work.
Level 1 – Prepare The disease is contained in New Zealand	<ul style="list-style-type: none"> • COVID-19 is uncontrolled overseas. • Isolated household transmission could be occurring in New Zealand. 	<ul style="list-style-type: none"> • No restrictions on gatherings. • Stay home if you're sick, report flu-like symptoms. • Wash and dry hands, cough into elbow, don't touch your face. • No restrictions on domestic transport – avoid public transport or travel if sick. • Border entry measures to minimise risk of importing COVID-19 cases. • Intensive testing for COVID-19. • Rapid contact tracing of any positive case. • Self-isolation and quarantine required. • Schools and workplaces open, and must operate safely. • Physical distancing encouraged.

1 | Introduction

This report summaries the Taranaki Civil Defence and Emergency Management (CDEM) Group's response to the COVID-19 Pandemic between 11 March and 19 June 2020. It focus on actions and events during the response and information and statistics relating to the response. It does not cover outcomes, improvements or corrective actions, these are included in the complementary report *COVID-19 Corrective Action Plan* .

1.1 Background to Activation

Our plan is simple. We can stop the spread by staying at home and reducing contact. Now is the time to act.

Prime Minister Jacinda Ardern announcing the move to Alert Level 4, 23 March 2020

In December 2019 a previously unidentified influenza like illness emerged in the city of Wuhan, in the province of Hubei, in China. This illness was identified as novel (new) coronavirus and was named as COVID-19 by the World Health Organisation (WHO). Outbreaks of the COVID-19 were reported around the world including Italy, South Korea and Spain. On 11 March 2020 the WHO officially declared a COVID-19 outbreak is a pandemic

In the Taranaki Region the Taranaki District Health Board (TDHB) established an Incident Management Team (IMT) on 9 March 2020 to plan for and manage health actions in response to COVID-19. On the 11 March 2020 the Taranaki Emergency Coordination Centre (ECC) activated to monitor and prepare for CDEM response. A Joint Regional Response strategy was established with Taranaki District Health Board (TDHB) and briefings provided to welfare and lifeline agencies.

An ECC liaison to TDHB IMT was established on Monday 16 March 2020; and the first two confirmed cases in Taranaki were confirmed.

On the 21 March the Prime Minister announced a four tier Alert Level system and notified that the country would move to Level 4 'lockdown' on the 25 March 2020. In response to this announcement the ECC was relocated to the TSB Stadium, New Plymouth and a full ECC established.

New Zealand moved to Alert Level 3 on Monday 23 March and on Wednesday 25 March at 12:21 hours a National State of Emergency was declared and at 11:59 pm on 25 March 2020 the country moved to Level 4, 'Lockdown'.



2 | Response Structure

2.1 Background to the Response Structure

The Coordinated Incident Management System (CIMS) is New Zealand's official framework for co-ordinated response management. In March 2020 the second edition of CIMS was the current version, though many CDEM Groups, including Taranaki, were in the process of upgrading to the third edition of CIMS when the COVID-19 response was started.

2.2 All of Government Response Structure

An All-Of-Government (AOG) structure was established to coordinate the response across central government agencies including ministry of Health (MoH) and National Emergency Management Agency (NEMA). The structure (Figure 3.1) was released on 18 March 2020 was designed to implement the National Influenza Pandemic Plan 2017

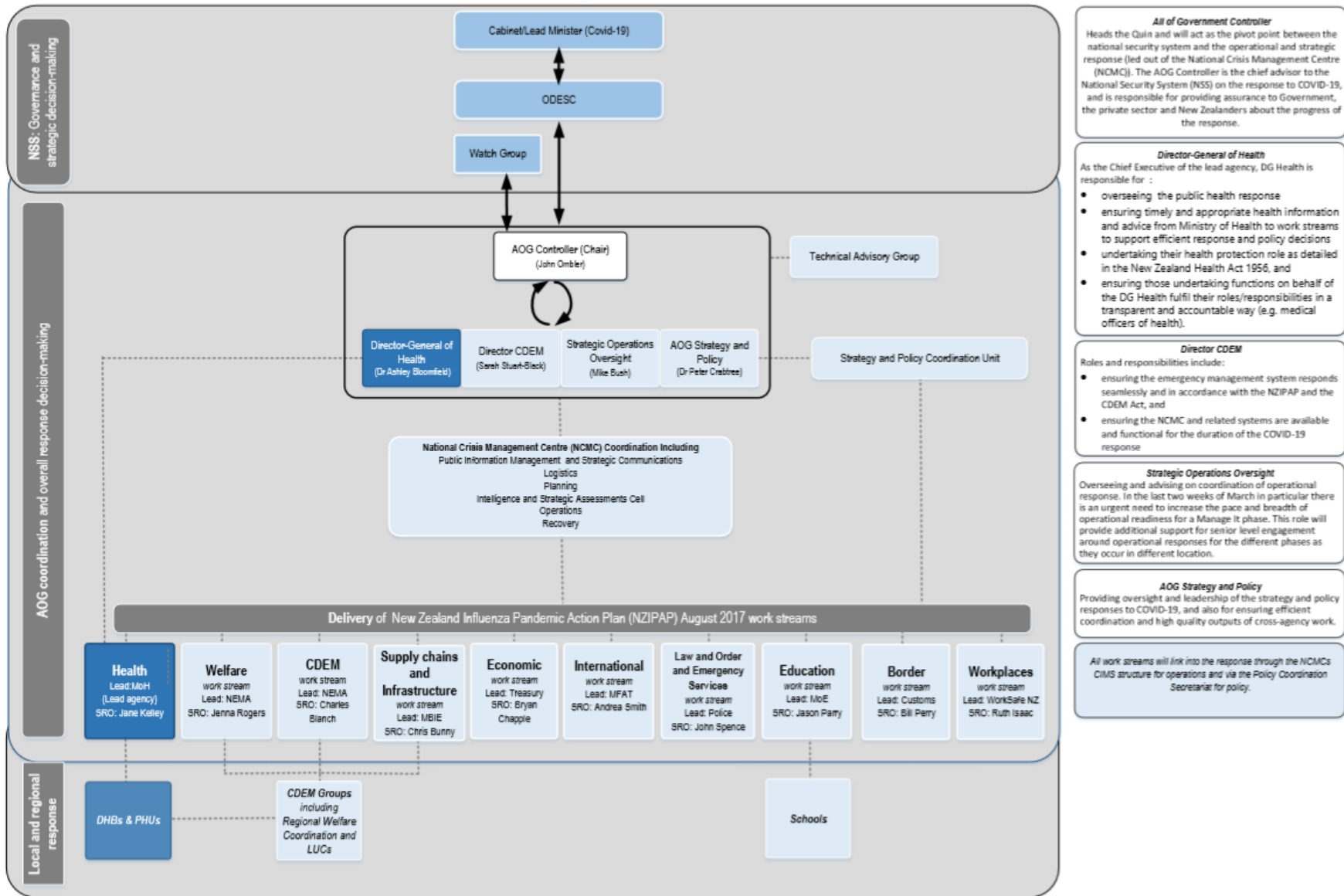
Work stream	Work stream lead agency
Health	Ministry of Health
Biosecurity	Ministry for Primary Industries
Law and order and emergency services	New Zealand Police
Civil defence emergency	Ministry of Civil Defence and Emergency Management
Welfare	Ministry of Civil Defence and Emergency Management
Education	Ministry of Education
Border	New Zealand Customs Service
External	Ministry of Foreign Affairs and Trade
Economy	The Treasury
Infrastructure	Ministry of Business, Innovation and Employment
Workplaces	Ministry of Business, Innovation and Employment / WorkSafe New Zealand

2.3 Taranaki Region's Response Structure

The Regional Response Structure was designed to align with the (AOG) structure and ensure coordination between regional CDEM and the Taranaki District Health Board (TDHB). An initial structure (Figure 3.2) was released on the 12 March, supported by a proposed Management of Command (Figure 3.3) through the phases identified in the national Pandemic Plan.

The regional response structure was updated on the 20 March when the Iwi Governance role was confirmed (Figure 3.4) and additional subfunctions (e.g. law and order, biosecurity) were established. In April the response structure was updated again to incorporate the iwi response and the links between it and the CDEM response.

Figure 2.1 All of Government Response Structure (18 March 2020)



All of Government Controller
 Heads the AOG and will act as the pivot point between the national security system and the operational and strategic response (led out of the National Crisis Management Centre (NCMC)). The AOG Controller is the chief advisor to the National Security System (NSS) on the response to COVID-19, and is responsible for providing assurance to Government, the private sector and New Zealanders about the progress of the response.

Director-General of Health
 As the Chief Executive of the lead agency, DG Health is responsible for :
 • overseeing the public health response
 • ensuring timely and appropriate health information and advice from Ministry of Health to work streams to support efficient response and policy decisions
 • undertaking their health protection role as detailed in the New Zealand Health Act 1956, and
 • ensuring those undertaking functions on behalf of the DG Health fulfil their roles/responsibilities in a transparent and accountable way (e.g. medical officers of health).

Director CDEM
 Roles and responsibilities include:
 • ensuring the emergency management system responds seamlessly and in accordance with the NZIPAP and the CDEM Act, and
 • ensuring the NCMC and related systems are available and functional for the duration of the COVID-19 response

Strategic Operations Oversight
 Overseeing and advising on coordination of operational response. In the last two weeks of March in particular there is an urgent need to increase the pace and breadth of operational readiness for a Manage It phase. This role will provide additional support for senior level engagement around operational responses for the different phases as they occur in different location.

AOG Strategy and Policy
 Providing oversight and leadership of the strategy and policy responses to COVID-19, and also for ensuring efficient coordination and high quality outputs of cross-agency work.

All work streams will link into the response through the NCMCs CIMS structure for operations and via the Policy Coordination Secretariat for policy.

Figure 2.2 Proposed COVID-19 Regional Response Structure as at 12 March 2020

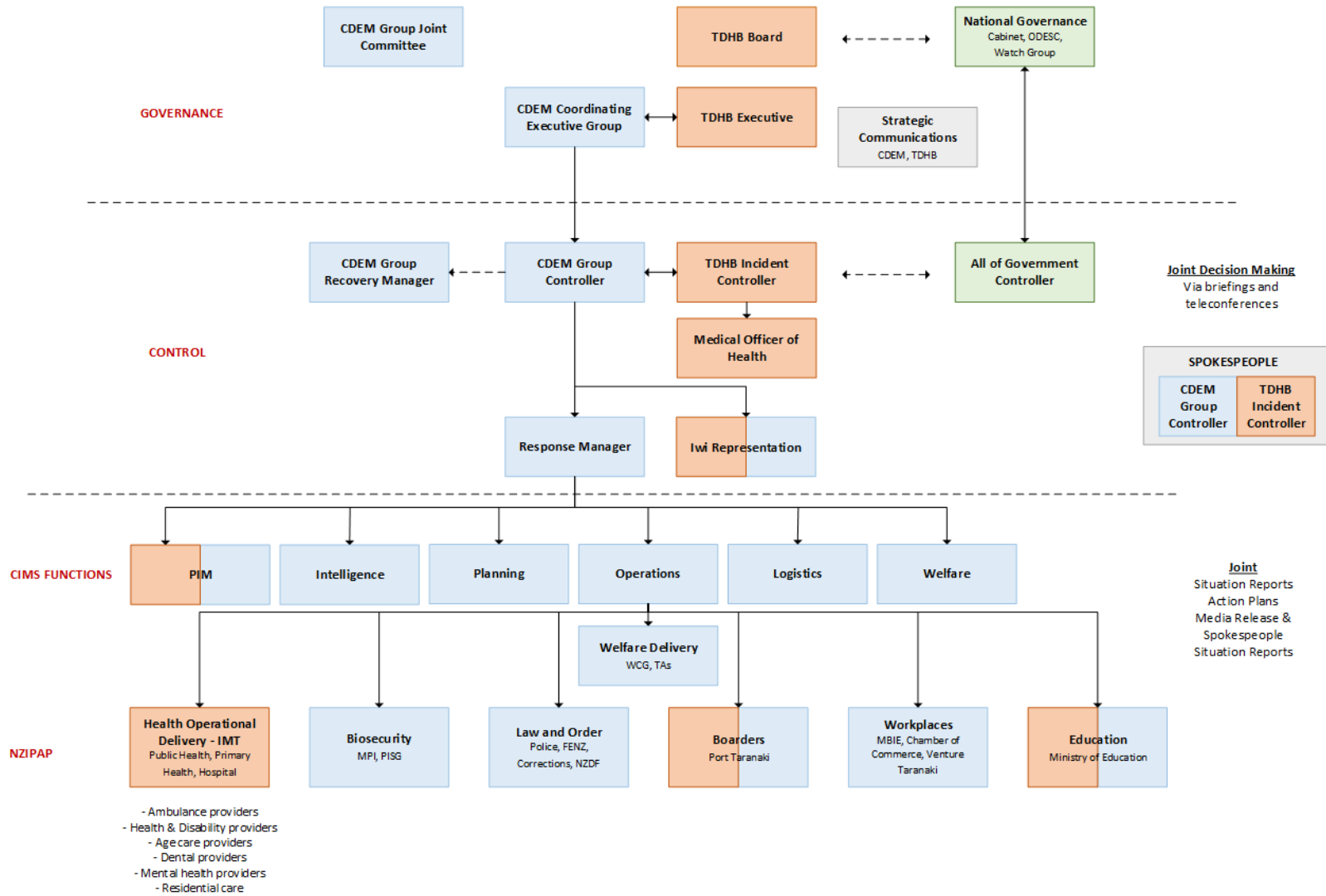


Figure 2.3 Management of Command through the Event Phases as at 20 March 2020



Focus	Threshold	Plan for it Keep it out	Threshold	Stamp it out	Threshold	Manage it	Threshold	Manage it
		<i>Planning, preparedness and early detection</i>		<i>Stopping the spread & coordinating response</i>		<i>Manage the consequences</i>		<i>Manage the compounding and cascading consequences</i>
Liaison	No Confirmed Local Cases	TEMO liaison attends TDHB meetings Regular contact between CDEM Group Controller, TDHB Incident Controller & Medical Officer of Health	Confirmed local (Taranaki) Case. Isolated separate cases	TEMO liaison attends TDHB meetings Regular contact between CDEM Group Controller, TDHB Incident Controller & Medical Officer of Health	Sustained Local Transmission	Co-location of ECC and TDHB ECC	Taranaki cluster with significant community impacts	Co-location of ECC and TDHB ECC
Decision process		Round table decision		Round table decision		Round table decision Medical Officer of Health powers under Health Act		Local Emergency Declaration (statutory powers to Group Controller) Round Table Decision
Health		Monitoring, key messages & planning		Monitoring & contact tracing		Monitoring, contact tracing & quarantine measures		Focus shifts to managing health system impacts
Welfare / Community support		Shared planning Regular contact between Health Protection and ECC welfare		Shared planning Regular contact between Health and ECC Encourage self-care Welfare delivery coordination		CDEM leads community response Self-isolation and quarantine measures require increased welfare support		CDEM leads community response
Communications / Public Information Management		ECC Group PIM & TDHB PIM Alignment of media releases for consistent messaging		Health lead messaging		Shared public messaging		Shared public messaging
Media Spokesperson		CDEM Group Controller / TDHB Incident Controller		CDEM Group Controller / TDHB Incident Controller		CDEM Group Controller / TDHB Incident Controller		CDEM Group Controller / TDHB Incident Controller
Operational Period		Weekly operational cycle Usual business hours		Operational cycle 2 – 3 days Extended hours		Operational cycle 1 day Extended hours		Operational cycle 1 day 24/7 Operations

Figure 3.4 COVID-19 Regional Response Structure as at 20 March 2020 (Action Plan 2)

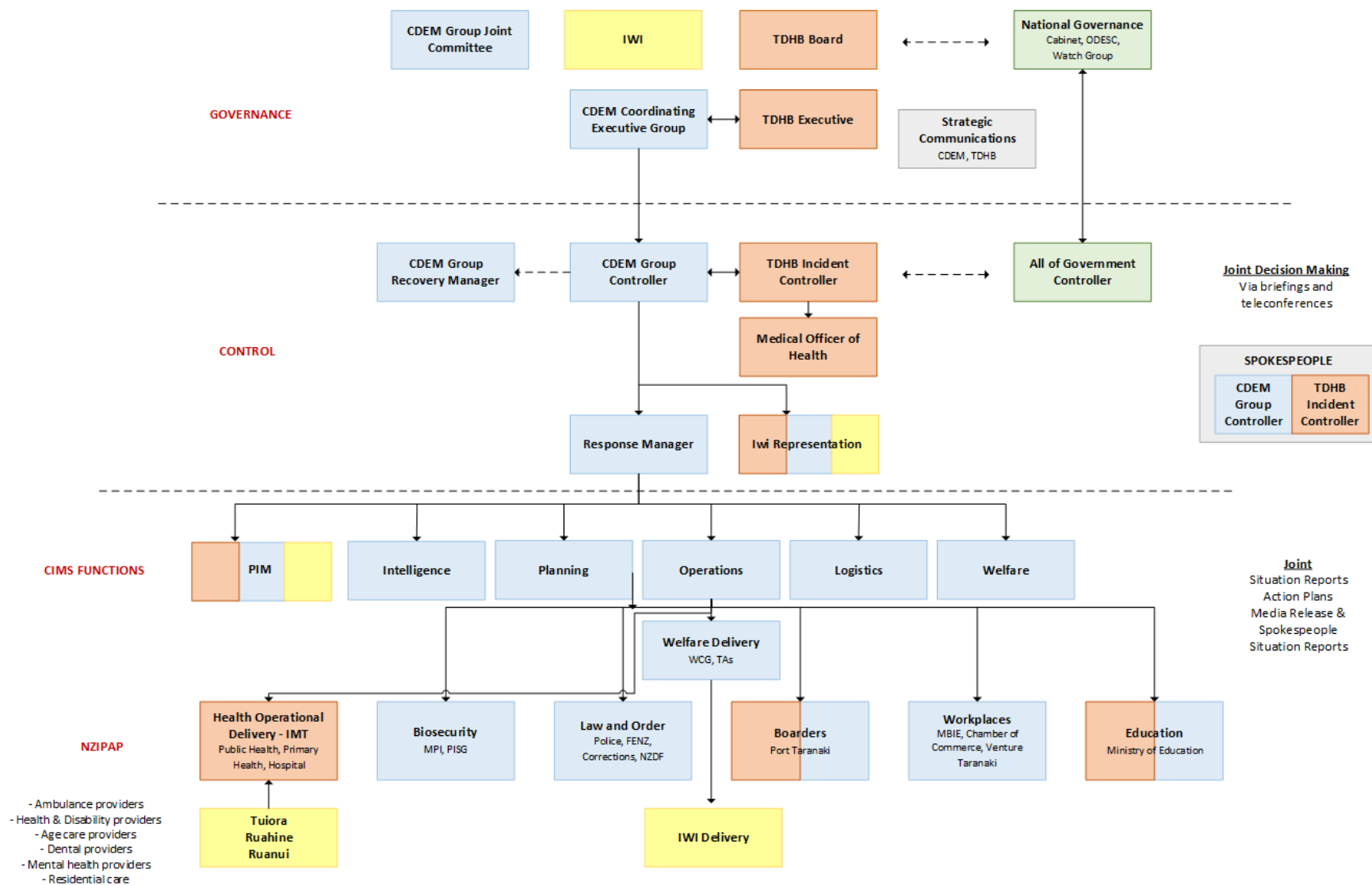
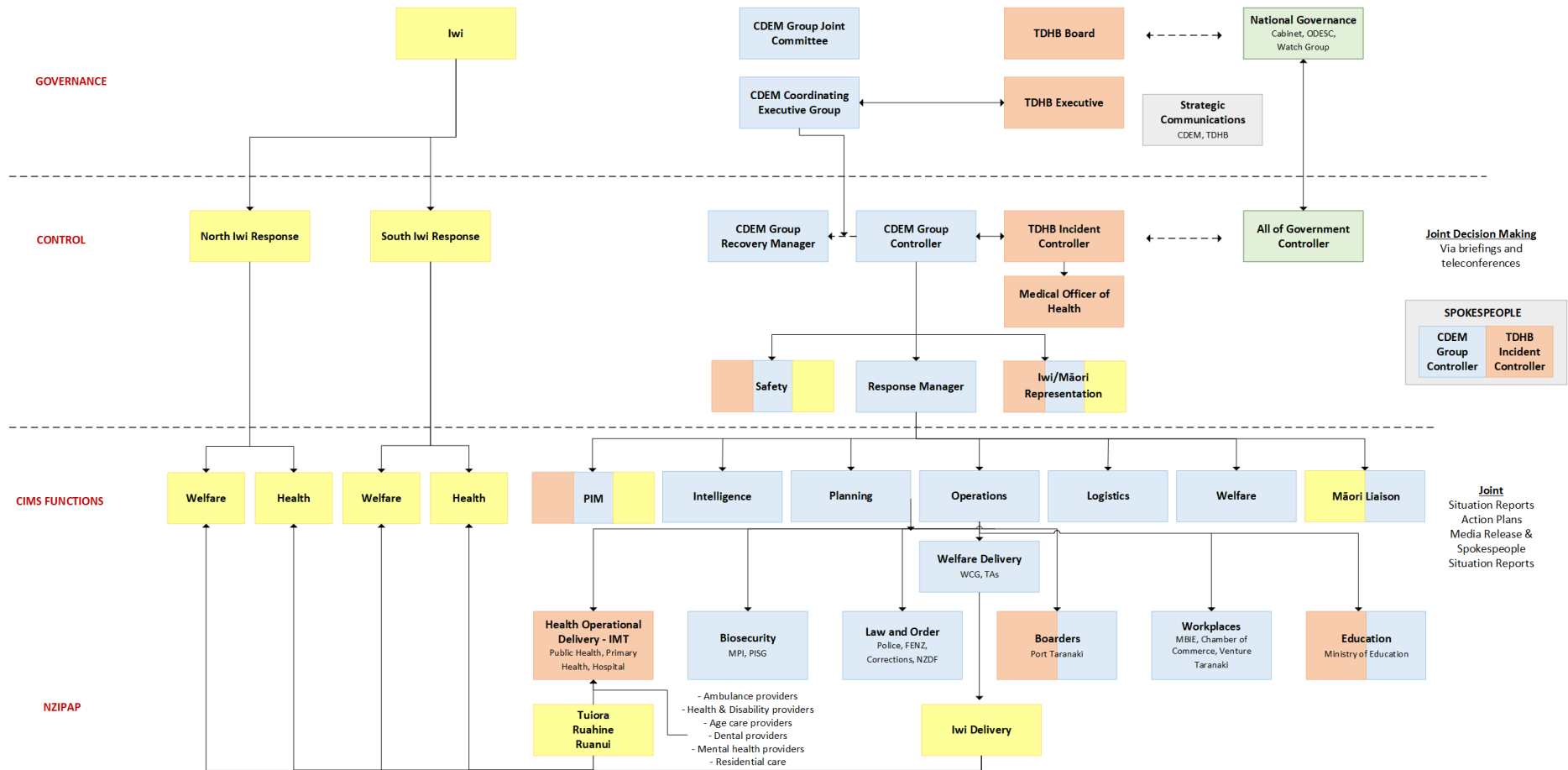



Figure 3.5 COVID-19 Regional Response Structure as at 27 April 2020 (Action Plan 4)







**Due to COVID-19 this area is
now closed to vehicular
access & freedom camping.**

Freedom campers are required to go to
Belt Road Seaside Holiday Park
where they will remain for the duration
of the level 4 lock down period.

The cleaning and sanitation regime at
Belt Road Seaside Holiday Park
will protect Freedom Campers
and the local community.



Te Kaitiaki-o-Rangitahi
New Plymouth
District Council

3 | Key Events

3.1 Event Log

The Intelligence Function maintained the COVID19 Event Log during the course of the response. This log tracked key events and decisions. A summary of the Event Log can be found in Table 3.1 and a copy of the event log is included in the separate Appendix to this report (available upon request).

Table 3.1 Summary of the Taranaki ECC Event Log

Date	Time	Comment
27/01/20	1225	Email from Group Controller to CEG, Joint committee and others updating with information known to date about COVID 19, including WHO advice. Govt actions, and public information processes
11/03/20	0900	Partial activation of the ECC
12/03/20		Establishment of the unified command structure between Taranaki CDEM and Taranaki District Health Board
13/03/20		Briefing was given to Lifelines, Welfare Advisory Group, Emergency Services and Councils at TDHB about Business Continuity Planning and the state of COVID-19
16/03/20	1004	Activation of the National Crisis Management Centre
19/03/20	1318	First two cases in Taranaki
21/03/20	12:00	The PM announced a new 4-Level COVID-19 alert level at midday today. NZ at alert level 2
23/03/20	15:16	New Zealand moves to Alert Level 3, moving to Alert Level 4 on 11:59 25 March
25/03/20	12:21	State of emergency declared at 12:21pm
27/03/20	16:20	Police instructed public Wi-Fi to be shut down across three districts - email sent to CEOs and Library managers from Intel
28/03/20		Controller instructed councils to install barricades to block access to carparks
29/03/20		First welfare registration needs assessment record received in Survey 123 [later called RANA]
29/03/20		Welfare 0800 number went live for Taranaki 0800 900 077
30/03/20		Taranaki has twelve confirmed cases of COVID-19, plus one probable case.
30/03/20		Foodbanks: CDEM groups can get reimbursed by NEMA for topping up foodbanks – request to proactively communicate this
31/03/20		Established Stratford Holiday park to home freedom campers, under similar protocol as NPDC & STDC.
01/04/20	10:39	State of emergency extended for 7 days
01/04/20	`	Awhina welfare system go live is Friday 3 April. CDEM Groups are to transition to this as able

Date	Time	Comment
02/04/20		Taranaki has 13 confirmed cases of COVID-19, plus one probable case
02/04/20		Awhina system available from Friday 3/4/2020. Concerns raised re case management process, which does not sit in the system.
02/04/20	11:40	Iwi relationships and structures within the ECC collated
03/04/20	19:29	NEMA has developed a national supply chain for CDEM Groups to purchase eligible household goods packs. Will be available from Monday 6th April
07/04/20	12:40	Six active cases with 8 recovered in Taranaki. Hospitalised case discharged.
08/04/20	8:59	Email to Intel advising ECC and district councils that Taranaki Police are working on a Mass Fatality Plan. Queried councils on a number of facts regarding their refrigerated storage
08/04/20	10:09	National state of emergency has been extended by 7 days.
08/04/20		Joint decision with Police, Medical Officer of Health and Group Controller to not establish checkpoints or roadblocks over Easter to manage transmission risk or limit non-essential non-business travel.
08/04/20		Meeting with Kelvin Wright to confirm him in the Group Recovery Manager role.
09/04/20		Iwi engagement meeting participated in, at request of Minister Mahuta, re Taranaki ECC giving effect to Te Ao Maori.
10/04/20		Bidfood end to end supply contract available for use
12/04/20		Initial request for Caring for Communities & Network of Networks Plan to be developed.
16/04/20	12:44	ECC Maori Support Coordinator Status Report. Stated met with Iwi Chairs yesterday to ensure clarity for Iwi Chairs on role of the CDEM Iwi Liaison Advisors
20/04/20	16:00	The Government has announced New Zealand will move out of Alert Level 4 lockdown at 11.59pm on Monday 27 April. The country remains in Alert Level 4 until then. The country will hold at Alert Level 3 for two weeks, before Cabinet reviews the situation and makes further decisions on 11 May.
21/04/20		Checkpoints staffed by Iwi (SH3 @ Patea & SH3 @ Mt Messenger) raised at Governance meeting
21/04/20	12:32	NZ Police - Status report Issue flagged with IMT about fast food venues needing traffic management plans for Level 3 opening
24/04/20	12:44	Traffic check points will commence from Tuesday 28 April at Northern, Eastern and Southern Taranaki regional boundaries. Issue raised at the Iwi Chairs hui
26/04/20	13:09	TDHB Media release: New COVID-19 case for Taranaki - cases now at 15
27/04/20	12:00	Taranaki has 16 cases of COVID-19
27/04/20		Controller zoom call re Taranaki Iwi lead checkpoints planned for Urenui, Patea & SH43. Iwi lead checkpoints are going ahead as of tomorrow, 28/04/2020
27/04/20	12:47	NZ Police re Fast Food Outlets Opening Times and Traffic Management Plan
27/04/20	18:20	CDEM Workstream Update includes factsheet about welfare support that CDEM groups can provide
27/04/20	23:59	New Zealand moves into Alert Level 3

Date	Time	Comment
27/04/20	1:00	Traffic management planning for reopened of fast food stores in New Plymouth and Hawera
28/04/20	8:00	Report at the Governance meeting this morning that the Iwi road checks were in place and running smoothly so far
29/04/2020	13:48	Approval to reopen access to public spaces in New Plymouth (council, CDEM and Police). The DOC/mountain road access to Mount Taranaki will remain closed
30/04/20	18:08	Group Recovery Manager - notes on Recovery Structure and process released to wide audience for discussion
03/05/20	11:04	NEMA Email sent to ECC functions asking for feedback on CDEM de-escalation. Due early Monday.
05/05/20		Information from Medical Officer of Health that there are no active cases of COVID-19 in the Taranaki Region
06/05/20	9:07	Status Report from Planning indicates that Demobilisation Plan for leaving the TSB Stadium had been review and approved
13/05/20		Moved to Alert Level 2 at 11:59
13/05/20		National State of emergency ends and a National Transition Phase begins for a period of 90 days.
13/05/20		Ceasing of powers letter to councils instruction to open National Park roads and boat ramps
15/05/20		ECC down scale for weekend and shift to Terminal 2, Terminal 2 is ready for operation Monday morning with mostly NPDC resources left at TSB Stadium
18/05/20	8:00	Moved ECC back to TEMO building - Terminal 2 NP Airport
26/05/20	14:00	Controller and Group Welfare Manager agree to close the CD Welfare 0800 line this Friday (26 May 2020).
28/05/20	13:05	First claim for reimbursement made to NEMA
28/05/20	13:45	NEMA has requested that the 0800 CDEM Welfare line remains in place for the long weekend. Controller determines that the 0800 line will close on Wed 3 June. Extra support (welfare and Foodbanks) on call over weekend to support Duty Officer
08/06/20	15:15	Prime Minister announces that we will drop to Alert Level 1 at midnight tonight.
08/06/20	17:37	National Transition Period - The Minister signed the notice of termination at 1.53pm on 8 June 2020
16/06/20	17:26	Programme announcement ref assistance to Foreign Nationals
19/06/20	17:00	ECC Formally Ends Response

3.2 Action Plans

During the course of the response the Planning Function developed six Action Plans (and five updates) detailing how the ECC would meet the Group Controllers Objectives. These Action Plans reflect the different Alert Levels

Table 3.2 details the Action Plans produced by the ECC during the COVID-19 response.

Table 3.2 Taranaki ECC Action Plans during the COVID-19 Response

Action Plan	Operational Period	Intent (summarised)	Date of issue
#1	11 March – until superseded	To prepare for a COVID-19 response in the Taranaki Region	11 March 2020
#2	20 March – until superseded	To provide a unified response (CDEM and TDHB) to effectively manage a COVID-19 outbreak in Taranaki	20 March 2020
#2 v2	23 March – 24 March 2020	Respond to COVID-19 at Alert Level 3 and plan for Alert Level 4	23 March 2020
#3	25 March 2020 until superseded	Respond to COVID-19 at Alert Level 4	25 March 2020
#3 v2	25 March 2020 until superseded	Respond to COVID-19 at Alert Level 4 and incorporate the national planning on supporting vulnerable communities.	2 April 2020
#3 v3	10 April 2020 until superseded	Respond to COVID-19 at Alert Level 4 updated to reflect progress	10 April 2020
#3 v4	16 April 2020 until superseded	Respond to COVID-19 at Alert Level 4 updated to reflect progress	16 April 2020
4	28 April – 11 May 2020	Respond to COVID-19 at Alert Level 3	28 April 2020
5	13 May – 20 June 2020	Respond to COVID-19 at Alert Level 2 and the relocation of the ECC to the Old Jetstar terminal at the New Plymouth Airport	13 May 2020
5 v2	13 May – 20 June 2020	Respond to COVID-19 at Alert Level 2 and plan for Alert Level 1	22 May 2020
6	20 June – 21 August 2020	Transition to Recovery and deactivation of the ECC	08 July 2020



4 | Use of Emergency Powers

4.1 Use of Emergency Powers by Controllers

The State of National Emergency was in place between 25 March and 13 May 2020. During this time the Group Controllers exercised their powers under the CDEM Act 12 time. Table 4.1 provides details on the use of those powers.

No Local Controller used their emergency powers during this time.

4.2 Use of Emergency Powers by Recovery Managers

The national transition was in place between 13 May and 8 June 2020. During this time the emergency powers were not used by the Group Recovery Manager or Local Recovery Managers.

4.3 The COVID-19 Public Health Response Act 2020

The COVID-19 Public Health Response Act 2020 came into force on the 14 May 2020. This act prevents local declarations of a State of Emergency or Transition for COVID-19 without the permission of the Minister of Civil Defence.

Table 4.1: Use of Emergency Powers by Group Controllers in the Taranaki Region

Date	Power	Description	Area	Problem seeking to resolve	Outcome achieved	Controller	Expiry Date
26/03/2020	S91	Given direction to Café in supermarket selling fresh coffee to cease activity.	NPDC	To cease members of the public making non-essential trips by closing a non-essential activity.	Minimised risk of infection of others / community outbreak. If activity wasn't stopped it was likely that other supermarket cafes and petrol station cafes would see it as justification to continue trading as in high profile area.	CCS	2 April 2020
26/03/2020	S85	Designated RAPID RELIEF TEAM as an essential service under the CDEM act.	Taranaki	To ensure a reliable source of food packs for the provision of vulnerable people by CDEM.	Ensured the availability of food packs to CDEM and therefore the ongoing wellbeing of vulnerable people.	SH	2 April 2020
26/03/2020	S91	Given direction to Health Food/Supplement shop in shopping centre packing parcels for deliveries with multiple people working in non-essential business to cease activity	NPDC	To cease members of the public (store staff) making non-essential trips and working in close proximity – therefore breaching social distancing provisions – for the purpose of a non-essential activity	Minimised risk of infection of others / community outbreak. If activity wasn't stopped it was likely that other shops would see it as justification to continue trading.	SH	2 April 2020
27/03/2020	S91	Given direction to a group of freedom campers at a designated freedom camping site at Lake Rotomanu in New Plymouth to move to a pre-arranged, secure campsite at Belt Road Motor Camp	NPDC	To move the freedom campers to a controlled environment which will reduce the risk of community transmission.	Freedom campers successfully moved to a secure location and reduced potential harm to the wider community.	SK	End of National state of emergency

Date	Power	Description	Area	Problem seeking to resolve	Outcome achieved	Controller	Expiry Date
28/03/2020	S91	Given direction to two freedom campers at Tarata Domain in New Plymouth to move to a pre-arranged, secure campsite at Belt Road Motor Camp.	NPDC	To move the freedom campers to a controlled environment which will reduce the risk of community transmission.	Freedom campers successfully moved to a secure location and reduced potential harm to the wider community.	SK	End of National state of emergency
28/03/2020	S91	Freedom Campers were moved to a campground from Back Beach in New Plymouth	NPDC	To move the freedom campers to a controlled environment which will reduce the risk of community transmission.	Freedom campers successfully moved to a secure location and reduced potential harm to the wider community.	SK	End of National state of emergency
1/04/2020	S91	Authorised District Council Environmental Health Officers to close non-essential activities	Taranaki	To allow for Environmental health Officers to investigate and enforce Alert Level 4 requirements for businesses as they do not currently have this power.	Enforce closure of non-essential business services or non-compliant activities within or inside essential businesses.	CCS	End of National state of emergency
1/04/2020	S88	Road Closures - roads leading to Dawson Falls and Stratford Plateau/Mountain House	SDC	Removes access to hard to patrol freedom camping spots that are in breach of national direction and minimises or stops undesirable activities (tramping/hiking) that are contrary to the direction given with regards to the during State of Emergency	Activities stopped that might result in the need for rescue activity, putting strain on emergency services and emergency services personnel at risk, non-compliant with national direction during State of Emergency	CCS	End of National state of emergency
1/04/2020	S88	Road Closures - roads leading to North Egmont Visitor Centre and car park	NPDC	Removes access to hard to patrol freedom camping spots that are in breach of national direction and minimises or stops undesirable activities (tramping/hiking) that are contrary to the direction given with regards to the during State of Emergency.	Activities stopped that might result in the need for rescue activity, putting strain on emergency services and emergency services personnel at risk, non-compliant with national direction during State of Emergency.	CCS	End of National state of emergency

Date	Power	Description	Area	Problem seeking to resolve	Outcome achieved	Controller	Expiry Date
6/04/2020	S91	Given direction to a territorial authority - authorised Noise Control Officers of local Territorial Local Authorities as essential services in order they can respond to noise complaints	SDC, STDC, NPDC	Query on whether Council need an exemption to deal with noise complaints.	Noise control officers able to respond in order to order to maintain law and order and ensure that there is compliance with national Alert Level 4 isolation and social and physical distancing measures during State of Emergency.	CCS	End of National state of emergency
10/04/2020	S91	Designated named contractors as an essential service under the CDEM act	NPDC	To allow necessary maintenance to be carried out on the New Plymouth Waste Water Treatment Plant (WWTP) and the Thermal Drying Facility (TDF), through designating the specified contractors as an essential services	Ensured the availability of contractors to progress getting the thermal dryer at the Wastewater treatment plant back on line	CCS	End of National state of emergency
1/05/2020	S91	Freedom Campers - given direction that all freedom campers to move to a designated camping ground	Taranaki	To move the freedom campers to a controlled environment which will reduce the risk of community transmission.	Freedom campers successfully moved to a secure location and reduced potential harm to the wider community.	CCS	End of National state of emergency



**Be kind,
stay home,
save lives.**



New Zealand Government

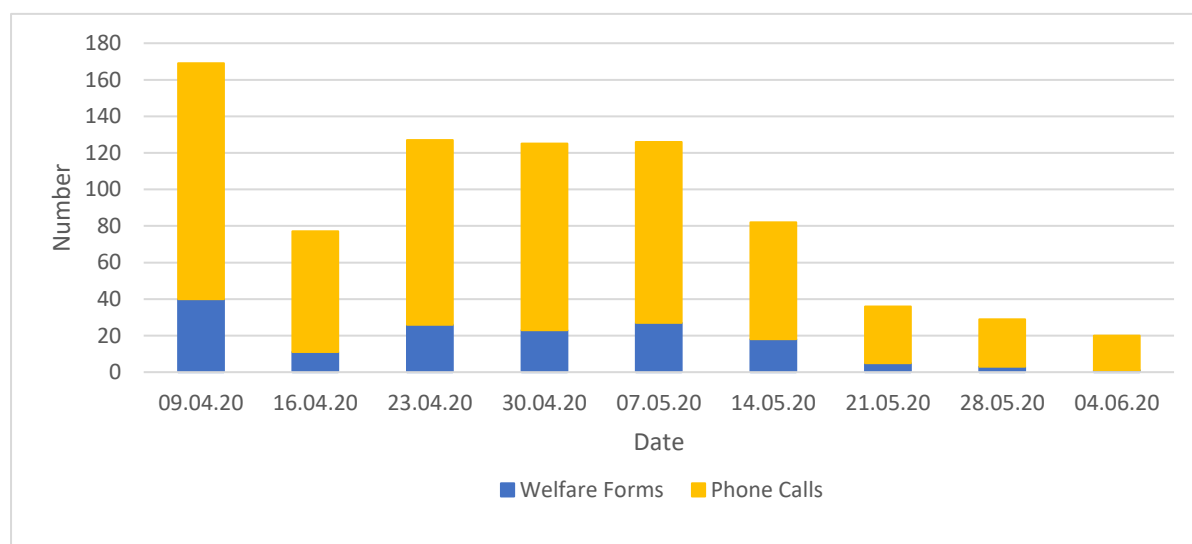
5 | Welfare and Support

5.1 CDEM Welfare Support

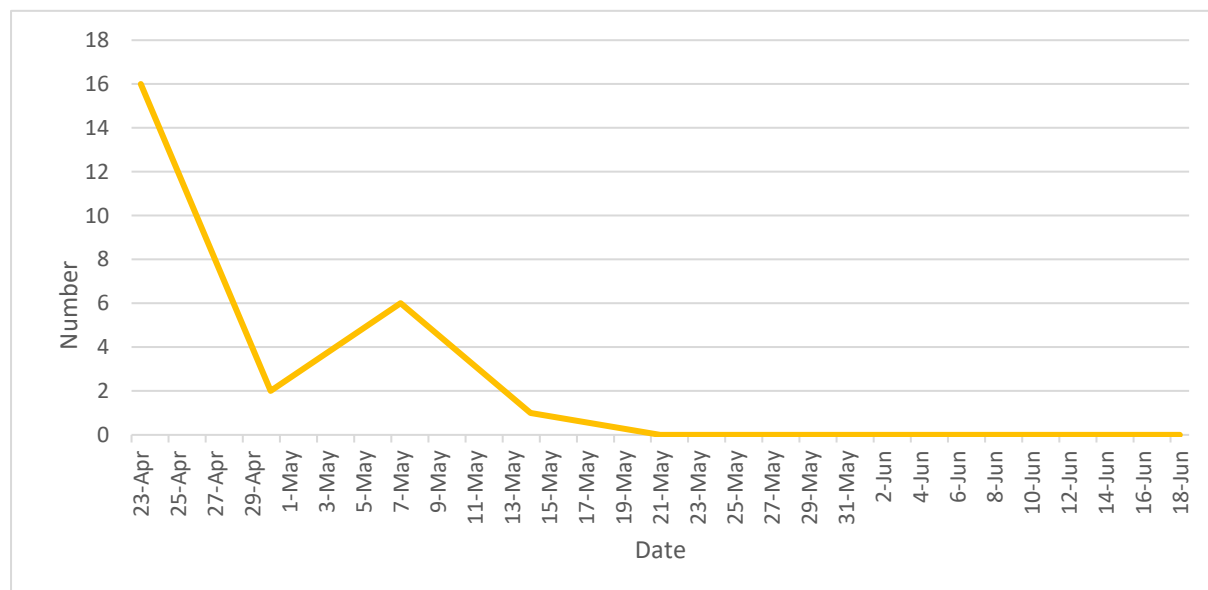
The ECC provided direct support to individuals and households as well as supporting the iwi response (section 7).

An 0800 welfare line was established in the last week of March with initial calls being screen by the council call centre; if a welfare need was identified then the person was referred to the Welfare Desk and an entry in the RANA (Registration and Needs Assessment) system created.

Graph 5.1: Calls to the CDEM 0800 Welfare Line



Graph 5.2: Number of people placed in emergency accommodation by CDEM



Welfare support provided by the ECC focused on the provision of household goods and accommodation. Other requests for support were referred to relevant agencies, such as TDHB for mental health issues and the Police and Women's Refuge for domestic violence issues.

5.2 Iwi and community support

Across Taranaki support was provided to people by Iwi, NGOs, Community Groups and foodbanks, as identified in Table 5.3.

Table 5.3: Household Goods and Services Providers during COVID-19¹

Government / TA	Iwi / Community	Foodbanks	Business
New Plymouth District Council	All Iwi	Salvation Army Hawera	Driving Miss Daisy
Stratford District Council	Ngaruahine Iwi Health Services	Hawera Food Bank	Kohatu Resthome Limited
South Taranaki District Council	Ngati Ruanui Healthcare	Healthcare Eltham Food Bank	
NZ Police	Rural Support Trust	Stratford Food Bank	
Civil Defence Emergency Management	Age Concern	Salvation Army Pantry Stratford	
	Central Taranaki Safe Communities Trust	Coastal Care Centre Opunake	
	Volunteering New Plymouth	Oakura Food Bank	
	Red Cross	Inglewood Food Bank	
	Mahia Mai o Whai Tara Community Centre for seniors	Salvation Army Food Bank New Plymouth	
	Team Hope Trust	New Plymouth Food Bank	
	Rapid Relief Team	Waitara Food Bank	

5.3 Coordination with Welfare Agencies

The key role for the Group Welfare Manager was to liaise with other agencies, communities and Iwi who were providing support during the response. A regular schedule of (zoom) meetings and telephone conferences were held through out the activation.

¹ These are the agencies that Taranaki CDEM is aware of. It is appreciated this list may not be comprehensive.

5.4 RANA (Registration and Needs Assessment) System

A national system needs assessment system (Awhina) was in development in early 2020. This system based on Survey 123 was designed to collect information about a person and identify their needs

Early in the response it became apparent that Awhina would not meet the needs of the ECC; as there was no means of tracking the delivery of the goods or the provision of accommodation. An NPDC Business Analyst was requested and they upgraded the system to enable the Logistics and Operations Functions to provide the support needed to the person. This internal system named RANA was later expanded to provide statistics requested by the NEMA and then support the financial claims that were made to NEMA once the response was completed.

The end of the response all personal information was deleted from the database to ensure compliance with Privacy Act and guidance issued by NEMA.

6 | Expenditure

Provision of welfare by CDEM was guided by the National “reimbursement of local authority and CDEM Group costs incurred in providing emergency welfare support to people during the COVID-19 Pandemic” document.

Section 33 of the National CDEM Plan (National Plan) 2015 allows for the supply of food and household supplies to people/households who meet all three of the following eligibility criteria:

- a) They are physically unable to access household goods due to instructions by Government COVID19 to self-isolate/stay in place (for example, but not limited to, due to their age, underlying health conditions, government movement restrictions – Groups are advised to use the COVID19.govt.nz website to check the government instructions in place for their area) and;
- b) Have no family, network of friends or neighbours able to provide this support in a way which does not compromise either parties ‘bubble’, and;
- c) Are unable to access household goods online or have them delivered within a suitable timeframe.

In April the Government agreed to provide further funding to enable the reimbursement of costs incurred by local authorities and CDEM Groups in relation to:

- support to people who have immediate welfare needs attributable to the impact of COVID-19, and where these needs cannot be met by other sources of support
- local authority / CDEM Group support to non-government and community-based organisations (including foodbanks and iwi) to provide household goods and supplies to people who have immediate needs attributable to the impact of COVID-19, and where these needs cannot be met by other sources of support.

6.1 Financial Claims

The Taranaki CDEM Group has made four claims to NEMA totalling \$949,838.40 (excluding GST) for reimbursement of welfare cost incurred during the response to COVID-19.

Table 6.1: Financial claims made to NEMA

Date Submitted	Claim Number	Amount (exclu GST)
28 May 2020	Claim 001	\$212,575.63
11 June 2020	Claim 002	\$423,782.07
29 June 2020	Claim 003	\$206,736.27
07 July 2020	Claim 004	\$106,744.43
	Totals	\$949,838.40

A huge

THANK YOU

to our essential workers.

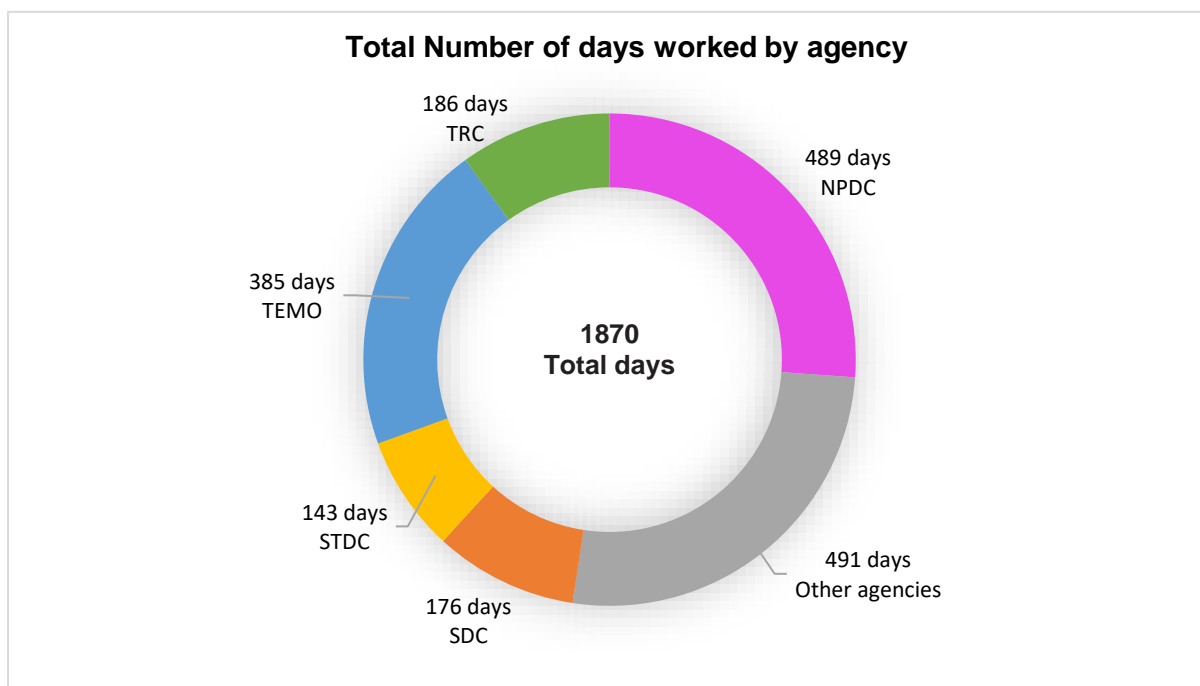
New Zealand Government

Unite
against
COVID-19

7 | Response Staffing

At the height of the COVID19 Response the Taranaki Emergency Coordination Centre (ECC) was operating 0800 – 2100 across two shifts, 7 days a week. Up to 40 people at a time could be working in the ECC facility while others supported the response from home.

We calculate that in the 99 days between 11 March and 19 June 15,158 hours were worked by the ECC staff.



In total 157 people worked in the ECC. Staff came from TEMO, Taranaki Regional Council, New Plymouth District Council, Stratford District Council, South Taranaki District Council, New Zealand Police, New Zealand Defence Force, Te Puni Kōkiri, Department of Conservation, New Zealand Red Cross, Taranaki District Health Board, Venture Taranaki and volunteers from the Taranaki community.

We would like to acknowledge our community volunteers who gave up time during lockdown to come and work in the ECC.

Our special thanks to Adam, Alison, Beth, Carey, David, David, Deirdre, Elise, Ella, Gary, Ian, Jennie, John, Leslie, Linda, Marcia, Norm, Peter, Raewyn, Ray, Stella, Tenna, Vicki and Will

Seen a useful update here?

Phone a friend who isn't online. Be their lifeline and share this important information.



STAY HOME. SAVE LIVES.

8 | Information management

8.1 Sources of Information

The COVID-19 Response was an All of Government Response lead jointly by the Ministry of Health and the National Emergency Management Agency. Key decisions were made by the Prime Minister and Cabinet. In addition the Intelligence function sought information from the ECC functions, EOCs, Councils, Iwi and other regional partners.

The information sources for the Taranaki ECC from a number of sources, included:

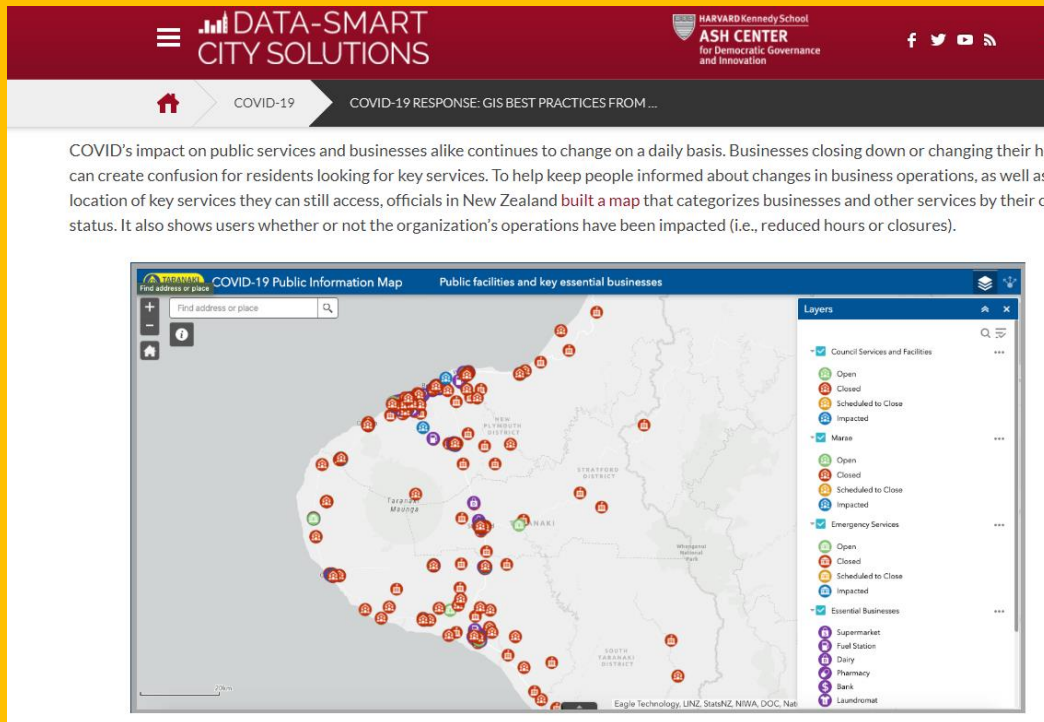
- Daily media briefings by the Prime Minister and Director-General of Health
- ECC functions/desks Status Reports
- CDEM Pillar (NEMA) Updates and Action Requests
- CDEM work stream for COVID-19 Response - Isolation, Quarantine & Repatriation Situation Reports
- Civil Defence Emergency Management (CDEM) Workstream COVID-19 Situation Summaries
- COVID-19 Joint Insights Group Tactical Insights Reports
- Department Of Conservation Updates
- EOC/Council Status Reports
- Iwi Situation Reports and Updates
- Ministry of Health Situation Report
- Ministry of Social Development Situation Reports
- National Crisis Management Centre COVID-19 Situation Updates
- NEMA National Coordination Centre (NCC) Drought Situation Summaries
- NZ Defence Force Status Reports
- NZ Police Status Reports
- NZ Red Cross Situation Reports
- Supply Chain and Infrastructure Workstream Situation Reports
- Taranaki District Health Board Situation Report
- Tui Orā Panui
- Venture Taranaki Status Reports

In addition regular teleconferences or video conferences were held, including:

- National Group Controllers/Group Managers
- National Welfare Group Managers
- National Intelligence Managers (weekly)

International Recognition for GIS Information

In June 2020 the Harvard's Innovations in Government Programme published examples of GIS Best Practices from Across the Globe, one of the examples used was the Taranaki map of the status of 'Public facilities and key essential businesses'.



This international recognition has endorsed the Taranaki CDEM and NPDC GIS Team's approach to GIS information – focusing on the prioritisation of key data and keeping the design simple.

8.2 Provision of Information

The ECC provided regular updates to the National Crisis Management Centre (NCCM), Governance, Partner Agencies, Iwi and other agencies through

- Situation Reports (1 – 43)
- Status Reports (1, 1 – 18)
- IMT Meetings
- Governance Meetings
- Iwi Meetings

Regular meetings of regional groups

- Lifelines Advisory Group
- Primary Sector Industry Group
- Welfare Co-ordination Group

As the response progressed national reporting was required by NEMA, this included

- Caring for Communities Statistics
- Use of Powers (Controllers and Recovery Managers)

8.3 Key documents and file paths

Table 7.1: Key Documents from the Taranaki Response

Document(s)	Location
Action Plans	COVID-19 > ECC > Planning > Action Plans
Contingency Plans	COVID-19 > ECC > Planning > Contingency Plans
COVID-19 FAQs for call centre staff	COVID-19 > ECC > PIM > FAQs
Essential Service Designations	COVID-19 > ECC > Controller > Essential Service Designations
Event Log	COVID-19 > ECC > Intelligence > Event Log COVID19
Financial Tracking	RANA (Registration and Needs assessment)
Financial Delegations	COVID-19 > ECC > Controller > Delegation of Financial Expenditure
Financial Records	COVID-19 > ECC > Logistics > 1 Finance
Health and Safety Inductions	COVID-19 > ECC > Safety > Process > Induction
Iwi Hui Notes	COVID-19 > ECC > Iwi
Media Releases	COVID-19 > ECC > PIM > Media Release
Operational Schedules	COVID-19 > ECC > Response Manager
Pandemic Plans from Lifeline Utilities	COVID-19 > ECC > Lifelines > LU Pandemic Plans
Records of food supply	COVID-19 > ECC > Operations > Food (incl. RRTs, Groceries, Bidfood)
Roster and Staff Records	COVID-19 > ECC > Logistics > 7 Personnel (inclu Roster)
Situation and Status Reports	COVID-19 > ECC > Intelligence > SitReps and Status Reports
Talking points for Media Interviews	COVID-19 > ECC > PIM > Media Release
Use of Controller Powers	COVID-19 > ECC > Controller > Use of Powers
Welfare Requests	RANA (Registration and Needs assessment) ²

² All personal information has been deleted from RANA to ensure compliance with the Privacy Act



9 | Post Response Activities

9.1 Recovery

On 3 March 2020 the Taranaki Emergency Management Group Joint Committee appointed Kelvin Wright, Chief Operations Officer as Primary Group Recovery Manager to the end of June 2020. This appointment was extended until 31 December at the Joint Committee's meeting on the 21 May 2020. Local Controllers for all the Territorial Councils have also been appointed by the Joint Committee.

On the 8 April 2020 the Group Recovery Manager and Group Controller meet to begin regional planning for recovery and the establishment of a Recovery Team and a wider Recovery Network. This regional team and network were built over the April and May and in June a regional survey was undertaken to identify the recovery needs for the region. A Recovery Report is scheduled for the 30 June 2020. This information will form the basis of the regional recovery programme.

A Central Government Recovery programme is being established, and the regional recovery will ensure it is aligned with this programme.

9.2 Welfare transition

Welfare provision by CDEM during this response included the 0800 number to register needs of impacted people; provision of immediate food needs, accommodation for those requiring support as part of lockdown provision; and food stocking of food banks and Iwi and community food distribution service. As the Alert Levels dropped and Taranaki Civil Defence Emergency Management (CDEM) Group steps back from the Covid-19 response to refocus efforts on readiness and resilience roles in the case of future emergency events, the Ministry of Social Development (MSD), relevant agencies and community partners took up the responsibility for the delivery of ongoing social services support where required.

In June 2020 a Taranaki Welfare Transition Plan was developed³ and circulated for consultation. The plan was published on the 19 June 2020 and this marked the end of end of welfare provision by CDEM.

³ The content of this report was guided by the "planning for the transition of COVID-19 CDEM Welfare function – regional guidance" document, Issued on 13 May 2020 by the Director Civil Defence Emergency Management / National Recovery Manager.

9.3 Debriefs

As the response begun to scale back TEMO staff begun the organisation of a series of debriefs for ECC staff, partner agencies and other responding organisations. A debriefing plan was released on the 10 June 2020 with debriefs to be held through July.

To keep numbers manageable the debriefs were grouped by function or functions where there was overlap. The following debriefs were held:

- Control
- Planning and Intelligence
- Operations and Logistics
- Welfare
- Public Information Management (PIM)
- Safety
- Iwi/Maori Representation
- Welfare Coordination Group

In addition a debrief questionnaire were sent to the members of the Lifelines Advisory Group and Primary Industry Sector Group and all people who had attended the debriefs.

9.4 Corrective Actions

A summary report of each debriefing session will be generated and a Corrective Actions Plan Report created. The corrective actions from this response were prioritised and included in the wider Corrective Actions Planning for the Taranaki Emergency Management Group.

9.5 Acknowledgments

People who supported the response received a certificate, letter of thanks and a keep cup. Thank you sessions were held at each council and on the 28 August a function was held for non-council staff and our community volunteers.

9.6 Readiness

TEMO staff have ensured that the temporary Emergency Coordination Centre based at Terminal Airport has been re-established and restocked in readiness for any future activations. They are working to implement the corrective actions identified in the debrief.

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COVID 19?

YOU ARE
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SWIPE UP FOR SUPPORT
SERVICES

Appendix 1: Acronym List

AOG	All-Of-Government (AOG)
CDEM	Civil Defence Emergency Management
CIMS	Co-ordinated Incident Management System
ECC	Emergency Coordination Centre
EOC	Emergency Operations
EMO	Emergency Management Officer
IMT	Incident Management Team
NCC	National Coordination Centre
NCMC	National Crisis Management Centre (NCMC)
NEMA	National Emergency Management Agency
NGO	Non-Governmental Organisation
NPDC	New Plymouth District Council
NZIPAP	New Zealand Influenza Pandemic Action Plan
MOH	Ministry of Health
MSD	Ministry for Social Development
PIM	Public Information Management (PIM)
RANA	Registration and Needs Assessment
SDC	Stratford District Council
STDC	South Taranaki District Council
TEMO	Taranaki Emergency Management Office
TRC	Taranaki Regional Council
WCG	Welfare Coordination Group



Thank You
Postie
(and Courier)
for still delivering
our mail
keep safe

THANK YOU TARANAKI

TOGETHER WE WON THE
FIGHT AGAINST
COVID 19



 UNITE
TARANAKI