



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

24 March 2023

Tēnā koe

On 31 January 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

I'm writing on behalf of The New Zealand Herald to request documents under the Official Information Act relating to the severe rain and flooding in Auckland over the past several days.

Please provide copies of documents held by MSD's executive leadership team that were created since 6am on Friday 27 January relating to this major weather event and its aftermath, such as briefings, aide-memoires, situation updates, talking points, communications plans, correspondence with other agencies, minutes of meetings, key performance indicators, and damage assessments.

To assist with your search, I am seeking key documents that provide an insight into the department's thinking and decision-making immediately before, during and after this city-wide emergency, which will help to scrutinise the performance of its critical public functions during that period.

I am open to discussing refining the request if it helps to facilitate a timely response. However, given the unprecedented significance of this event, we believe there is an overwhelming public interest in urgent and thorough scrutiny of the department's decision-making which favours a very high level of disclosure.

On 16 February 2023, the Ministry contacted you to suggest a refinement of your request. Given that you are seeking key documents which provide an insight into the Ministry's thinking and decision-making immediately before, during, and after the severe rain and flooding in Auckland from 27 January 2023, the Ministry posited to provide you with all meeting notes, situation reports (which are a result of meetings), media queries, and other related documents created between 6am on Friday 27 January 2023 up until 11:59pm on Tuesday 31 January 2023 which are held by our Emergency

Management and Business Continuity Group (EMBCG). It was acknowledged that this will exclude an unknown quantity of regional correspondence that was not relayed to the EMBCG, however it is expected that all key decision-making was communicated through the EMBCG. You consented to the refinement of your request in-line with this.

On 1 March 2023, the Ministry emailed you to advise that more time was required to respond to your request. In accordance with section 15(1) and 15A of the Act, the Ministry's decision would be with you no later than 24 March 2023. The reason for the extension was that the consultations necessary to make a decision were such that a proper response could not be provided within the original time limit.

On the afternoon of 27 January 2023, the Ministry's Emergency Management Business Continuity Group and the Auckland Regional team were monitoring weather developments closely.

Given the deteriorating weather, by early evening the Ministry decided to activate Civil Defence Payments and establish a special flood line to assist people experiencing weather related hardship. Information about these supports was added to the Work and Income website on Friday evening, and both the Civil Defence Payments and flood line were available from 7.00am Saturday 28 January. The Ministry also had staff working the Auckland Emergency Welfare Centres from Saturday morning, 28 January 2023.

Please note that we have not provided you with spreadsheets containing Civil Defence Grants (and possible non-Civil Defence related) data as it contains extensive private information of individuals that have applied for grants. Therefore this part of your request is refused under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information. Moreover, the Civil Defence Grant data does not contain any insights into the Ministry's thinking and decision-making immediately before, during, and after the severe rain and flooding in Auckland from 27 January 2023 and has therefore been deemed out-of-scope of your request.

Please see attached **Appendix** which includes the following material that we have identified within scope of your request:

- The Ministry's Situation Reports issued between 28-31 January 2023.
- Auckland Emergency Management and Waikato District Council Situation Reports issued between 28-30 January 2023.
- Emails concerning the Activation of Officials Committee for Domestic and External Security Coordination (ODESC) System – Request for Watch Group nominees.

- Activation of Civil Defence payments in the Waitomo District, 29 January 2023
- Caring for Communities Agenda, 30 January 2023

Please note that some Situation Reports referenced in emails are not included in this response as these Situation Reports are owned by NEMA. As you have also sent this request to NEMA, please refer to their response for any Situation Reports that are not provided in this response.

Please note that some information in the **Appendix** has been withheld as out of scope as it is not considered relevant to your request. Additionally, some information in the **Appendix** is withheld under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information. Additionally, some information has been withheld under section 9(2)(g)(ii) of the Act to protect members of an organisation from improper pressure or harassment. Finally, some information has been withheld under section 6(a) of the Act as making it available would be likely to prejudice the security or defence of New Zealand.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui



Kamal Acharya

**Director, Deputy Chief Executive's Office for Service Delivery
Ministry of Social Development**

Appendix

To	Sit Report List Recipients	Sitrep #	001
		Date	28 th January 2023
CC	RCA/RD/RC as appropriate	Time	9:30am
From	EMBCG	Region/s	Auckland
Situation Report: <i>Auckland Flooding</i>			
Current situation <ul style="list-style-type: none"> - <i>Alert level</i> - <i>Operational impacts</i> 		<ul style="list-style-type: none"> Record Rain for 24hr period for Auckland 249mm - previous highest 24hr level 161.8mm Rain expected to continue through day today with Heavy periods as front moves south to Coromandel. Main areas impacted in West Auckland and Northshore initially. South Auckland also experiencing evacuations and to be monitored for further impacts today. State of Emergency Declared in Auckland at 10pm 27/01/2023 Full impacts across the area are still being determined Civil Defence Payments available from 7am – 28/10/2023 Regional point of contact lead is: <ul style="list-style-type: none"> 9(2)(a) 	
Key Actions today		<ul style="list-style-type: none"> Confirm CD Payments activation, processes and communication regarding these. Dedicated line (0800 400 100) for impacted residents to call. 7am-5pm Saturday. Sunday hours TBD, waiting on confirmation of IST system outages Embed MSD staff into Auckland Emergency Management (AEM) to act as liaison and coordination point 9(2)(a) Deploy AKL MSD staff to AEM welfare centres. Initially to Kelston evacuation centre, with others being investigated. Ensure comms competed, including website, social and All-of-Government FAQ sheets. Translation, including NZSL, identified as potential requirements Maintain connections and support with Whaikaha 	
Planned response activities over next 72 hours		<ul style="list-style-type: none"> As per key actions above 	

<p>Operations</p> <ul style="list-style-type: none"> - <i>Staff working from home</i> - <i>Unplanned leave</i> - <i>Any concerns/issues</i> - <i>State of MSD Service Centres and other buildings</i> 	<ul style="list-style-type: none"> • All staff safe and accounted for. Some staff were evacuated overnight and found accommodation with family or friends. • Impacts on their homes are not yet confirmed • Site assessments are still underway. • Site assessments are still underway. • Dedicated MSD Support line was activated from 7am (0800 400 100). By 8am there were approx. 157 calls received, with wait times of just under 8 mins
<p>Our clients</p> <ul style="list-style-type: none"> - <i>Demand for services</i> - <i>Vulnerable client groups/specific cohorts</i> - <i>Housing demands</i> - <i>Employment/work services</i> 	<ul style="list-style-type: none"> • Full impacts on our clients are still being established, but are expected to be significant in several areas: <ul style="list-style-type: none"> ◦ Ethic and immigrant communities with limited support networks ◦ Housing ◦ Household goods (eg food and clothing) ◦ Community cleanup
<p>Stakeholders/provider</p> <ul style="list-style-type: none"> - <i>Engagement</i> - <i>Emerging trends</i> 	<ul style="list-style-type: none"> • Region is establishing connections with Local providers and support groups.
<p>Communities & partnerships</p> <ul style="list-style-type: none"> - <i>Social impacts/outlook</i> - <i>Any community partnership/ iwi / partner agency trends or concerns</i> 	<ul style="list-style-type: none"> • Region is establishing connections with Local providers and support groups.
<p>All of Government response</p> <ul style="list-style-type: none"> - <i>CDEM Sector</i> - <i>Public Sector Leadership</i> - <i>Cross Agency Connections</i> 	<ul style="list-style-type: none"> • CD Payments made available from 7am today - Will be accessed via Tairawhiti Activation and will be realigned for reporting purposes when Auckland event code made live. • Maintaining connections and support with Whaikaha • Embedding connections with NEMA and AEM, and across National Welfare Coordination Group (NWCG) at national and local levels • Two Auckland Regional staff are working from the Auckland Emergency Operations Centre
<p>Communications</p>	<ul style="list-style-type: none"> • Initial communications have been placed onto W&I website.

<ul style="list-style-type: none"> - <i>Info needs and info sent to partner agencies</i> - <i>Support required from the centre</i> 	<ul style="list-style-type: none"> • Further, more detailed communications are being worked on to provide a more detailed view of support available.
<p>Issues, risks and trends</p> <ul style="list-style-type: none"> - <i>Potential or emerging</i> - <i>Resources required</i> - <i>Support required from the centre</i> 	<ul style="list-style-type: none"> • Continuing rainfall may cause waters to rise again and High Tides expected at Midday may contribute
Next sitrep	<ul style="list-style-type: none"> • 28/01/2023 - 3pm

To	Sit Report Recipients	Sitrep #	002
		Date	28/01/2023
CC		Time	3.00pm
From	EMBCG	Region/s	Auckland
Situation Report: <i>Auckland Flooding</i>			
Current situation <ul style="list-style-type: none"> Alert level Operational impacts 		<ul style="list-style-type: none"> Rain has continued throughout today but at manageable levels Current positioning of Civil Defence Centres (CDC) being reviewed by AEM. Randwick Park CDC potentially being relocated to Mangere to meet local need due to low uptake. Details to be confirmed. Main support being sought through Kelston CDC – 50 pers overnight has reduced to 35 pers currently sheltering there. MSD Regional staff stood up in each CDC's around 10am this morning. AoG factsheet has been contributed to by MSD. Final combined version has yet to be issued by AEM. Investigation of options to support FAQ sheet to ethnic communities to support welfare access 	
Key Actions today		<ul style="list-style-type: none"> CD Payments activation process completed. Dedicated line (0800 400 100) for impacted residents to call. 7am-5pm Saturday. Sunday and Monday hours 8am – 5pm. Embed MSD staff into Auckland Emergency Management (AEM) to act as liaison and coordination point (9(2)(a)) Deploy AKL MSD staff to AEM welfare centres. MSD contribution to AoG Fact Sheet completed this morning, including website, social and All-of-Government FAQ sheets. Translation, including NZSL, identified as potential requirements Maintain connections and support with Whaikaha 	
Planned response activities over next 72 hours		<ul style="list-style-type: none"> As per key actions above 	
Operations		Staff <ul style="list-style-type: none"> A number of Regional staff and staff supporting the Contact Centers have been directly affected by the floods. Their Leaders and HR have been in 	

	<p>contact and are providing awahi (love and support) to our people.</p> <ul style="list-style-type: none"> A huge number of MSD staff have responded at short notice and throughout the night in support of this event including: <ul style="list-style-type: none"> Auckland Regional staff and Leadership Contact Centres Staff Comms Team National Office Staff ICT Staff EMBCG Staff MSD Incident Management Team Housing Plus many others (thanks to everyone!) <p>Sites:</p> <ul style="list-style-type: none"> 3 Sites in Auckland Region currently affected by flooding: <ul style="list-style-type: none"> Queen Street Service Centre – Closed until further notice. Other parts of building useable Onehunga – Closed potentially open Wed Avondale – Closed potentially open Wed <p>Service:</p> <ul style="list-style-type: none"> There has been significant demand through this morning via 0800 400 100, the dedicate event line. 44 min hold times at worst period. Increased staffing in the PM and for tomorrow has improved this. Call-Back option made live. Additional resources have been enabled via regional support around the country
<p>Our clients</p> <ul style="list-style-type: none"> <i>Demand for services</i> <i>Vulnerable client groups/specific cohorts</i> <i>Housing demands</i> <i>Employment/work services</i> 	<ul style="list-style-type: none"> Demand for service currently centred on Food, Clothing, Bedding and Accom. 60 Accommodation Requests currently outstanding through the CDC's. AEM and TAS challenged to find accommodation due to Elton John concert and Flight cancellations depleting accommodation options. 14 Transitional and Public Housing Properties affected – In most cases tenants did not need to be relocated.
<p>Stakeholders/provider</p> <ul style="list-style-type: none"> <i>Engagement</i> <i>Emerging trends</i> 	<ul style="list-style-type: none"> Several of our Food Providers are themselves impacted by flooding and unable to provide service. Region has undertaken an urgent capacity check of all local providers – particular focus on Food and Accom. There has been a stock take of available capability and Region is well connected in this area. MSD Support Fact Sheet provided to all Community Partners / Food Providers across Auckland

<p>Communities & partnerships</p> <ul style="list-style-type: none"> • <i>Social impacts/outlook</i> • <i>Any community partnership/ iwi / partner agency trends or concerns</i> 	<ul style="list-style-type: none"> • MSD Auckland regional team are well connected with community partners. • A range of impacts have been experienced across our partners, with some unable to provide the support they usually would. • All are continuing to support their communities to the best of their abilities and provide community-based intelligence back to MSD regionally.
<p>All of Government response</p> <ul style="list-style-type: none"> • <i>CDEM Sector</i> • <i>Public Sector Leadership</i> • <i>Cross Agency Connections</i> 	<ul style="list-style-type: none"> • MSD regional staff are in close communication with all CDEM groups and regional partners where required. • MSD engaged with NWCG and NEMA at national level
<p>Communications</p> <ul style="list-style-type: none"> • <i>Info needs and info sent to partner agencies</i> • <i>Support required from the centre</i> 	<ul style="list-style-type: none"> • Work and Income website updated to reflect support available. • AoG FAQ sheet pending, but final approval with all contributing agencies
<p>Issues, risks and trends</p> <ul style="list-style-type: none"> • <i>Potential or emerging</i> • <i>Resources required</i> • <i>Support required from the centre</i> 	<ul style="list-style-type: none"> • Rain is expected to continue, but at levels that will not produce additional flooding • Welfare needs are still under investigation and are not fully understood at this stage.
<p>Next sitrep</p>	<ul style="list-style-type: none"> • 29/01/2023 – 9:30am

To	SitRep distribution	Sitrep #	003
		Date	29/01/2023
CC		Time	9:30am
From	EMBCG	Region/s	Auckland Taranaki Waikato Bay of Plenty

Situation Report: *Auckland Flooding*

Summary Information

For detail, see relevant section below

- Rain continues in heavy amounts across the North Island, causing a range of issues and disruptions
- State of Emergency declared in Waitomo as a result of flooding in Te Kuiti. MSD is in the process of activating Civil Defence payments to support needs, and these will be administered locally and not via 0800 line.
- Overnight developments in Waikato, BoP and East Coast are not requiring urgent MSD response, but are being monitored closely
- MSD continues to be fully embedded in responses at all levels (local, regional and national), are well connected with partner agencies and are positioned well for response
- Civil Defence Payments have seen a high level of uptake. Over 1400 payments, to over 740 clients totalling \$307k on day 1 of availability
- MSD staff from around the country are supporting the response
- Additional staff are available to support contact centre and other contact channels
- MSD is active in a multi-agency housing working group. Impact assessments are on-going
- MCP are well connected with community providers to support them
- Uncertainty exists around support available to migrants and non-residents. Support available clarified and communicated today

Current situation

- 3 confirmed deaths in Auckland and one person remains missing.
- Rain is forecast to continue across the wider area, with further heavy falls this evening and overnight in AKL.

	<ul style="list-style-type: none"> • Rain continues across the North Island, with a range of warnings in place • <i>Potential</i> for another weather system to impact next week. Still early for accurate forecast • MSD is well positioned and connected to support impacted communities and individuals. • AKL airport remained closed overnight for international flights. Stranded passengers at the airport are being supported. Flights expected to resume today. Domestic flights have resumed. <p>New developments outside Auckland late yesterday:</p> <ul style="list-style-type: none"> • State of Emergency declared in Waitomo as a result of flooding in Te Kuiti. Civil Defence payments are in the process of being activated and will be managed locally. Initial indications are that approx 100 people impacted • New landslides and road closures in Coromandel means that the Coromandel Peninsular is now isolated. Response agencies are working to stabilise these and restore roading. Potential for longer term impacts for food, travel etc, but no immediate action required from MSD • Landslips and additional road closures across Waikato, Bay of Plenty and East Coast following further rain in addition to Cyclone Hale impacts. No actions required from MSD at this stage • Landslide in Tauranga has damaged several homes, but no serious injuries. No MSD actions required • Interisland ferry declared emergency due to loss of power. The ferry made it to port, and there are no welfare concerns as a result
Key Actions today	<ul style="list-style-type: none"> • Confirm wellbeing and any impacts on staff and ensure ongoing support is available if required • Develop more clarity about the scope and scale of the impacts to gain a better understanding of the individual welfare impacts and needs. • Refinement of communication channels and messaging as response develops • Activation of CD Payments re: Waitomo
Planned response activities over next 72 hours	<ul style="list-style-type: none"> • Decision on on-going requirement of 0800 line • Confirm welfare impacts and requirements • Ongoing support of response at all levels
Operations	<p>Staff</p> <ul style="list-style-type: none"> • Contact with staff continues, not all have been contacted at this stage, but work continues in this area

	<ul style="list-style-type: none"> At this point a small number of staff have been directly impacted, and they are being well supported by their managers <p>Services</p> <ul style="list-style-type: none"> 35 case managers worked in Ice to support Contact Centre on 28/01/23, helping 252 Auckland clients helped Today (29/01/23) there will be 70-80 case managers supporting the flood line So far 1,504 client appointments in Auckland completed in S2P, 2,888 across the country <p>Contact Centre</p> <ul style="list-style-type: none"> Yesterday 1190 calls answered, 2600 attempted calls. 39min ave wait time. Significantly more staff available on queues today to support needs Approx 480 calls received as of 9am this morning. Ave speed of answer under 1 minute so far <p>Sites:</p> <ul style="list-style-type: none"> Queen Street Service Centre – repair estimate is 3 months. Communications being developed to inform staff and clients to maintain service levels. Onehunga – Closed potentially open Wed Avondale – Closed potentially open Wed
Our clients	<p>Civil Defence Payments</p> <ul style="list-style-type: none"> <i>NOTE: due to activation process and subsequent reporting complications, the numbers below also include any relating to Cyclone Hale. Initial analysis indicates Hale related payments are a small number of the totals</i> Numbers have not been rounded for public release As SAS reporting is updated, detailed reporting will become available 28/01/23 <ul style="list-style-type: none"> 1453 payments to 746 clients \$307,348 Includes clients who are based outside Auckland, but appear to be in Auckland and impacted
Housing	<ul style="list-style-type: none"> Dedicated urgent accommodation line (0800 22 22 00) has been established. Full range of impacts are still being determined and the inter-agency working group will continue Corrections are now part of the working group

Stakeholders/provider, Communities & partnerships	<ul style="list-style-type: none"> The Regional Relationship Management Team has been stood up to support. They are reaching out to confirm the impacts to our "non-flood related" Service Providers and their capability. TPK & MPP to be provided full list of MSD supported service providers. Discussions with Comms and other parts of the business of how widely to distribute this list due to inundation risks. There has been a request for clear funding pathways to be confirmed when engaging Community Partners and Service Providers
All of Government response	<ul style="list-style-type: none"> MSD is well connected at all levels of the response All-of-Government FAQ sheet produced by AEM/NEMA. Available on line, and this is also linked via MSD website. Copy included in email for reference. Govt has announced \$100k to Mayoral relief fund A pop-up Community and Agency Information Hub will be opened from 1100-1500hrs, 29-30/01/2023 (further hours to be assessed) at the Mangere Memorial Hall, 23 Domain Rd, Mangere Bridge. MSD Staff onsite. 3 Civil Defence Centres in Auckland remain open, with MSD in support
Communications	<ul style="list-style-type: none"> MSD websites and social media continue to be updated as any information is available Internal information being updated on HIYA Comms engaging to correct misunderstandings expressed in the community and media around a lack of available support to Migrants and non-Residents. Civil Defence Payments are available as is Community Provider Support. Community Providers being engaged to support improved understanding.
Issues, risks and trends	<ul style="list-style-type: none"> FMCG availability in some areas with supply lines, including supermarkets, impacted. Housing availability as assessments continue and impacts and needs are understood Increase in welfare needs as people are able to return to homes Another impactful Subtropical Low predicted to hit North Island Tues-Thurs.
Next sitrep	<ul style="list-style-type: none"> 29/01/2023 – 4.00 pm

To	SitRep distribution	Sitrep #	004
		Date	29/01/2023
CC		Time	4:00pm
From	EMBCG	Region/s	<ul style="list-style-type: none"> • Auckland • Taranaki • Waikato • Bay of Plenty • East Coast

Situation Report: *North Island Severe Weather*

Activation Level: Level 3 – Regionally managed, Nationally Coordinated and Supported

Summary Information

For detail, see relevant section below

- Fourth death has been confirmed as a result of flooding in Auckland
- Incoming weather forecast from Tuesday is expected to deliver more heavy rain across the upper North Island
- MSD is well connected at all levels of the response across all impacted areas and maintains a high level of response engagement.
- Good feedback about MSD response has been received in the Auckland region
- MSD is continuing to have a presence in welfare centres in all locations
- Dedicated line (0800 400 100) continues to have a high demand, with 3800 calls taken, average hold time of 2:30 mins.
- Updated Civil Defence Payment numbers for payments processed during the day on Sunday are not available due system limitations. Updated numbers available morning 30/01/23
- Concerns growing around evacuation centre capacity and location. This is in discussion and review by AEM
- Further discussions to be held with AEM about translation of AoG Factsheet and other material

Current situation

The sub-tropical low that heavily affected the Auckland Region on Friday causing widespread flooding is making its impacts felt across a number of other North Island Regions last night, today and over coming days.

A new front is expected to arrive over the North Island on Tuesday and has the potential to cause further significant flooding.

Across the North Island there are significant roading network disruptions, including community isolation (Coromandel) and supply chain disruptions for Food Suppliers.

Auckland Region

- Periods of heavy rain occurring and more expected. Heavy Rain watch in place until 6.00am Monday

	<ul style="list-style-type: none"> • CDC's have seen increased foot traffic today being quite busy. • 5000+ Auckland Buildings impacted by floods requiring assessment. 130+Building inspectors working through the long weekend to review. 19 Red Placards issued already. • Civil Defence Payments have been activated for Auckland since 7.00am 28/01/2023 <p><u>Taranaki Region</u></p> <ul style="list-style-type: none"> • State of Emergency still in place in Waitomo and further heavy rain anticipated overnight • Civil Defence Payments are activated for Waitomo • 15 evacuations • 2 staff at Munro Welfare Centre in Waitomo • No sites damaged • 1 staff member isolated by road closures. No other staff impacts reported. • Water supply and infrastructure concerns • Small scale compared to Auckland and within Regional management currently <p><u>Waikato Region</u></p> <ul style="list-style-type: none"> • Coromandel is completely isolated with SH access blocked due to slips some of which are anticipated to be long term repairs (months). • CDEM in monitoring mode • 6 buildings with minor leaks • No staff impacts <p><u>Bay of Plenty</u></p> <ul style="list-style-type: none"> • 24 homes evacuated in Tauranga • No staff impacts • No site impacts • Serious slips suspected in WBOP • Some self evacuations near stream in area <p><u>Northland</u></p> <ul style="list-style-type: none"> • Heavy rain is currently falling across Northland and causing flooding and road closures • SH1 is closed due to large slips • No site or staff impacts reported • Monitoring incoming weather as predicted to be heavy <p><u>East Coast</u></p> <ul style="list-style-type: none"> • No watches or warnings in place at this stage. • No new issues reported from current weather. • Currently monitoring incoming weather situation at Regional level.
Key Actions today	<ul style="list-style-type: none"> • Update of AoG FAQ sheet • Activation of CD Payments to support Waitomo • Monitoring of developing events around the North Island • Clearing of S2P queues to enable case managers to support contact centre

Planned response activities over next 72 hours	<ul style="list-style-type: none"> • Investigate and clarify support available to enable translation of critical material • Review of EFTG availability for impacted areas • Continue engagement with community providers and partner agencies to ensure support available • Monitor and prepare for additional weather fronts and associated impacts
Operations	<p>Staff</p> <ul style="list-style-type: none"> • 22 Auckland regional staff have damaged homes, all are being supported by managers and a Senior HR Business partner. • Across impacted areas, staff engagement continues • HS&S are coordinating with Benestar to provide flood related support for MSD and Whaikaha staff <p>Services</p> <ul style="list-style-type: none"> • Over 1700 appointments completed in S2P so far today against 400 added <p>Contact Centres</p> <ul style="list-style-type: none"> • 3800 calls answered, 175 staff on. • Additional Case Managers would assist • 2 min 30 average wait time at 3pm today • 800 dropped calls but suspected many are callers rediverting to TAS following accommodation message on line • Line has been extended out to Wednesday, 8am-5pm. Use beyond Wednesday to be reviewed. <p>Sites:</p> <p>Auckland Region</p> <ul style="list-style-type: none"> • Identified 10 sites with flooding <ul style="list-style-type: none"> ◦ 7 - minor flooding (being managed) ◦ 3 - major flooding / damage ◦ Queen Street – Time frame to re-open unavailable at this stage (<i>correction from previous sitrep that noted 3 months, this was incorrect</i>) ◦ Onehunga – Re-open Wednesday ◦ Avondale – Re-open Wednesday ◦ Staff from all 3 sites to work from other offices <p>Waikato Region</p> <ul style="list-style-type: none"> • Identified 7 sites with minor flood damage / leaks of which Property are aware. No impacts to services and sites remain open. <ul style="list-style-type: none"> ◦ SCR ◦ Glenview ◦ Hamilton Central ◦ Hamilton East ◦ Ngaruawahia ◦ Thames ◦ Waihi

	Bay of Plenty Region <ul style="list-style-type: none"> No identified site issues at this time
Our clients	Civil Defence Payments Civil Defence Payments are active for: <ul style="list-style-type: none"> Auckland – as a result of current weather Waitomo – as a result of current weather East Coast – still active following Cyclone Hale <ul style="list-style-type: none"> Civil defence payment numbers for 29/01/23 are not available due to reporting complications Future sitreps will split payment amounts per location A banner has been put into CMS to advise staff to be aware of the three different CD Payment codes currently live.
Housing	<ul style="list-style-type: none"> AEM have reported 179 requests for accommodation support, and 57 who are staying the welfare centres overnight. These requests are being managed by AEM at the moment. MSD is well connected to assist welfare support and ensure coordinate response for vulnerable groups. MSD continues to reach out to its suppliers and there have been no people already in EH displaced (91 suppliers). MSD continues to work closely with other government and NGO agencies to ensure those already in the temporary housing system are not displaced. MSD has not seen any additional demand for emergency housing with non-flood related issues over the weekend but our service offering is BAU in those situations Our EH Suppliers have direct contact details for Ministry Housing Staff and we are maintaining a watching brief We have availability within existing suppliers if there is any displacement and also working closely with HUD
Stakeholders/provider Communities & partnerships	Auckland Region <ul style="list-style-type: none"> Welfare checks made to providers in Auckland to offer support as needed, and to establish their capacity. Community Connectors engaged to facilitate this. The decision has been made not to publicize MSD provider information beyond Minister Sepuloni due to inundation risks. Continued connection with ethnic communities across Auckland. Work is ongoing to provide support with translated communications for these groups.
All of Government response	<ul style="list-style-type: none"> MSD continues to support the 4 Auckland Emergency Management CDCs with a Manager and 4 Case Managers in each. Demand is increasing in each site, with suitability of sites being reviewed

	<ul style="list-style-type: none"> Numbers in the welfare centres over night 28/01 were: <ul style="list-style-type: none"> St Leonards School (Kelston) – 32 people Massey University – 10 people Manu Tukutuku Randwick Park – 15 people A request for MSD support activity to be reported in the AEM Sit Rep has been passed through at the Welfare Coordination Group.
Communications	<ul style="list-style-type: none"> An update to the AoG FAQ is under way. MSD amendments to this will include further clarity on eligibility criteria for temporary migrants and updated details on the 0800 line operating hours Story on W & I website being expanded to incorporate wider affects Provider list is up on HIYA Messaging going out around site closures in Auckland
Issues, risks and trends	<ul style="list-style-type: none"> Ongoing Severe Rain issues across North Island Incoming weather front on Tuesday Supply chain delays for Food Providers and communities Waste removal is a growing concern
Next sitrep	<ul style="list-style-type: none"> 30/01/2023 – 9:30am

To	SitRep distribution	Sitrep #	005
		Date	30/01/2023
CC		Time	9:30am
From	EMBCG	Region/s	<ul style="list-style-type: none"> • Auckland • Taranaki • Waikato • Bay of Plenty • East Coast

Situation Report: *North Island Severe Weather*

MSD Activation Level	Level 3 – Regionally managed, Nationally Coordinated and Supported
Summary Information <i>For detail, see relevant section below</i>	<ul style="list-style-type: none"> • Over \$1.3m paid in Civil Defence Payments over the weekend to over 3000 clients • Rainfall overnight did not cause major widespread issues, only localized evacuations and road closures • MSD is well embedded in the response, including across community, business and agency levels • 3 impacted sites in Auckland are being progressed to re-open ASAP • MSD has facilitated the translation of the AoG factsheet to be completed • Updated factsheet attached • Impacted MSD staff are being well supported
Current situation	<ul style="list-style-type: none"> • Thundery showers expected across large parts of the country today. Localised downpours forecast this morning. These should clear this afternoon before a new front arrives tomorrow. • General food supply has been re-established with supermarkets open again now. Issues with supply chain are now related to road and rail networks and are being worked around • The State of Emergency has been lifted in Waitomo. The MSD team in the area are continuing to support those impacted by the flooding and are working closely with partner agencies • MSD staff are continuing to maintain a strong presence at the CDCs across Auckland, assisting / supporting over 100 impacted families today (as at 2pm) • MSD contact centres continue to see high call volumes, and IT changes are being implemented to allow greater support to the contact centre from regional teams • MSD continue to be heavily involved in supporting the Welfare response, and are well connected with community groups, community leaders, partner agencies and response agencies. • Policy work is underway to review options of assistance for those impacted across Auckland.

	<p>Auckland</p> <ul style="list-style-type: none"> • Text alert sent to Auckland residents last night as a result of forecast weather • Additional evacuation of 4 households in Titirangi overnight • Train services expected to resume on Tuesday, albeit at a reduced service • Education are taking a school-by-school approach for re-opening • Auckland Airport has reopened and is clearing flight backlog • Issues remain around water, storm and sewerage networks. • Schools across Auckland have had their start dates delayed until February 7th. This is to support the heavily impacted transport network to undertake further critical repairs, along with other considerations. <p>Taranaki</p> <ul style="list-style-type: none"> • MSD has staff in the local welfare centre and the region is connected in with business and iwi • No new issues reported over night <p>Waikato</p> <ul style="list-style-type: none"> • It is predicted that there will be long term impacts with the Coromandel area being isolated as result of SH25 sustaining further damaged overnight. • SH26 near Te Aroha has been closed due to Waikato River bursting banks. This is likely a temporary closure. <p>Bay of Plenty</p> <ul style="list-style-type: none"> • 5 homes red stickered as a result of a landslip • Evacuated residents are being supported locally <p>Northland</p> <ul style="list-style-type: none"> • No new impacts <p>East Coast</p> <ul style="list-style-type: none"> • No new impacts
Key Actions today	<ul style="list-style-type: none"> • Supporting translation of AoG factsheet • MSD Auckland leadership meeting with Mayor, AEM and other key stakeholders re:response coordination • Gain greater intelligence around numbers of people displaced and impacted • Influence and have greater confidence about location and resourcing of CDCs • Policy advice regarding financial assistance measures • Advice to Auckland staff and clients regarding impacted site alternative arrangements • Housing coordination working group to continue to understand impacts • Benestar support to be released to staff

Operations	<p>Staff</p> <ul style="list-style-type: none"> No new impacts reported. All impacted staff are being supported by MSD <p>Services</p> <ul style="list-style-type: none"> SWIFTT was briefly unavailable between 4-5 yesterday. This was resolved rapidly with workaround put in place. <p>Contact Centre</p> <ul style="list-style-type: none"> 0800 400 100 flood line will continue to operate 8am - 5pm through to Wednesday. Operations beyond this will be reviewed Call numbers for 29/01/23 – 4633 calls answered, average wait time 4:35. 200 staff dedicated to the line today <p>Sites</p> <ul style="list-style-type: none"> Auckland Anniversary Day – planned site closures as a result of this All sites able to operate as normal except Queen St, Onehunga and Avondale. Workplace services to continue on plan to re-open sites
Our clients	<p>Civil Defence Payments</p> <ul style="list-style-type: none"> It has been confirmed that CD Payments are available to non-residents. We have added this info to our website and asked our media people to weave this messaging into social media posts <p>Waitomo</p> <ul style="list-style-type: none"> Payments fully activated to support impacted residents in Te Kuiti 2 payments made yesterday to 1 client Expect numbers to increase today <p>Auckland</p> <ul style="list-style-type: none"> Total payments over Saturday and Sunday exceed \$1.3m paid across Auckland flooding and Cyclone Hale event codes (note: cross over in data due to activation process on Saturday) Over 6000 payments made to just over 3000 clients High demand continues to be seen for support across a range of areas.
Housing	<p>Auckland</p> <ul style="list-style-type: none"> 30 homes red-stickered 131 homes yellow stickered 347 people have requested accommodation assistance via AEM (as at 5pm 29/01/23). Unclear from reporting if this is total people, or requests. Interagency working group will continue assessments

Stakeholders/provider, Communities & Partnerships	<ul style="list-style-type: none"> MSD continues to be fully embedded in supporting the response at all levels (local, regional and national). All service providers have been contacted to understand the impact on them and their continuing capacity to provide support. Business leaders (eg AKL round table) have been engaged with. AKL MSD leadership is meeting with Mayor and AEM leadership today.
All of Government response	<ul style="list-style-type: none"> MSD staff are based in the pop-up Community and Agency Information Hub that opened today in Mangere and continue to be at the 3 Civil Defence Centres. MSD also has staff assigned to AEM ECC. The All-of-Government Factsheet is due to have the translations completed on Wednesday.
Communications	<ul style="list-style-type: none"> Updated All-of-Government factsheet was contributed to late yesterday. Version 2 is attached, and can be found on-line Updated version will also be translated into key languages with the support of DIA. This process was facilitated by MSD MSD websites continue to be maintained with current information
Issues, risks and trends	<ul style="list-style-type: none"> New severe weather front expected to arrive on Tuesday and impact large parts of the North Island, exacerbating current issues and impacts on people and communities
Next sitrep	<ul style="list-style-type: none"> 30/01/2023 – 4:00pm

To	Situation Report D-List	Sitrep #	006
		Date	31/01/23
CC		Time	9:30am
From	EMBCG	Region/s	Auckland
Situation Report: <i>Auckland Flooding</i>			
MSD Activation Level	Level 3 – Regionally managed, Nationally Coordinated and Supported		
Summary Information <i>For detail, see relevant section below</i>	<ul style="list-style-type: none"> • Metservice has issued warnings around severe incoming weather to Northland, Auckland north of Orewa and the Coromandel. Tuesday night is expected to see peak rainfall • The ODESC system has activated in support, due primarily due to the ongoing severe weather. It is intended that 2 watch groups will convene, the first today will focus on the immediate system response • Request from AEM for specialist surge staff. This is under investigation today to see what additional support MSD can supply • With the possibility of further weather damage and disruption, the Secretary for Education has directed that schools, kura, early learning services and Tertiary institutions in the Auckland region (Wellsford to Pukekohe) must close for physical attendance and instruction until 7 February. • Priority for MSD today is supporting the demand on our 0800 line, yesterday was a challenging day with high demand and wait time. • Auckland Mayoral Support Fund under development • AEM Key Figures summary is detailed under section below • CDC service offer and locations continue to be reviewed. 		
Current situation	<ul style="list-style-type: none"> • Red and Orange warnings in place across upper North Island through to Wednesday morning. This rainfall may cause additional disruptions • AEM released an Impacts Summary (as at 5pm 30/01) <ul style="list-style-type: none"> ○ 493 Households requesting assistance ○ 88 people overnight in CDC's (up from 82 Saturday night) ○ 604 People requiring accommodation (157 Households) 		

	<ul style="list-style-type: none"> ○ 84 People supported into accommodation ○ 3000 properties without water ○ 6000 properties without power ○ A number of water treatment plants offline ○ 31 road closures across city ○ Housing Placards Issued as at 30/01/2023: <ul style="list-style-type: none"> ▪ Red = 78 ▪ Yellow = 319 ▪ White = 725 • 7 Marae have been activated providing support with accommodation and food. • The Mangere Community Agency Hub remained open overnight provided 150 food packs, 120 medical packs with 50 people seen by MSD – (29 – 30 /01/2023). • Today the Mangere Community Hub shifts to a CDC operating out of the Mangere Leisure Centre. MSD staff will be based there.
Key Actions today	<ul style="list-style-type: none"> • Managing AEMs requests for deployment and support to AEM • Advice to our Minister recommending activation of Enhanced Task Force Green • Coordination of ETFG activation • Surging to meet the demand on our 0800 line to reduce call wait times • Maintaining internal and external communication channels • Continuing to support staff impacted by the floods
Operations	<p>Staff</p> <ul style="list-style-type: none"> • Region monitoring for new staff impacts with incoming weather. <p>Services</p> <ul style="list-style-type: none"> • Combined effort from staff in all areas to support work and call queues to continue <p>Contact Centre</p> <ul style="list-style-type: none"> • 4,294 calls with ASA of 41min. • Additional staff are rostered today which should support an increase in service levels <p>Sites</p> <ul style="list-style-type: none"> • Avondale and Onehunga sites to open today – being monitored with incoming severe weather • Queen Street to remain closed – Indications are this may be for a month
Our clients	<p>Civil Defence Payments</p> <p>Auckland</p> <ul style="list-style-type: none"> • Paid on 30/01/23 <ul style="list-style-type: none"> ○ 5,712 payments to 2,871 clients, \$1.247M

	<ul style="list-style-type: none"> • Total since 28/01/23 <ul style="list-style-type: none"> ◦ 12,294 payments to 6,018 clients, \$2.562M <p>Waitomo</p> <ul style="list-style-type: none"> • Paid on 30/01/23 <ul style="list-style-type: none"> ◦ 3 payments to 3 clients, \$385 • Total since 28/01/23 <ul style="list-style-type: none"> ◦ 6 payments to 6 clients, \$736 <p>MSD Support provided through Civil Defence Centres</p> <ul style="list-style-type: none"> • Kelston Centre: saw 54 families yesterday. A total of \$37,002 has been granted, including 52 clothing grants, 33 bedding grants, 61 food grants, 3 mobile phone, 15 petrol grants, 2 were referred to Red Cross for accommodation, 1 dental. 1 payment card was picked up. 1 person with a work visa was granted food • Albany Centre: have seen 60 displaced yesterday, a total of \$32,069 has been granted. This includes 44 food grants, 49 clothing grants, 24 bedding grants, 5 petrol grants, 1 grant for medication, 2 accommodation grants. 4 payment cards were allocated on site. • Randwick Park Centre: has served 23 families today. \$7729 was granted, including 16 food grants, 1 phone grant, 10 clothing grants, 8 bedding grants, and 2 EH. 3 payment cards were issued.
Housing	<ul style="list-style-type: none"> • HUD and MSD hosted joint meeting with AKL housing providers on 30/01/23 • 17 providers invited, 10 attended • Several major topics discussed, mostly around availability and funding, with clarity provided and next steps agreed. • Community Housing Aotearoa will look to coordinate a list of providers and vacancies, with support from MSD and HUD • Ongoing work in this area, with the next meeting booked for 02/02/23
Stakeholders/provider, Communities & partnerships	<ul style="list-style-type: none"> • Communications has been provided on the provision of OSCAR and Holiday Programmes providers following the announcement on Auckland schools being closed for a further week • Provided Ministers office with a list of community-based providers, highlighting specific providers supporting the flood response • On-going engagement with ethnic communities and supporting access to support available
All of Government response	<ul style="list-style-type: none"> • A request has been made to MSD and other agencies to provide staff to support Auckland Emergency management – MSD has had staff in their ECC since the weekend. • In addition to this a backlog of AEM Welfare Needs Assessments has resulted in the creation of an

	<p>outbound welfare calling team with an overnight request for MSD Staff to support.</p> <ul style="list-style-type: none"> • MSD continues to be well embedded in the AEM and National response • MSD content for the all-of-govt fact sheet has been finalised • ODESC has been activated
Communications	<ul style="list-style-type: none"> • Translation of the all-of-govt factsheet is underway • Work continues to align comms across the various regions and channels to ensure clarity to clients and staff on available support.
Issues, risks and trends	<ul style="list-style-type: none"> • Maximising contact centre capacity and service levels • Incoming severe weather likely to add further people impacts for Northland, Auckland north of Orewa and the Coromandel.
Next sitrep	<ul style="list-style-type: none"> • 01/02/23 – 9:30am

Auckland Emergency Management (AEM)

SITUATION REPORT: 002

ISSUED AT 1800hrs ON 28 January 2023

Event name:	Declaration status:														
January 2023 Floods	Local Declaration														
Activation status:	Time declared:														
AEM ECC is activated and at Alert Level Orange	2127hrs 27/01/2023														
Contact:	NEMA NCC Incident Classification:														
Email: 9(2)(a) Phone: 9(2)(a)	<p>Note: This is AEM's incident classification.</p> <table border="1"> <tr> <td></td> <td>↑</td> </tr> <tr> <td>R3</td> <td>S</td> </tr> <tr> <td></td> <td>↓</td> </tr> <tr> <td>R1</td> <td>A minor regional level response</td> </tr> <tr> <td>R2</td> <td>A moderate regional level response</td> </tr> <tr> <td>R3</td> <td>A major regional level response</td> </tr> <tr> <td>R4</td> <td>A severe regional level response</td> </tr> </table>		↑	R3	S		↓	R1	A minor regional level response	R2	A moderate regional level response	R3	A major regional level response	R4	A severe regional level response
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R4	A severe regional level response														

Updated information is in **red text**.



PUBLIC INFORMATION

Public information is being led by Auckland Emergency Management's PIM team. Key messaging includes:

- **Please stay home if possible and avoid travel**– If it is safe to, please stay home. If you must travel, please take extra care on the roads and never drive through flood waters.
- **Three Civil Defence Centres are open in the north, west, and south of the city** – [Details].
- **If your life is at risk, dial 111 immediately**
- **Check on friends, neighbours, and family** – But please do not put your life at risk to do so.



SITUATION

Overview

Record-breaking rainfall has impacted almost the entire Auckland region resulting in widespread flooding and landslips. Fire and Emergency New Zealand and the New Zealand Police have responded to over 2000 call outs, which included people trapped in homes and cars as a result of the flooding. Landslips and flooding has closed multiple roads in the region, including sections of both routes north, SH1 and SH16.

Up to 265mm of rain fell in some areas. Central west rainfall amounts broke records for the wettest January and wettest month on record. It was unprecedented in Auckland records. MetService advises more rain is expected over coming days, but not of the length and intensity experienced on January 27th. Heavy but "spotty" localised showers are expected for the next 3 days which may result in further slips/surface water.

There are reports of flooded homes and businesses including rest homes with many evacuations. Three Civil Defence Centres have been opened in the region and will remain open at least overnight on the 28/01/2023.

At 1716hrs, during the first IMT meeting, the emergency services represented advised they had sufficient resources for response activities at that time. The response agencies were advised to alert the Controller if that situation changed. At 2030hrs the NZ Police confirmed they required emergency powers under the CDEM Act to compel the evacuation of people in dangerous situations, or to prevent people returning to unsafe homes. On receipt of that request, the Controller initiated the declaration process with the mayor.

Risk and issues

While the rain has abated, floodwaters and debris are still making travel around the city difficult. Multiple road closures have been impacting the emergency services ability to respond.

The weather caused flooding and damage to multiple CDC sites making locating an appropriate facility challenging. Changes to CDC locations being kept to a minimum but being communicated to the public.

Domestic flights from Auckland Airport will begin at 1200hrs 28/01/2023. No international flights will depart before 0500hrs. There will be no international flights arriving before 0700hrs, 29/01/2023. The number of stranded travellers is expected to decrease as flights are reinstated.

People are trying to return to the region over the long weekend. Road closures and debris may make this difficult.

Welfare needs assessments	Visitors who stayed overnight	Requests for Accommodation	Calls to the Auckland Council Call Centre relating to Emergency Management
372	57	179	329



SOCIAL ENVIRONMENT

People (health and wellbeing, missing, injured, fatalities)

Police advise there have been **three confirmed deaths and one person remains missing** in the Auckland region as a result of the flooding and intense rain.

St Johns advised their network has returned to BAU levels of activity following the “Extreme” pressure experienced overnight.

Cultural

The iwi and Māori liaison to the ECC advise they are contacting Ngā Marae and iwi reps for any assistance required by the Māori community. Māori Wardens Emergency Response Teams have been activated and put on standby.

Evacuations

Evacuations and rescues from flooded residences have occurred across the city. If possible, evacuees are recommended to stay with friends or family.

Civil Defence Centres have opened in three locations:

- St. Leonards Road School, 15 Saint Leonard’s Road, Kelston
- Massey University Albany Campus, Sir Neil Walters Lecture Theatre, Massey University East Precinct, Albany Expressway SH17
- Mana Tukutuku, 32 Riverton Drive, Randwick Park

A pop-up Community and Agency Information Hub will be opened from 1100-1500hrs, 29-30/01/2023 (further hours to be assessed) at the Mangere Memorial Hall, 23 Domain Rd, Mangere Bridge for community members needing support with access to essential services.

Overnight there were approximately 50 people in the Kelston CDC, 2 in the Massey University CDC, and approximately 5 in the Randwick Park CDC.

Hospitals, medical and specialist care facilities

Health liaisons note that some evacuees are being dropped at hospitals that are already at capacity.

Some evacuees are arriving with health needs and are being treated at the CDCs as they arrive.

Rural sector

Reports of severe flooding and landslips impacting rural areas have been received. The Auckland Group Welfare Coordinator is in contact with MPI and will be reaching out to others in the sector to understand rural impacts.

Other animal welfare issues

Not yet reported.



BUILT ENVIRONMENT

Property (housing, accommodation, commercial, industrial, government, heritage)

FENZ advised that they had 22 active calls as at 0830hrs 28/01/2023 down from approximately 2000 overnight.

The Auckland Council Rapid Building Assessment and FENZ USAR teams are beginning the Rapid Damage Assessment today. Areas with identified 'Requests For Service' via the Council call centre will be prioritised, along with areas of known damage and areas known to be susceptible to flooding.

Roading and transportation (local/national roads, rail, sea, air)

Waka Kotahi and Auckland Transport Operations Centre advise there are closures on SH1 north of Puhoi. Access for emergency vehicles to some communities is being facilitated by NZ Police via the new highway. State Highway 16 is open with some restrictions in place.

Auckland Transport advise closures on 7 surface roads across the region as a result of flood damage or land slips.

The Airport is closed until at least 1200hrs and no commercial flights in or out are permitted. The Airport has activated its EOC and is working to provide for the welfare needs of the stranded passengers, which may number many hundred.

Other lifelines (power, fuel, telecommunications, water, sewerage)

Spark advises 5 cellular sites are down due to lack of power, they are dispatching field generators if available. Spark advise they are opening up their Wi-Fi hot spots free to any user to assist those displaced. Vodafone advise they have 7 mobile sites down due to lack of power spread across the region. 2Degrees has 7 sites down due to power failure and some water ingress.

Vector has advised that at 1100hrs at 28/01/2023, nearly 23,000 homes had had their power reinstated with approximately 3500 remaining without power. Vector's priority is the restoration of high-voltage lines. Counties Power advise they have around 20 rural customers without power as a result of power poles down; reinstatement is expected within 24 hours.

Watercare advised that residents in Titirangi, Woodlands Park, Oratia and Green Bay area may have low or no water pressure as a result of a damaged pipe in the area. Time for reinstatement approx. 48hrs. Other small outages as a result of damaged pipes have occurred across the region. Watercare is in contact with impacted people.

Wastewater networks and treatment plants have been impacted by stormwater volumes causing overflows at a number of sites. Aucklanders are being asked to reduce water use to lessen impact on the system.

Aucklanders are also being advised to avoid swimming at beaches due to possible contamination.

Fast moving consumer goods

Countdown supermarkets report that they are unable to deliver goods to their Northland stores as a result of the road closures. Additionally, they have one site closed and are experiencing some disruption to online orders and delivery. Foodstuffs reported 3 supermarket closures as a result of the flooding. Aucklanders are requested not to buy more than they need as logistics delays are being experienced across the sector.



NATURAL ENVIRONMENT

Auckland Council has received 57 requests related to damaged trees as a result of the flooding and weather.



ACTIONS

Actions carried out

PIM have provided a social media update in NZ Sign Language.

AEM ECC activated to Orange. A declaration of a state of local emergency was made at 2127hrs 27/01/2023.

Three CDCs have been activated and resourcing arranged at least overnight. A decision on whether they should remain open will be made 29/01/2023.

Predicted incident progression

We expect the number of people requiring emergency accommodation to increase as those evacuated return home to survey damage, and the Rapid Damage Assessments and Rapid Building Assessments are completed by the Auckland Council Building Control Teams.

The weather may remain impactful to response operations with isolated but heavy showers expected over the next days.

Needs will likely change as those evacuated and those returning home after the long weekend understand the level of damage in their homes.

Limiting factors

Staffing challenges as a result of the ongoing COVID-19 pandemic and the Auckland Anniversary Long Weekend.

There is limited supply for emergency accommodation in Auckland as a result of the Elton John concerts and other events of the Auckland Anniversary Weekend with most accommodation providers at capacity. If the need for emergency accommodation increases this may present some additional challenges. MBIE and NEMA have assisted in sourcing additional accommodation to offer to those displaced.

Some evacuated persons are being dropped at local hospitals putting pressure on the health system already stretched as a result of the ongoing COVID-19 pandemic.

Intended actions

Auckland Council plan to inspect three areas using drones in areas focusing on hard-to-access watercourses and known landslips in west Auckland and the North Shore.

Auckland Emergency Management Response Teams continue to respond to requests for assistance.

The CDCs will be open and staffed overnight on the 28/01/2023. Cleaning, security and catering has been arranged for all sites.



RESOURCES

Resources in place

Approximately 40 people including FENZ, NZ Police, St Johns, MetService and NEMA liaisons.

Two AEM staff at each of the 3 CDCs supported by Red Cross.

Approximately 72 Auckland Council Building Inspectors supported by two USAR teams are preparing to undertake Rapid Impact Assessments across the region.

Resources required

Accommodation for those evacuated and those unable to return to their homes remains the largest resource requirement. Opportunities using Auckland Council Facilities are also being explored.

Staffing requirements are being identifying and channelled through NEMA.



ADDITIONAL INFORMATION

For further information:

- www.aucklandemergencymanagement.govt.nz
- www.nema.org.nz
- www.safeswim.org.nz
- Follow Auckland Emergency Management on social media.

Report prepared by:	AEM Intelligence
Report approved by:	9(2)(a)
Next situation report due at:	1100 hours on 29/01/2023

Auckland Emergency Management (AEM)

SITUATION REPORT: 003

ISSUED AT 1100hrs ON 29 January 2023

Event name:	Declaration status:														
January 2023 Floods	Local Declaration														
Activation status:	Time declared:														
AEM ECC is activated and at Alert Level Orange	2127hrs 27/01/2023														
Contact:	NEMA NCC Incident Classification:														
Email: 9(2)(a) Phone: 9(2)(a)	<p>Note: This is AEM's incident classification.</p> <table border="1"> <tr> <td></td> <td style="text-align: center;">↑</td> </tr> <tr> <td>R3</td> <td style="text-align: center;">S</td> </tr> <tr> <td></td> <td style="text-align: center;">↓</td> </tr> <tr> <td>R1</td> <td>A minor regional level response</td> </tr> <tr> <td>R2</td> <td>A moderate regional level response</td> </tr> <tr> <td>R3</td> <td>A major regional level response</td> </tr> <tr> <td>R4</td> <td>A severe regional level response</td> </tr> </table>		↑	R3	S		↓	R1	A minor regional level response	R2	A moderate regional level response	R3	A major regional level response	R4	A severe regional level response
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Updated information is in **red text**.



PUBLIC INFORMATION

Public information is being led by Auckland Emergency Management's PIM team. Key messaging includes:

- **Heavy Rain Watch for today** – The heavy rain watch will be in place until 0600hrs on Monday morning with the potential for burst of heavy rain expected this afternoon and overnight tonight.
- **Building Inspections underway** – More than 130 Building Inspectors are in the field today to being building inspections across the region. While most buildings have experienced no damage, this is not the case for all, 9 red placards have already been issued with more expected following inspections today.
- **Clean up after the flood** – It's important to clean and dry your home and everything in it. Check out the Auckland Council [website](#) for more information on how to do this safely.
- **Help is available** – Please don't hesitate to reach out to 0800 22 22 00 if you are impacted and need support. For welfare assistance you can contact the Ministry of Social Development on 0800 400 100. There are three CDC's at Leonard's Rd School, Massey University Campus and Mana Tukutuku, Randwick Park as well as a pop-up community and agency information hub at Māngere Memorial Hall today. More community groups may be standing up in your area.



WEATHER

MetService reports Auckland may experience showers today, some heavy. Showers moving north over the day, concerned about the risk of localised downpours tonight and overnight north of Orewa. A heavy rain watch remains in force for all of Auckland and Aotea GBI until 0600hrs Monday 29/01/2023.



SITUATION

Overview

Record-breaking rainfall has impacted almost the entire Auckland region resulting in widespread flooding and landslips. Fire and Emergency New Zealand and the New Zealand Police have responded to over 2000 call outs, which included people trapped in homes and cars as a result of the flooding. Landslips and flooding has closed multiple roads in the region, including sections of both routes north, SH1 and SH16.

Up to 265mm of rain fell in some areas. Central west rainfall amounts broke records for the wettest January and wettest month on record. It was unprecedented in Auckland records. MetService advises more rain is expected over coming days, but not of the length and intensity experienced on January 27th. Heavy but “spotty” localised showers are expected for the next 3 days which may result in further slips/surface water.

There are reports of flooded homes and businesses including rest homes with many evacuations. Three Civil Defence Centres have been opened in the region and will remain open at least overnight on the 28/01/2023.

At 1716hrs, during the first IMT meeting, the emergency services represented advised they had sufficient resources for response activities at that time. The response agencies were advised to alert the Controller if that situation changed. At 2030hrs the NZ Police confirmed they required emergency powers under the CDEM Act to compel the evacuation of people in dangerous situations, or to prevent people returning to unsafe homes. On receipt of that request, the Controller initiated the declaration process with the mayor.

Risk and issues

While the rain has abated, floodwaters and debris are still making travel around the city difficult. Multiple road closures have been impacting the emergency services ability to respond.

The weather caused flooding and damage to multiple CDC sites making locating an appropriate facility challenging. Changes to CDC locations being kept to a minimum but being communicated to the public.

Domestic flights from Auckland Airport will begin at 1200hrs 28/01/2023. No international flights will depart before 0500hrs. There will be no international flights arriving before 0700hrs, 29/01/2023. The number of stranded travellers is expected to decrease as flights are reinstated.

People are trying to return to the region over the long weekend. Road closures and debris may make this difficult.

Welfare needs assessed (total pax)	Visitors who stayed overnight (pax)	People require for Accommodation (total pax)	Calls to the Auckland Council Call Centre relating to Emergency Management*
372	57	179	329

* Calls are updated at 1100hrs daily for the previous 24hr period.

A full update on numbers will be provided in the 1700hrs Situation Report.

SOCIAL ENVIRONMENT

People (health and wellbeing, missing, injured, fatalities)

Police advise there have been three confirmed deaths and one person remains missing in the Auckland region as a result of the flooding and intense rain.

St Johns advised their network has returned to BAU levels of activity following the “Extreme” pressure experienced overnight.

Cultural

The iwi and Māori liaison to the ECC advise they are contacting Ngā Marae and iwi reps for any assistance required by the Māori community. Māori Wardens Emergency Response Teams have been activated and put on standby.

Evacuations

Evacuations and rescues from flooded residences have occurred across the city. If possible, evacuees are recommended to stay with friends or family.

Civil Defence Centres have opened in three locations:

- St. Leonards Road School, 15 Saint Leonard’s Road, Kelston
- Massey University Albany Campus, Sir Neil Walters Lecture Theatre, Massey University East Precinct, Albany Expressway SH17
- Mana Tūkutuku, 32 Riverton Drive, Randwick Park

A pop-up Community and Agency Information Hub will be opened from 1100-1500hrs, 29-30/01/2023 (further hours to be assessed) at the Māngere Memorial Hall, 23 Domain Rd, Mangere Bridge for community members needing support with access to essential services.

Overnight there were approximately 50 people in the Kelston CDC, 2 in the Massey University CDC, and approximately 5 in the Randwick Park CDC.

Hospitals, medical and specialist care facilities

Health sector liaisons note that while there is damage and debris at some health facilities, which is being addressed, all clinical services are continuing.

Rural sector

Reports of severe flooding and landslips impacting rural areas have been received. The Auckland Group Welfare Coordinator is in contact with MPI and will be reaching out to others in the sector to understand rural impacts.

Other animal welfare issues

Not yet reported.



BUILT ENVIRONMENT

Property (housing, accommodation, commercial, industrial, government, heritage)

FENZ advised that they had 22 active calls as at 0830hrs 28/01/2023 down from approximately 2000 overnight.

Over 130 Auckland Council Building Inspectors and Geotechnical Engineers and 15 additional inspectors from outside of the Auckland region are in the field today following the Rapid Impact Assessment yesterday. They have identified approximately 5000 buildings that will require an inspection across the region (25 suburbs). Drones and aerial reconnaissance flights are being arranged today to assist in identifying other areas that are difficult to access. Landslips and other areas of land instability will also be identified as requiring a geotechnical inspection.

Roading and transportation (local/national roads, rail, sea, air)

Waka Kotahi and Auckland Transport Operations Centre advise **SH1 Puhoi to Warkworth was fully opened overnight with a temporary speed limit in place.**

Auckland Transport advise closures on **39** surface roads across the region as a result of flood damage or land slips.

Public Transport: All modes are operating using the Sunday timetable (with exception of the train block of lines) and normal operations are expected today. Pumping of water out of Britomart continues.

Ferry services are a little busier today than expected and the only service not running is Rakino (no service tomorrow is expected either).

The Airport is now fully operational, for both international and domestic flights. Approximately 533 customers were accommodated overnight in the International terminal and Te Manukanuka O Hoturoa Marae and were supported by a NZ Rapid Relief Team.

The Harbourmaster reports multiple boats partially sunk or on the rocks. They are working with contractors to clear today debris in the Waitematā Harbour between Herald Island and Hobsonville.

Aotea Great Barrier Island has reported their communities are generally coping well but slips have impacted some main transport routes, these issues have been passed on to Auckland Transport. NZDF reports they have visited an isolated community in Puhoi with no major needs at this time, but the access issues are being investigated today. The Mill Flat Rd bridge in Riverhead has been destroyed, isolating a small community. Contact with the community is continuing with no major needs identified, other than medical access needs for one individual. Access options for restoring the bridge are being identified but the community does have limited access via forestry roads.

Other lifelines (power, fuel, telecommunications, water, sewerage)

Spark advises **two cellular sites are using generators with all other cell sites reinstated.** Spark advise they are opening up their Wi-Fi hot spots free to any user to assist those displaced. Vodafone advise they have

7 mobile sites down due to lack of power spread across the region. 2Degrees has 7 sites down due to power failure and some water ingress.

Chorus has reported widespread areas of faults which are being addressed as power returns to sites. Several telephone exchanges were flooded or damaged but resulted in no impact to services.

As at 10am, Vector advised that 98% of flood related outages have been restored with approximately 700 remaining without power, 300 of those are on Kawau Island. They expect these customers, apart from those on Kawau Island, to be restored today.

Counties Power advise they have around 20 rural customers without power as a result of power poles down; reinstatement is expected within 24 hours.

Watercare advised that residents in Titirangi, Waiatarua Woodlands Park, Oratia and Green Bay area may have low or no water pressure as a result of a damaged pipe in the area. Time for reinstatement approx. 48hrs from 28/01/2023. Other small outages as a result of damaged pipes have occurred across the region. Watercare is in contact with impacted people. Due to landslips impacting Waitakere water supply dams, Aucklanders are being asked to be mindful of their water use. Mains water remains safe to drink and we are not expecting any issues at Auckland's largest water treatment plants, Ardmore and Waikato.

Wastewater networks and treatment plants have been impacted by stormwater volumes causing overflows at a number of sites. Aucklanders are being asked to reduce water use to lessen impact on the system.

Aucklanders are also being advised to avoid swimming at beaches due to possible contamination, and to follow the SafeSwim website to stay up to date.

Fast moving consumer goods

Countdown supermarkets report that they have one site closed and are experiencing some disruption to online orders and delivery.



NATURAL ENVIRONMENT

Auckland Council has received 57 requests related to damaged trees as a result of the flooding and weather.



ACTIONS

Actions carried out

The Controller has approved the use of aerial reconnaissance flights to assist in damage inspections operations (29/01/2023).

AEM ECC activated to Orange. A declaration of a state of local emergency was made at 2127hrs 27/01/2023.

Three CDCs have been activated and resourcing arranged at least overnight. A decision on whether they should remain open will be made 29/01/2023.

Predicted incident progression

We expect the number of people requiring emergency accommodation to increase as those evacuated return home to survey damage, and the Rapid Damage Assessments and Rapid Building Assessments are completed by the Auckland Council Building Control Teams.

The weather may remain impactful to response operations with isolated but heavy showers expected over the next days.

Needs will likely change as those evacuated and those returning home after the long weekend understand the level of damage in their homes.

Limiting factors

Staffing challenges as a result of the ongoing COVID-19 pandemic and the Auckland Anniversary Long Weekend.

There is limited supply for emergency accommodation in Auckland as a result of the Elton John concerts and other events of the Auckland Anniversary Weekend with most accommodation providers at capacity. If the need for emergency accommodation increases this may present some additional challenges. MBIE and NEMA have assisted in sourcing additional accommodation to offer to those displaced.

Some evacuated persons are being dropped at local hospitals putting pressure on the health system already stretched as a result of the ongoing COVID-19 pandemic.

Intended actions

An alternate site for the CDC in St Leonard's Rd is being planned due to the return to school on Tuesday.

Preparing for a potential surge in response operations including the number and location of CDCs.

Auckland Council plan to inspect three areas using drones in areas focusing on hard-to-access watercourses and known landslips in west Auckland and the North Shore.

Auckland Emergency Management Response Teams continue to respond to requests for assistance.

The CDCs will be open and staffed overnight on the 28/01/2023. Cleaning, security and catering has been arranged for all sites.



RESOURCES

Resources in place

FENZ, NZ Police, St Johns, MetService and NEMA liaisons are present in the ECC today.

Two AEM staff at each of the 3 CDCs supported by Red Cross.

Approximately 130 Auckland Council Building Inspectors supported by 15 inspectors from outside the region are beginning building inspections today.

Resources required

Accommodation for those evacuated and those unable to return to their homes remains the largest resource requirement. Opportunities using Auckland Council Facilities are also being explored.

Staffing requirements are being identifying and channelled through NEMA.



ADDITIONAL INFORMATION

For further information:

- www.aucklandemergencymanagement.govt.nz
- www.nema.org.nz
- www.safeswim.org.nz
- Follow Auckland Emergency Management on social media.

Report prepared by:	AEM Intelligence
Report approved by:	9(2)(a)
Next situation report due at:	1700 hours on 29/01/2023

Auckland Emergency Management (AEM)

SITUATION REPORT: 005

ISSUED AT 1100hrs ON 30 January 2023

Event name:	Declaration status:														
January 2023 Floods	Local Declaration														
Activation status:	Time declared:														
AEM ECC is activated and at Alert Level Orange	2127hrs 27/01/2023														
Contact:	NEMA NCC Incident Classification:														
Email: 9(2)(a) Phone: 9(2)(a)	<p>Note: This is AEM's incident classification.</p> <table border="1"> <tr> <td></td> <td>↑</td> </tr> <tr> <td>R3</td> <td>S</td> </tr> <tr> <td></td> <td>↓</td> </tr> <tr> <td>R1</td> <td>A minor regional level response</td> </tr> <tr> <td>R2</td> <td>A moderate regional level response</td> </tr> <tr> <td>R3</td> <td>A major regional level response</td> </tr> <tr> <td>R4</td> <td>A severe regional level response</td> </tr> </table>		↑	R3	S		↓	R1	A minor regional level response	R2	A moderate regional level response	R3	A major regional level response	R4	A severe regional level response
	↑														
R3	S														
	↓														
R1	A minor regional level response														
R2	A moderate regional level response														
R3	A major regional level response														
R4	A severe regional level response														
CONTROLLER'S INTENT															
To lead the coordination of the response to the flooding impacts in the Auckland region and support those people and communities that have been or may become impacted.															

Updated information is in **red text**.



PUBLIC INFORMATION

Public information is being led by Auckland Emergency Management's PIM team. Key messaging includes:

- **Heavy Rain Watch for today** – An “orange” heavy rain warning will be in place until 0700hrs on Monday morning with the potential for bursts of heavy rain overnight tonight. There is a danger of surface flooding and slips for impacted areas.
- **Building Inspections underway** – More than 130 Building Inspectors are in the field today to be doing building inspections across the region. While most buildings have experienced no damage, this is not the case for all, 9 red placards have already been issued with more expected following inspections today.
- **Clean up after the flood** – It's important to clean and dry your home and everything in it. Check out the Auckland Council [website](#) for more information on how to do this safely.

- **Help is available** – Please don't hesitate to reach out to 0800 22 22 00 if you are impacted and need support. For welfare assistance you can contact the Ministry of Social Development on 0800 400 100. There are three CDC's at Leonard's Rd School, Massey University Campus and Mana Tukutuku, Randwick Park as well as a pop-up community and agency information hub at Māngere Memorial Hall today. More community groups may be standing up in your area.



WEATHER

MetService reports no severe weather warnings expected to be issued today but scattered heavy showers may continue to impact the region. More heavy rain and storms may impact the region from Tuesday evening and they are closely monitoring the situation and providing regular updates including a comprehensive update later this morning.



SITUATION

Overview

Record-breaking rainfall has impacted almost the entire Auckland region resulting in widespread flooding and landslips. Fire and Emergency New Zealand and the New Zealand Police have responded to over 2000 call outs, which included people trapped in homes and cars as a result of the flooding. Landslips and flooding has closed multiple roads in the region, including sections of both routes north, SH1 and SH16. Access is being restored but is difficult to maintain due the ongoing weather and additional landslips.

Up to 265mm of rain fell in some areas. Central west rainfall amounts broke records for the wettest January and wettest month on record. It was unprecedented in Auckland records. MetService advises more rain is expected over coming days, but not of the length and intensity experienced on January 27th.

An additional period of intense rainfall was experienced overnight on the 29/01/2023 where up to 23mm of rain was measured overnight in the north of Auckland, and 70-100mm of rain was expected to have fallen in the ranges across the region. This rain activated additional landslips that have limited roading access and also resulted in a small amount of further flooding and power outages. More bad weather is expected to impact region from late Tuesday (31/01/2023) which may cause additional impacts. The MetService is closely monitoring the situation and providing regular updates.

There are reports of flooded homes and businesses including rest homes with many evacuations. Three Civil Defence Centres have been opened in the region and will remain open overnight on 29/01/2023. The Community and Agency Information Hub in Māngere will also remained open overnight on 29/01/2023.

At 1716hrs, during the first IMT meeting, the emergency services represented advised they had sufficient resources for response activities at that time. The response agencies were advised to alert the Controller if that situation changed. At 2030hrs the NZ Police confirmed they required emergency powers under the CDEM Act to compel the evacuation of people in dangerous situations, or to prevent people returning to unsafe homes. On receipt of that request, the Controller initiated the declaration process with the mayor.

Risk and issues

Auckland Airport has advised they continue to experience delays and cancellations resulting in the stranding of passengers within the terminals. The Controller has requested assistance from NEMA and the Operations Team to support Auckland Airport in addressing their welfare requirements.

Bad weather is expected to continue to impact the region, particularly on Tuesday evening, functions are preparing to support additional operations that may be required as a result.

Consideration of warnings to Ministry of Education (MOE) and wider community on schools opening and the return to work on Tuesday due to weather risk and currently compromised roading network and buildings. Checking with ATOC and MOE to determine messaging given pending significant weather event.

People are trying to return to the region over the long weekend. Road closures and debris may make this difficult.

The disposal of waste is a growing issue and work is underway in Auckland Council to assist those that are unable to dispose of it themselves.

By the numbers

Households requesting assistance	Visitors who stayed overnight (pax)	People requesting Accommodation (total pax)	Calls to the Auckland Council Call Centre relating to the severe weather event*
443	62 ↑	497 ↑	1221
Red Placard Properties	Yellow Placard Properties	White Placard Properties	
40	151	366	

* Calls are updated at 1100hrs daily for the previous 24hr period.

SOCIAL ENVIRONMENT

People (health and wellbeing, missing, injured, fatalities)

Police advise there have been **four** confirmed deaths as a result of the flooding and intense rain. **Three are within the Auckland region and one is on the border but located within Waikato.**

St Johns advised their network has returned to BAU levels of activity following the "Extreme" pressure experienced overnight on the 27/01/2023.

Cultural

The iwi and Māori liaison to the ECC are contacting Ngā Marae and iwi reps for any assistance required by the Māori community. Māori Wardens Emergency Response Teams have been activated and put on standby.

Iwi liaisons are contacting all marae and iwi in the region to assess their situation. Some needs have been identified through the marae and logistics are working to address them.

Evacuations

Evacuations and rescues from flooded residences have occurred across the city. If possible, evacuees are recommended to stay with friends or family.

Civil Defence Centres have opened in three locations:

- St. Leonards Road School, 15 Saint Leonard's Road, Kelston
- Massey University Albany Campus, Sir Neil Walters Lecture Theatre, Massey University East Precinct, Albany Expressway SH17
- Mana Tūkutuku, 32 Riverton Drive, Randwick Park

A Community and Agency Information Hub was opened all night 29/01/2023 (further hours to be assessed) at the Māngere Memorial Hall, 23 Domain Rd, Mangere Bridge for community members needing support with access to essential services. **Although no people stayed overnight, they provided 150 food packs, 120 medical packs with 50 people seen by Ministry of Social Development, who have a presence in the centre.**

Overnight there were 30 people in the Kelston CDC, 23 in the Massey University CDC, and approximately 29 in the Randwick Park CDC. 82 people have been moved into emergency accommodation.

Hospitals, medical and specialist care facilities

There has been no significant impact to clinical services – all hospitals, primary and community care services including emergency departments and urgent care clinics remain open.

Rural sector

Reports of severe flooding and landslips impacting rural areas have been received. The Auckland Group Welfare Coordinator is in contact with MPI and Rural Brigades of Fire and Emergency New Zealand and will be reaching out to others in the sector to understand rural impacts.

Other animal welfare issues

Not yet reported.



BUILT ENVIRONMENT

Property (housing, accommodation, commercial, industrial, government, heritage)

FENZ advise that call volumes and incident volumes have decreased from the peak numbers (2,000) on Friday night but are still high. For the 24 hours on Saturday, 28 January 2023 FENZ attended 333 call outs in Auckland which including 18 rescues of people, 17 priority one incidents (where there is confirmed risk to people) & 110 priority two incidents (where there is a potential risk to people).

Over 130 Auckland Council Building Inspectors and Geotechnical Engineers and 15 additional inspectors from outside of the Auckland region are in the field today following the Rapid Impact Assessment yesterday. They have identified approximately 5,000 buildings that will require an inspection across the region (25 suburbs). Drones and aerial reconnaissance flights are being arranged today to assist in identifying other areas that are difficult to access. Landslips and other areas of land instability will also be identified as requiring a geotechnical inspection.

As at 0900hrs, 40 red placards, 151 yellow placards, and 366 white placards have been issued. Other sites have been visited but not inspected if water ingress was not identified. These are located across the city and a mixture of flooding and slip-related damage.

Large landslips have occurred in Titirangi damaging a carport, restricting access, and resulting in the evacuation of residents.

Roading and transportation (local/national roads, rail, sea, air)

Waka Kotahi and Auckland Transport Operations Centre advise SH1 is closed north of the region near Brynderwyn. SH16 is closed near Woodhill due to flooding, alternative routes are in place.

Auckland Transport advise that over 70 slips have been reported and they are working to visit and triage all sites so they can be rectified promptly. Road closures are now being reported via the Auckland Transport website.

Public Transport: Buses are operating at close to normal timetables. A slip in Parnell may impact train schedules for Tuesday. Both the Western and Eastern Train lines will be open, although both will be impacted with journey times extended or reduced service levels. Pumping of water out of Britomart continues with full access to the station expected on Tuesday.

Ferry services at Hobsonville remain impacted by debris. The wharf at Aotea / Great Barrier Island is impacted by a tree fall with the ferry diverted to another wharf. Rakino continues to have no service.

The Airport is now fully operational, for both international and domestic flights. While the Auckland Domestic Terminal is operating as usual, reduced capacity at the Auckland International terminal is impacting flights and passengers. This has been addressed in the "Risks" section.

The Harbourmaster reports multiple boats partially sunk or on the rocks and significant debris and timber in the Waitemata Harbour, particularly between Herald Island and Hobsonville. They are working with contractors to clear this debris

Aotea Great Barrier Island has reported their communities are generally coping well but slips have impacted some main transport routes with Cape Barrier Road cutting off vehicle access with walking access only for residents. These issues have been passed on to Auckland Transport. NZDF reports they have visited an isolated community in Puhoi with no major needs at this time, but the access issues are being investigated today. The Mill Flat Rd bridge in Riverhead has been destroyed, isolating a small community. A Bailey bridge is expected onsite Monday night / Tuesday morning. Limited 4WD access remains for the community via forestry roads.

Other lifelines (power, fuel, telecommunications, water, sewerage)

Spark advises all Auckland mobile issues have been resolved. They have small numbers of land line customers impacted at Red Beach, Kumeu, Puhoi, Browns Bay and Titirangi. Spark advise they are opening up their Wi-Fi hot spots free to any user to assist those displaced. 2Degrees have 3 sites down due to power failure and some water ingress.

Chorus has reported widespread areas of faults which are being addressed as power returns to sites. Several telephone exchanges were flooded or damaged but resulted in no impact to services.

As at 10am, Vector advised that 98% of flood related outages have been restored with approximately 700 remaining without power, 300 of those are on Kawau Island. They expect these customers, apart from those on Kawau Island, to be restored today. A slip on Paturoa Road, Titirangi has restricted access to resolve 32 customers who remain without power.

Counties Power advise there were multiple outages with around 1200 customers without power in the Drury area and multiple isolated single property outages. The majority of these have been resolved, with the remaining 41 properties expected to be resolved by nightfall.

Watercare advised that residents in Titirangi, Waiatarua Woodlands Park, Oratia and Green Bay area may have low or no water pressure as a result of a damaged pipe in the area. Time for reinstatement approx. 48hrs from 28/01/2023.

Other small outages as a result of damaged pipes have occurred across the region. Watercare is in contact with impacted people. Due to landslips impacting Waitakere water supply dams, resulting in the

Upper and Lower Nihotupu Dams being taken offline due to sedimentation. Aucklanders are being asked to be mindful of their water use. **Watercare treatment plants at Pukekohe and Helensville are offline although there is expected to be no impact for users.** Mains water remains safe to drink and we are not expecting any issues at Auckland's largest water treatment plants, Ardmore and Waikato.

Wastewater networks and treatment plants have been impacted by stormwater volumes causing overflows at a number of sites. Aucklanders are being asked to reduce water use to lessen impact on the system.

Aucklanders are also being advised to avoid swimming at beaches due to possible contamination, and to follow the SafeSwim website to stay up to date. **Healthy Waters has advised that all Auckland beaches have been moved to "black" status on the SafeSwim website and are not recommended for swimming.**

Fast moving consumer goods

Countdown supermarkets report that they have one site closed and are experiencing some disruption to online orders and delivery.

All but three PAK'n'SAVE, New World and Four-Square stores have been reopened. There are no Auckland Regional supply issues. Normal supply to the Northland area is expected to be fully restored tonight.



NATURAL ENVIRONMENT

Since Friday, 125 tree related jobs have been received by council. Of these, 66 were classed as critical. Contractors undertaking the required work advise work volumes are under control.



ACTIONS

Actions carried out

An Emergency Mobile Alert was issued in relation to the incoming weather at 1947hrs 29/01/2023.

The Controller has approved the use of aerial reconnaissance flights to assist in damage inspections operations (29/01/2023).

Three CDCs have been activated and resourcing arranged at least overnight. **They will remain open 30/01/2023 and planning is underway for their ongoing support.**

Predicted incident progression

We expect the number of people requiring emergency accommodation to increase as those evacuated return home to survey damage, and the Rapid Damage Assessments and Rapid Building Assessments are completed by the Auckland Council Building Control Teams.

The weather expected from Tuesday night will cause additional impacts to the region. **Planning is underway to ensure functions can support any additional operations that may be needed.**

Needs will likely change as those evacuated and those returning home after the long weekend understand the level of damage in their homes.

Limiting factors

Staffing challenges are an ongoing issue that is being supported through the use of surge staff from Auckland Council, NEMA and EMAT Teams.

There is limited supply for emergency accommodation in Auckland as a result of concerts and other events of the Auckland Anniversary Weekend with most accommodation providers at capacity. If the need

for emergency accommodation increases this may present some additional challenges. MBIE and NEMA have assisted in sourcing additional accommodation to offer to those displaced.

Intended actions

With the pending start to the school term, an alternate site for the CDC at St Leonard's Rd School is being planned. The school has delayed its return until next week.

Preparing for a potential surge in response operations including the number and location of CDCs.

Auckland Council plan to inspect three areas using drones in areas focusing on hard-to-access watercourses and known landslips in west Auckland and the North Shore.

Auckland Emergency Management Response Teams continue to respond to requests for assistance.

The CDCs will be open and staffed overnight on the 29/01/2023. Cleaning, security and catering has been arranged for all sites.

Public Information is working on proactive comms to provide further detail on some of the response elements.

There are 3 media stand ups planned for the 30/01/2023 at 0800, 1300, and 1600hrs.



RESOURCES

Resources in place

FENZ, NZ Police, St Johns, MetService and NEMA liaisons are present in the ECC today.

Two AEM staff at each of the 3 CDCs supported by Red Cross.

Approximately 130 Auckland Council Building Inspectors supported by 15 inspectors from outside the region are beginning building inspections today.

Resources required

Accommodation for those evacuated and those unable to return to their homes remains the largest resource requirement. Opportunities using Auckland Council Facilities are also being explored.

Staffing requirements are being identifying and channelled through NEMA.



ADDITIONAL INFORMATION

For further information:

- www.aucklandemergencymanagement.govt.nz
- www.nema.org.nz
- www.safeswim.org.nz
- Follow Auckland Emergency Management on social media.

Report prepared by:

AEM Intelligence

Report approved by:

9(2)(a)



Next situation report due at:

1700 hours on 30/01/2023

Rele
he Official Information C 1982)

Waikato District Council – Emergency Management Situation Report (SITREP)

Situation Report Number:	Event Name:	SITREP as at:
004	Auckland Anniversary Weather Event	30 Jan 2023 13:00hrs
		Date:
Author: WDC Emergency Management 9(2)(a)	30 January 2023	13:00hrs

Overview

A strong and humid northeast flow remains over northern and central New Zealand, with bursts of heavy rain and thunderstorms likely for several regions. Persistent rain has been affecting the Waikato and Auckland Regions with MetService issuing orange heavy rain warnings / thunderstorm watches for northern areas of Waikato District over the weekend. Weather is forecast to be settled today but a new weather system moving over the district on Tuesday and Wednesday will bring more heavy rain.

This may cause further dangerous river conditions and significant flooding with disruption to travel making some roads impassable and possibly isolating communities.

Current impacts are continually being assessed and intelligence of the situation is developing.

For current up to date information please refer to the following websites: These will be updated as information becomes available.

- <https://www.waikatoregioncdemg.govt.nz/>
- <https://www.aucklandemergencymanagement.org.nz/>
- <https://www.waikatodistrict.govt.nz/services-facilities/roads-travel-and-parking/current-roadworks> Road Closures

Current Situation

WDC CDEM are now activated in coordination mode as of 10:00hrs 30/01/2023.

- After an extensive search and rescue operation sadly, a body has been recovered in Onewhero.
- The forecast for the Waikato District today is for cloudy periods with showers north of Te Awamutu. More, heavy rain at warning levels is due on Tuesday evening and into Wednesday.
- Emergency Management has met with Waikato District Council on-call comms staff and requested public facing communication, warning and advice including driving conditions, potential slips and other general advice. This is ongoing.
- River levels are high and still rising. The WRC flood room advised levels, which appear high, are not a concern and are being managed. There is still capacity and are being monitored by WRC flood room.
- Waikato District Alliance is gearing up for a busy week with the forecast for more heavy rain. They are undertaking a Planning session today for the coming week.

Waikato District Council – Emergency Management Situation Report (SITREP)

- Iwi Maaori - no issues reported currently. EOC has been in touch with Councillor Ngataki and Ngahina Armstrong-Nield (Iwi and Community Partnerships), they will keep Emergency Management informed of any developments.
- Tuakau Bridge – Port Waikato Road is being cleared and emergency vehicles are able to get through
- No Welfare requirements identified at this stage.
- Link to photos of intel gathered as at 10:00hrs 30/01/2023
<https://www.dropbox.com/scl/fo/vqvazywep6n1ini3iihni/h?dl=0&rlkey=v3qthcumlqicstdcizr4l8p78>

Issues (i.e. people/welfare, transport, water and wastewater, telecommunications, power)

- Multiple roading issues the full up to date list available here
<https://www.waikatodistrict.govt.nz/services-facilities/roads-travel-and-parking/current-roadworks>
- There are no reports of isolated communities at this stage. EM will continue to monitor any developments and have posted via social media channels advice to communities on staying safe.
- Watercare advised due to high pond levels they will be discharging on the incoming tide in Raglan for the next 3 days. Signage and communications have been sent out. WRC has been notified. No other issues at the moment, they will advise as issues arise.
- Sandbagging in Huntly (Venna Fry Lane) took place overnight due to River levels.
- Flooding on Findlay Road and East Coast Road, Miranda (Pump was requested by property owner), Hauraki are assisting as 2 properties are close to inundation (water approx. a foot below the houses).

Emergency Services

- FENZ assisting a few Property owners in Te Kowhai with pumping out ponding water that may turn into an issue with further rain.

Summary of Response

- WDC Emergency Management will continue to monitor any developments and forecasts.
- Waikato District Alliance are active clearing and rebuilding roads in addition to unblocking drains, monitoring roads and erecting signage where required. A planning session is underway for activities and setting priorities over the coming week.
- Planning underway by the Welfare team to prepare as the rain escalates.
- A wider Action plan is being prepared.
- 0800 number will be set up today for Welfare calls.

Waikato District Council – Emergency Management Situation Report (SITREP)

- Recovery planning is underway.
- Internal comms planned to provide our people with an update and encourage those living in Auckland and the north of our district to stay safe and off the roads if the severe weather continues.

Jeremy Stewart

From: 9(2)(a)
Sent: Saturday, 28 January 2023 9:43 am
To: SitReport EMBCG (MSD); Lena Sapunova; Natasha Pavis-Hall
Cc: 9(2)(a) Russ Cooke
Subject: Auckland Flooding - sitrep 001
Attachments: Auckland Flooding - SITREP 001.docx

Good morning everyone,

First situation report for the Auckland Flooding is attached. This is still very much a developing situation, so the impacts in some areas are still being understood.

Key points:

- MSD support line (0800 400 100) has been established for impacted people to call. This is operating 7am-5pm today. The hours for tomorrow are still to be confirmed due to system requirements, but are *potentially* 10am – 5pm (to be confirmed)
- Civil Defence payments have been activated, and these can be accessed via the number above.
- MSD are deploying staff to welfare centres
- Welfare centres have been established, at the addresses below. Please note, these may change, so for the latest information refer to the link below

[Auckland Emergency Management | Auckland Emergency Management](#)

Civil Defence Centres

- St. Leonards Road School, 15 Saint Leonards Road, Kelston
- Massey University Albany Campus, Sir Neil Walters Lecture Theatre, Massey University East Precinct, Albany Expressway SH17
- Mana Tukutuku, 32 Riverton Drive, Randwick Park

At this stage the next sitrep will be at 3pm, but this may be brought forward depending on developments.

Thanks,

9(2)(a)

9(2)(a) – **National Manager**

Emergency Management and Business Continuity Group

Phone: 9(2)(a) | 9(2)(a) | 9(2)(a) | www.msd.govt.nz

Ministry of Social Development, Level 4, 161 Cashel St, Christchurch

During an emergency please contact the team at: 9(2)(a) | Web: [Emergency Management – MSD Doogle Site](#)#

MSD purpose:

We help New Zealanders to be safe, strong and independent
Manaaki tangata, manaaki whānau



9(2)(a)

From: 9(2)(a)
Sent: Saturday, 28 January 2023 10:09 am
To: embcg (MSD)
Subject: FW: Notes from Auckland Flooding Update Meeting_28Jan_8am (EOM)
Attachments: Auckland Flooding Update Meeting Notes_28012023_8am.docx

From: 9(2)(a)
Sent: Saturday, 28 January 2023 8:52 am
To: Lena Sapunova <9(2)(a)> Jayne Russell 9(2)(a) Kamal Acharya 9(2)(a) 9(2)(a)
Cc: 9(2)(a)
Subject: Notes from Auckland Flooding Update Meeting_28Jan_8am (EOM)



Rinu is a Certified Mental Health First Responder

9(2)(a) (they/them, he/him)
Sr. Advisor - Emergency Management & Business Continuity Group
Ministry of Social Development | D2D: 9(2)(a)|
Work: 9(2)(a) | Personal: 9(2)(a)

During an emergency, contact the team at: 9(2)(a)

Ehara taku toa i te toa takitahi, engari he toa takitini.
My strength is not that of a single warrior, but that of many.
Pēpeha attributed to Paterangi of Ngāti Kahungunu

Interpreted as:
I have the strengths I have today,
Only because of the support of the gifts, talents, and strengths
of my ancestors, my whānau, and of those around me.

9(2)(a)

From: 9(2)(a)
Sent: Saturday, 28 January 2023 10:09 am
To: embcg (MSD)
Subject: FW: Update about Auckland flooding FYI

From: 9(2)(a)
Sent: Saturday, 28 January 2023 8:55 am
To: Jayne Russell 9(2)(a) Lena Sapunova 9(2)(a) Kamal Acharya 9(2)(a) Thomas Judd 9(2)(a)
Cc: 9(2)(a)
Subject: FW: Update about Auckland flooding FYI

Kia ora Team, attaching 9(2)(a) notes of the morning meeting, that just came in.

General Update: 9(2)(a)
Record rain received – 249mls in 24 hours (prev record was 161mls)
10pm SOE declared, NCC activated (PM attended)
Rain set to continue throughout the day and move slowly over AKld
Airport flooded and closed till 12pm at this stage. 2,000 pax stranded at the time, now at 1,000 pax

SH1 closed north – people stuck have issues finding accommodation
State highways 16, 18, and 20 closed. Check Waka Kotahi page for updates
Bus network cancellations and closures mainly in W Akld
Flooding is spreading to Mangere, and as front moves this may extend to other parts
N Shore closed to slips

At the moment, Auckland Emergency Management is in charge of situation
MSD needs to be closer engaged at the welfare level and invite ourselves into the EM Centre – there will be a welfare desk there. 9(2)(a) is arranging who the direct liaison will be.
3 CD centres activated overnight – main one is Kelston, approx. 50 people, with small children, teenagers, dog.
Minister visited – described disorderly, has concerns about how it is operating.

Akld region 9(2)(a)
Staff working weekends, 18 today, 10 tomorrow (sourcing additional staff to scale up response)
Need guidance in approach to how to link in with AEM (Akld Emergency Management)
Standing up regional IMT as well – people getting ready to go in but probably not before 9am

Sites:
Some sites impacted, water ingress, not major impacts at this time
Some staff not able to get home but supported by other staff

Akld Contact centre 9(2)(a) : high volume of calls coming through for welfare assistance – 50/60 estimated calls for assistance
Extra staff coming on
Systems down till 10am
Can't say what people are asking for, don't yet have data
Hours of operation – open 7 – 5, will need to make a call re tomorrow.
CD payments are being made available immediately – a quicker response this time – PM has announced this already

Comms:

All of Government Fact sheets – will be finalised soon

Concerning number of asylum seekers at the civil defence centres.

Messages up on W&I website to provide updates to people on benefit of what assistance they can receive.

Clarity that MSD can only provide financial help

Minister Sepuloni

Minister texted Marama at 12:30am, Red Cross turned up with blankets.... Wants to better understand MSD's response, noted a number of people from ethnic community turning up at the CS

Wants a briefing before 9 on our deployment process and wants to deploy people into the EM centre by 10am (SD will hold the pen on this, Jayne Russell, Lena, Kamal)

Minister wants an Akl contact on the ground ASAP.

Key updates from meeting being provided to Minister so she has an understanding of what's happening.

Anyone going into national office? Planned on remotely (Lena going into Nat office) comms, 9(2)(a) going in to get a coordinated response

ICT

System Outage (planned upgrade)

Process of checking in with staff, working with team on CD payment, main question on planned release of system outages tomorrow, still trying to get a sense of that. Released plan is usually for 6am – through to 10am

No unplanned system outages reported, list being collated of who will need to know about outages (including CE Office)

MCP –

Property updates

Better update later this morning on the state of the MSD sites

Whaikaha

No updates apart from tetraplegic who was at the Kelston CS and was turned away from hospital.... Sorted with NEMA (issue resolved)

Flagging ability to ensure accessible translation of messages for future incidents

Otherwise no incidents to report.

What other ways can deaf community receive messages? A response being prepared

Sign-language? Ensure that AOG comms is accessible to all communities impacted

Other general updates:

Next sit rep meeting: early afternoon (12:30pm)

Will provide another update to you post this meeting.

Happy to discuss any questions/concerns you have

Ngā mihi

9(2)(a)

9(2)(a)

Manager Policy Office (she/her)

Te Manatū Whakahiato Ora / Ministry of Social Development

9(2)(a)

9(2)(a)



Rele
The Official Information Act 1982)

9(2)(a)

From: Nws007a_shared_inbox (MSD)
Sent: Saturday, 28 January 2023 1:08 pm
To: Nws007a (MSD)
Subject: FW: NEMA Situation Report #001 and Action Plan #001, 13:04 28 January 2023 Auckland flooding
Attachments: NEMA NCC Situation Report 001 Auckland Severe Weather 28 01 2023.pdf; January 2023 Auckland Severe Weather NCC IAP.pdf

From: NEMA National Warning System s 9(2)(g)(ii)
Sent: Saturday, 28 January 2023 1:05:00 pm (UTC+12:00) Auckland, Wellington
To: Nws007a_shared_inbox (MSD) 9(2)(a)
Subject: NEMA Situation Report #001 and Action Plan #001, 13:04 28 January 2023 Auckland flooding



**National Emergency
Management Agency**
Te Rākau Whakamāramaru

Please find attached both the National Coordination Centre (NCC) Situation Report and Action Plan issued at 1300 hours 28 January 2023 in response to the Auckland flooding event.

The next NCC Situation Report is aimed for release 1800 28 January 2023.

Note: Please do not reply to this email. Direct any correspondence to the contact details noted below.

Regards

OPERATIONS MANAGER
for the National Controller

Contact Details:

Email: s 9(2)(g)(ii)

Phone: s 9(2)(g)(ii)

Satellite Phone: s 9(2)(g)(ii)

From: 9(2)(a)
To: [SitReport EMBCG \(MSD\)](#); [Lena Sapunova](#); [Natasha Pavis-Hall](#)
Subject: Auckland flooding - sitrep 002
Date: Saturday, 28 January 2023 3:17:21 pm
Attachments: [Auckland Flooding - sitrep 002.docx](#)

Good afternoon everyone,

Apologies for the slight delay in the sitrep, but latest sitrep is attached.

This is still a developing situation with assessments in the area ongoing.

Thanks to everyone who has helped to support this response at all levels and locations. There were a lot of people who had little sleep last night and have been fuelled by coffee today. So please remember to take care of yourselves.

Thanks,

9(2)(a)
9(2)(a) – **National Manager**
Emergency Management and Business Continuity Group
Phone: 9(2)(a) | 9(2)(a) | 9(2)(a) |
www.msd.govt.nz
Ministry of Social Development, Level 4, 161 Cashel St, Christchurch

During an emergency please contact the team at: 9(2)(a) |
Web: [Emergency Management – MSD Doogle Site](#)

MSD purpose:

We help New Zealanders to be safe, strong and independent
Manaaki tangata, manaaki whānau



9(2)(a)

From: John Cavanagh
Sent: Saturday, 28 January 2023 7:16 pm
To: embcg (MSD)
Subject: FW: AEM Situation Report 002
Attachments: 20230128 AEM ECC Situation Report 002.pdf

FYI

John Cavanagh
Director – Regional COVID Response Group Ministry of Social Development
9(2)(a)
Private Bag 68-911, Newton, Auckland

MSD Purpose: We help New Zealanders to be safe, strong and independent Te Pae Tawhiti – Our Future

-----Original Message-----

From: EMERGENCY - AKGEOC 9(2)(a)
Sent: Saturday, 28 January 2023 6:57 PM
To: John Cavanagh <John.Cavanagh@9(2)(a)>
Subject: AEM Situation Report 002

Hi All,

Attached is the AEM Situation Report 002 for Auckland Floods January 2023 response.

Kind regards

9(2)(a)

ECC Manager

Auckland Emergency Management | Tokonga Mate Ohotata o Tāmaki Makaurau
aucklandemergencymanagement.org.nz

From: 9(2)(a)
To: [embco_Shared_Inbox \(MSD\)](#)
Cc: [Media \(MSD\)](#)
Subject: FW: fyi - MEDIA QUERY - RNZ - assistance for overstayers
Date: Sunday, 29 January 2023 8:44:03 pm
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Fyi team – please see below – this is going through

From: 9(2)(a)
Sent: Sunday, 29 January 2023 8:42 PM
To: 9(2)(a) @parliament.govt.nz; 9(2)(a) @parliament.govt.nz
Cc: Media (MSD) <media@msd.govt.nz>
Subject: fyi - MEDIA QUERY - RNZ - assistance for overstayers

Hi 9(2)(a) and 9(2)(a) – please see below

Let me know when you've had a chance to have a look thanks

Deadline	This evening
Reporter	9(2)(a) They are seeking someone to front for the interview; however they will be fine with a written response as below
Story	<p>Likely angle – “overstayers too scared to seek welfare assistance”</p> <p>we’re planning to have Green Party list MP Ricardo Menéndez March on Morning Report tomorrow talking about his concerns for migrants accessing welfare in Auckland.</p> <p>The three concerns he has raised:</p> <ul style="list-style-type: none">• Overstayers are either unable to access welfare assistance or fear they will be deported if they seek support. He wants confirmation from the government, like the Covid-19 vaccine roll out, that migrants without valid visas won’t be deported for seeking support.• The civil defence payment eligibility needs to be reassessed so migrants without valid visas can access support.• There aren’t sufficient resources in different languages so migrants can be well informed in their own language what support is available to them. He says this is a barrier for some people to access support. <p>He is aware of overstayer families that have lost their I’d appreciate a response as soon as one is available given; we will be running the story tomorrow morning around 8.25am.</p>
Query	I’m interested in the Ministry or Minister clarifying:

9(2)(a)

From: 9(2)(a)
Sent: Sunday, 29 January 2023 9:57 am
To: 9(2)(a) Christina Scott
Cc: Phillipa Stubbe; embcg (MSD); Graham Allpress
Subject: Civil Defence Payments update and supporting material for their administration and management
Attachments: 16 - Civil Defence Payments Guide EMBCG - V1.0.docx

Hi, in anticipation of CD payments being activated here is the guide that will be helpful to you/your staff in their administration and management

I know that this will be locally managed - if you want more information on operational aspects, this same approach is being applied in the East coast region and 9(2)(a) I am sure would be happy to give advice to you/your staff on this.

I am not sure if you also want some communications support (e.g. in the form of websites or fact sheets prepared) or whether like East coast will manage via referral/dedicated line/email.

Just let us know if that will be needed and any other support you require.

Financial approvals have been obtained and our IT guys are treating the request with urgency - I'll let you know when we have a code for you to apply payments to.

Best regards, 9(2)(a)

9(2)(a) – Senior Advisor Emergency Management & Business Continuity

Ministry of Social Development

Phone: M 9(2)(a) https://www.wo_kandincome.govt.nz/

During an emergency please contact the team at: 9(2)(a)

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	<ul style="list-style-type: none"> • What support is available for migrants without valid visas? • If none, is that being reconsidered given overstayers and their families are impacted by the Auckland floods? • What assurances are there that migrants without valid visas won't be deported for seeking support? • What languages are the welfare assistance information on the Auckland floods provided in? • What additional assistance, if any, is allocated to ensure affected migrants with a language barrier are informed and able to seek support? • Is the Ministry planning to expand the number of languages welfare assistance information is provided in?
Response	<p>Please attribute to Marama Edwards, Deputy Chief Executive for Maori, Communities and Partnerships for MSD</p> <p>We would encourage anyone who needs assistance and who is worried about their visa status to come into one of the Civil Defence centres set up in Auckland for help. While some assistance does rely on valid visa status, other assistance, such as food, does not. The welfare centres can also connect people with a range of MSD community providers who can also help; again irrespective of visa status.</p> <p>We agree translations are really important, which is why the All of Government information on welfare support is being translated into a range of languages so that can be distributed to community leaders.</p> <p>Migrants who do have valid visas but who don't normally qualify for Work and Income support because they are not permanent residents are eligible for Civil Defence Payments, which are available through MSD. We encourage them to ring us on 0800 400 100.</p> <p><i>This reply addresses the information you requested. You have the right to ask the Ombudsman to investigate and review our response.</i></p>

9(2)(a) - **Manager, Media and Social Media**

DDI 9(2)(a) | DDI 9(2)(a) | CELL 9(2)(a)

Ministry of Social Development, Te Manatū Whakahiato Ora
Aurora Centre, 56-66 The Terrace, PO Box 1556, Wellington 6140

9(2)(a)

From: Kamal Acharya
Sent: Sunday, 29 January 2023 11:46 am
To: 9(2)(a) Sarah Blake
Cc: 9(2)(a) Graham Allpress; Jayne Russell; embcg (MSD)
Subject: RE: Activation of civil defence payments - Waitomo District

approved

From: 9(2)(a)
Sent: Sunday, 29 January 2023 9:44 AM
To: 9(2)(a) Kamal Acharya 9(2)(a) Sarah Blake
9(2)(a)
9(2)(a)
Cc: 9(2)(a) Graham Allpress
9(2)(a) Jayne Russell 9(2)(a)
9(2)(a)
Subject: Activation of civil defence payments - Waitomo District

@Kamal Acharya

@9(2)(a) can the budget holder of Out of scope please reply all confirming the they will meet the cost associated with standing up CD payments following a state of local emergency in Waitomo District.

@9(2)(a)

@9(2)(a) can you please confirm requirements and timing from a system perspective to have a code set up in swift?
The name of this event will be
Waitomo District Flooding January 2023

@Sarah Blake FYI

keep you across and the need for a separate finance code.

Please advise when the new code will be set up/able to be used by the region.

It is expected that they will administer and manage the payments locally.

Kind regards, 9(2)(a)

9(2)(a) – Senior Advisor Emergency Management & Business Continuity

Ministry of Social Development

Phone: M 9(2)(a) | <https://www.workandincome.govt.nz/>

During an emergency please contact the team at: 9(2)(a)

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9(2)(a)

From: 9(2)(a)
Sent: Sunday, 29 January 2023 2:55 pm
To: embcg (MSD)
Subject: FW: DRAFT MSD content for NCMC report

From: 9(2)(a) <9(2)(a)>
Sent: Sunday, 29 January 2023 2:55 pm
To: John Cavanagh <John.Cavanagh@9(2)(a)>; 9(2)(a) <9(2)(a)>; Lena Sapunova <Lena.Sapunova@9(2)(a)>; Serena Curtis <Serena.Curtis@9(2)(a)>; 9(2)(a) <9(2)(a)>
Cc: 9(2)(a) <9(2)(a)>
Subject: RE: DRAFT MSD content for NCMC report

Sorry team – rushing to get this to you before 3pm!

Update from my visit to Mangere Memorial Hall Information Hub –

- Getting busy and word is out that the hub is set up. Watch this space as all feedback received was the need to have one at Mangere and not at Randwick. Whānau are travelling from Mangere to Randwick, some whānau were advised to go from Mangere Hall to Randwick for support (that has been sorted now with support provided at Mangere).
- Mayor received some criticism about response directly from some in attendance. He reiterated that he wanted to listen and provide support needed.
- Issues for whānau with access to transport, hence need to have something in Mangere.
- General feedback – want information in one place stating clearly; what to do, where to go and what support is available.
- Location of CD centres (Mangere not Randwick)
- Accurate information in all languages (MSD information was translated into Samoan, Tongan and Cook Island by volunteers)
- Flexi Bins needed and funding them to be emptied (query around who is responsible?)
- Lack of insurance
- People not leaving homes (safety) with an example of a family in Mangere with water up to bed level and family refusing to vacate. Support being provided to help family.

I advised about the links and AOG fact-sheet which I have emailed through.

Mangere open to 8pm tonight. MSD team will stay on to support. Staffing being sorted for tomorrow.

What team need:

- Sim cards for laptops (insecure connectivity and our staff having to hot spot from their own phones as they do not have a MSD phone). Short term (MSD staff member arrived who did have a phone using that for now).
- Need to have MSD phones available for emergency events as not all staff have a MSD phone.

Positive feedback for MSD response and support.

Ngā manaakitanga

9(2)(a)

9(2)(a)

Regional Commissioner | Tāmaki Makaurau Ki Te Tonga | Auckland South

Regional Public Service Commissioner | Tāmaki Makaurau | Te Kawa Mataaho | Public Service Commission

Mob: 9(2)(a) | Email: 9(2)(a)



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA



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Te Pae Tawhiti – Our Future

MYMSD FIND A JOB MANA IN MAHI TE HEKE MAI

#



Te Kāwanatanga o Aotearoa
New Zealand Government

#

From: 9(2)(a) <9(2)(a)>

Sent: Sunday, 29 January 2023 2:39 pm

To: John Cavanagh <John.Cavanagh@9(2)(a) 2)(a) 9(2)(a) 9(2)(a)>

Lena Sapunova <Lena.Sapunova@9(2)(a) 9(2)(a)> Serena Curtis

<Serena.Curtis@9(2)(a) 9(2)(a)>

Cc: 9(2)(a) <9(2)(a)>

Subject: RE: DRAFT MSD content for NCMC report

Sorry team, have been out at the Mangere Memorial Hall information hub. I will send a couple of brief bullet points with feedback from teams on the ground (Mayor was there, Councillor Filipaina and other local board, BBM, MPP, MUMA and other community partners).

Auckland Business Roundtable –

- Ministers Robertson and Nash attended
- Mayor attended with CE (Jim) and Phil Wilson
- CE MBIE – business continuity schemes generally take a week to activate
- Themes from attendees – need for short-term financial cashflow, bridging finance, compounding impact on businesses. Whaariki and Pacific Business Trust (PBT) had similar responses that around 60% of business surveyed indicated that they had no insurance and were not sure where to go for help and support
- #1 is financial assistance available for businesses
- PBT – 91% business impacted, 75% have no recovery plan, temp closures in place, 40% operating in limited capacity
- Loss of stock and damage to property
- Query around IRD support available

I gave an update of welfare assistance available – 0800 400 100, MSD people at CD centres and Mangere info hub and links/info on CD payments including teams in place to support. Good feedback for MSD and response so far received from Council and businesses.

Council –

- 25 suburbs seriously impacted
- 5000 damaged buildings

- 130 building inspectors out today (assessments)
- 70 working on drainage (being triaged)
- Weather reports may impact Eastern Auckland more in the next round
- Waste disposal (WIP) – people should take photos, contact their insurance company first, council concerned at amount of items being thrown out and cost to clean up
- Construction and damage on-site and ability to find trades people (issue)

Ngā manaakitanga

9(2)(a)

9(2)(a)

Regional Commissioner | Tāmaki Makaurau Ki Te Tonga | Auckland South

Regional Public Service Commissioner | Tāmaki Makaurau | Te Kawa Mataaho | Public Service Commission

Mob: 9(2)(a) | Email: 9(2)(a)



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Te Pae Tawhiti – Our Future

MYMSD **FIND A JOB** **MANA IN MAHI** **TE HEKE MAI**

#



Te Kāwanatanga o Aotearoa
New Zealand Government

#

From: John Cavanagh <John.Cavanagh@msd.govt.nz> 9(2)(a)

Sent: Sunday, 29 January 2023 12:40 pm

To: 9(2)(a) 9(2)(a)

Lena Sapunova <Lena.Sapunova@msd.govt.nz> 9(2)(a) Serena Curtis <Serena.Curtis@msd.govt.nz> 9(2)(a) 9(2)(a)

9(2)(a) 9(2)(a) <9(2)(a)>

Subject: RE: DRAFT MSD content for NCMC report

Hi 9(2)(a)

An update on the Auckland Business Roundtable that you attended this morning would be great. Could you provide a brief paragraph around this?

Thanks

John Cavanagh

Director – Regional COVID Response Group

Ministry of Social Development

Ph: 9(2)(a) Mb: 9(2)(a)

Private Bag 68-911, Newton, Auckland



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Te Pae Tawhiti – Our Future

MYMSD **FIND A JOB** **MANA IN MAHI** **TE HEKE MAI**

From: 9(2)(a)

Sent: Sunday, 29 January 2023 12:35 PM

To: John Cavanagh <[John.Cavanagh001@9\(2\)\(a\)](#)> 9(2)(a) Lena
Sapunova <[Lena.Sapunova9\(2\)\(a\)](#)> Serena Curtis <[Serena.Curtis9\(2\)\(a\)](#)> 9(2)(a)

Subject: DRAFT MSD content for NCMC report

Importance: High

Please look at this and add in anything else you'd want reported.

Your feedback if any by 2.00 would be appreciated. Just noticing Auckland AEM aren't saying much about MSD participation.

Auckland response

- MSD continues to be fully embedded in supporting the response at all levels (local, regional and national), and are well positioned and connected to support impacted communities and individuals. All service providers have been contacted to understand the impact on them and their continuing capacity to provide support. We have let them know how we can help including what services and support are available to their communities from MSD.
- Community Partners and Service Providers providing emergency responses (eg: iwi and Pacifica) would benefit from having some proactive communications from AEM/NEMA on how that may be recognised in the form of financial support. Funding pathways should be clear.
- Civil Defence Payments have seen a high level of uptake. Over 1400 payments, to over 740 clients totalling \$307k were made yesterday. There has been some uncertainty reported around support available to migrants and non-residents. To clarify they can apply to MSD for support
- MSD is maintaining its websites and social media platforms on available support measures. The all-of-Govt fact sheet produced yesterday also has information on how Work and Income can help.
- MSD staff are based in the pop-up Community and Agency Information Hub that opened today in Mangere and continue to be at the 3 Civil Defence Centres. MSD also has staff assigned to AEM ECC.

Other regions

- MSD is also supporting the local State of Emergency declared in Waitomo as a result of flooding in Te Kuiti. Civil Defence payments will be made available and staff are based in the welfare centre that has been set up. We understand that approx 100 people have been impacted
- Landslips and additional road closures across Northland, Waikato, Bay of Plenty and East Coast as a result of this weather system are being closely monitored with MSD

actively engaged with CDEM sector partners and proactively reaching out to understand community support requirements.

9(2)(a) – Senior Advisor Emergency Management & Business Continuity

Ministry of Social Development

Phone: M | <https://www.workandincome.govt.nz/>

During an emergency please contact the team at: 9(2)(a)

MSD purpose:

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Manaaki tangata, manaaki whānau

9(2)(a)

From: 9(2)(a)
Sent: Sunday, 29 January 2023 1:28 pm
To: Kamal Acharya; 9(2)(a) 9(2)(a) Sarah Blake
Cc: 9(2)(a) 9(2)(a) Graham Allpress; Jayne Russell; embcg (MSD)
Subject: Re: Activation of civil defence payments - Waitomo District

Kia Ora All,

This release took slightly longer than intended but is now live and available.

Nga mihi,

9(2)(a)

Get [Outlook for iOS](#)

From: Kamal Acharya 9(2)(a)
Sent: Sunday, January 29, 2023 11:45:36 AM
To: 9(2)(a)
9(2)(a) Sarah Blake
9(2)(a)
Cc: 9(2)(a) Graham Allpress
9(2)(a) Jayne Russell 9(2)(a) embcg (MSD)
9(2)(a)
Subject: RE: Activation of civil defence payments - Waitomo District

approved

From: 9(2)(a)
Sent: Sunday, 29 January 2023 9:44 AM
To: 9(2)(a) Kamal Acharya 9(2)(a)
9(2)(a) Sarah Blake
9(2)(a)
9(2)(a) 9(2)(a) 9(2)(a) Graham Allpress
9(2)(a) Jayne Russell 9(2)(a)
9(2)(a)
Subject: Activation of civil defence payments - Waitomo District

@Kamal Acharya

@9(2)(a) can the budget holder of Out of scope please reply all confirming the they will meet the cost associated with standing up CD payments following a state of local emergency in Waitomo District.

@9(2)(a)

@9(2)(a) can you please confirm requirements and timing from a system perspective to have a code set up in swift?

The name of this event will be
Waitomo District Flooding January 2023

@Sarah Blake FYI

keep you across and the need for a separate finance code.

9(2)(a)

From: Nws007a_shared_inbox (MSD)
Sent: Sunday, 29 January 2023 4:14 pm
To: Nws007a (MSD)
Subject: FW: NEMA Action Plan #002, 1600 hours 29 January 2023 Auckland Flooding
Attachments: NEMA NCC Action Plan 002 Auckland Flooding Event 29 01 23.pdf

From: NEMA National Warning System s 9(2)(g)(ii)
Sent: Sunday, 29 January 2023 4:12:37 pm (UTC+12:00) Auckland, Wellington
To: Nws007a_shared_inbox (MSD) 9(2)(a)
Subject: NEMA Action Plan #002, 1600 hours 29 January 2023 Auckland Flooding



**National Emergency
Management Agency**
Te Raukō Whakamarumaru

Good afternoon

Please find attached the National Coordination Centre (NCC) Action Plan # 2 issued at 1600 hours Sunday 29 January 2023 in response to the Auckland flooding event.

Note: Please do not reply to this email. Direct any correspondence to the contact details noted below.

Regards

OPERATIONS MANAGER
for the National Controller

Contact Details:

Email: s 9(2)(g)(ii)

Phone: s 9(2)(g)(ii)

Satellite Phone: s 9(2)(g)(ii)

9(2)(a)

From: 9(2)(a)
Sent: Sunday, 29 January 2023 7:26 pm
To: 9(2)(a) AKGEOCwelfare
Cc: 9(2)(a) embcg (MSD); Kamal Acharya
Subject: RE: Ministers Request for additional CDC

Hi 9(2)(a)

Belatedly, please do not worry about Kelston CDC. I have just spoken to the CDC supervisor and it is operating well. Expecting around 15 people sleeping there tonight, but with capacity to surge to up to 60 if people turn up.

Cheers

9(2)(a)

Ngā mihi | Kind regards

9(2)(a) (she/her), MIAP2

Acting Group Welfare Manager

Kaiwhakahaere Manawaroa | Head of Resilience - Community & Business

Auckland Emergency Management | Tokonga Mate Ohotata o Tāmaki Makaurau

Auckland Council | Te Kaunihera o Tāmaki Makaurau

9(2)(a)



Please consider the environment before printing this e-mail.

Kia hora te marino, kia whakapapa pounamu te moana, kia tere te kārohirohi i mua i tō huarahi.

May the calm be widespread, may the ocean glisten as greenstone, and may the shimmer of light ever dance across your pathway. Rangawhenua (Ngāti Maniapoto)

From: 9(2)(a)
Sent: Sunday, 29 January 2023 2:29 PM
To: 9(2)(a) AKGEOCwelfare
9(2)(a)
Cc: 9(2)(a) Kamal Acharya
9(2)(a)
Subject: FW: Ministers Request for additional CDC

Kia Ora Welfare Team,

I understand the Deputy Prime Minister is still concerned around this subject as of midday.

Is there any response I can pass back to my Regional Commissioner?

Many thanks

9(2)(a) – **Senior Advisor**

Emergency Management and Business Continuity Group

Phone: DDI – 9(2)(a) | D2D 9(2)(a) | M 9(2)(a) | www.msd.govt.nz

Ministry of Social Development, Level 1, 65A Main Highway, Ellerslie, Auckland

During an emergency please contact the team at: 9(2)(a) | Web: [Emergency Management – MSD Doogle Site](#)#

MSD purpose:

We help New Zealanders to be safe, strong and independent
Manaaki tangata, manaaki whānau



From: 9(2)(a)
Sent: Saturday, 28 January 2023 3:26 pm
To: AKGEOCwelfare 9(2)(a)
Subject: Fwd: Ministers Request for additional CDC

Hi 9(2)(a)

Please note below, there is high level Ministerial / Deputy PM interest in the Kelston CDC capacity overnight coming through to 9(2)(a) our Regional Commissioner.

He is requesting your advice / assistance in this matter.

Nga Mihi

9(2)(a) – **Senior Advisor**

Emergency Management and Business Continuity Group

Phone: DDI – 9(2)(a) | D2D 9(2)(a) | M 9(2)(a) | www.msd.govt.nz
Ministry of Social Development, Level 1, 65A Main Highway, Ellerslie, Auckland

During an emergency please contact the team at: 9(2)(a) | Web: [Emergency Management – MSD Doogle Site](#)

MSD purpose:

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Manaaki tangata, manaaki whānau

From: John Cavanagh 9(2)(a)
Sent: Saturday, January 28, 2023 3:01:15 PM
To: 9(2)(a)
Subject: Re: Ministers Request for additional CDC

Hi 9(2)(a)

I have had a conversation with 9(2)(a) and he advised that Minister Sepuloni has been in contact with him noting she is hearing from Parliamentary colleagues that the Kelston CDC is getting to capacity and that there appears to be a requirement from another centre in

Henderson/Kumu area tonight. 9(2)(a) has offered access to a rugby club if this would be assessed as suitable. 9(2)(a) noted that there is a need for a site out East and I am aware you are working on this with a proposed option.

9(2)(a) asked that AEM be advised that MSD will have staff promptly in place to support the establishment of additional CDC's.

Can this request be conveyed to AEM for their consideration and response. 9(2)(a) needs to provide a response back to the Minister so if you could update on AEM's response that would be great.

Thanks

John Cavanagh
Director – Regional COVID Response Group
Ministry of Social Development
Ph: 9(2)(a) Mb: 9(2)(a)
Private Bag 68-911, Newton, Auckland



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA



MSD Purpose: We help New Zealanders to be safe, strong and independent
Te Pae Tawhiti – Our Future



Te Kāwanatanga o Aotearoa
New Zealand Government

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From: 9(2)(a)
To: [SitReport_EMBCG \(MSD\)](#)
Subject: Auckland flooding - sitrep 003
Date: Sunday, 29 January 2023 10:08:33 am
Attachments: [Auckland Jan 2023 Flooding Sit Rep 003.docx](#)
[20230128 AKL floods AoG factsheet.pdf](#)

Good morning everyone,

Apologies the sitrep is slightly later than the 9:30 that was expected. We were pulling in some last minute information.

Latest sitrep is attached, and also the All of Government FAQ sheet that has been produced.

Thanks once again to everyone involved in this response. MSD is doing an amazing job of supporting the impacted communities, and that couldn't be done without the mahi that is going on at all levels across the motu.

Thanks,

9(2)(a)

9(2)(a) – **National Manager**

Emergency Management and Business Continuity Group

Phone: 9(2)(a)

www.msd.govt.nz

Ministry of Social Development, Level 4, 161 Cashel St, Christchurch

During an emergency please contact the team at: 9(2)(a)

Web: [Emergency Management – MSD Doogle Site](#)

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9(2)(a)

From: John Cavanagh
Sent: Sunday, 29 January 2023 12:15 pm
To: embcg (MSD)
Subject: FW: AEM Situation Report 003
Attachments: 20230129 AEM ECC Situation Report 003.pdf

John Cavanagh
Director – Regional COVID Response Group Ministry of Social Development
Ph: 9(2)(a) Mb: 9(2)(a)
Private Bag 68-911, Newton, Auckland

MSD Purpose: We help New Zealanders to be safe, strong and independent Te Pae Tawhiti – Our Future

-----Original Message-----

From: EMERGENCY - AKGEOC 9(2)(a)
Sent: Sunday, 29 January 2023 11:29 AM
To: John Cavanagh <John.Cavanagh@9(2)(a)>
Subject: AEM Situation Report 003

Hi All,

Attached is the AEM Situation Report 003 for Auckland Floods January 2023 response.

Kind regards

9(2)(a)

ECC Manager

Auckland Emergency Management | Tokonga Mate Ohotata o Tāmaki Makaurau
aucklandemergencymanagement.org.nz

9(2)(a)

From: Nws007a_shared_inbox (MSD)
Sent: Sunday, 29 January 2023 1:32 pm
To: Nws007a (MSD)
Subject: FW: NEMA Situation Report #003, 1300 hours 29 January 2023 Auckland Flooding
Attachments: NEMA NCC Situation Report 003 Auckland Severe Weather 28 01 2023.pdf

From: NEMA National Warning System s 9(2)(g)(ii)
Sent: Sunday, 29 January 2023 1:30:20 pm (UTC+12:00) Auckland, Wellington
To: Nws007a_shared_inbox (MSD) 9(2)(a)
Subject: NEMA Situation Report #003, 1300 hours 29 January 2023 Auckland Flooding



**National Emergency
Management Agency**
Te Raukō Whakamarumaru

Apologies this may have been received twice.

Please find attached the National Coordination Centre (NCC) Situation Report issued at 1300 hours Sunday 29 January 2023 in response to the Auckland flooding event.

The next NCC Situation Report is aimed for release 1615 hours Monday 30 January 2023.

Note: Please do not reply to this email. Direct any correspondence to the contact details noted below.

Regards

OPERATIONS MANAGER

for the National Controller

Contact Details:

Email: s 9(2)(g)(ii)

Phone: s 9(2)(g)(ii)

Satellite Phone: s 9(2)(g)(ii)

9(2)(a)

From: 9(2)(a)
Sent: Sunday, 29 January 2023 5:26 pm
To: 9(2)(a) 9(2)(a)
Cc: Lena Sapunova; embcg (MSD); John Cavanagh; Serena Curtis
Subject: Additional CDC's Discussion

Importance: High

Team,

I have just got off the phone with the AEM Welfare Manager, 9(2)(a) after discussing both the need for translation of the AoG Fact Sheet and the additional CDC locations we are proposing.

Translation Requirements:

9(2)(a) has agreed to escalate the request immediately, just need to understand the **languages required for translation**. My assumptions are below please advise of any further required

- Māori
- Samoan
- Tongan
- Cook Island
- Chinese
- Hindi

Additional / Alternative CDC's:

9(2)(a) advises that due to executive direction the Mangere Service Centre will be remaining open overnight and morph into a CDC.

She has explained that there is significant resource and cost that goes into manning, catering, security and site selection for alternative sites.

In terms of the current utilisation of CDCs the overnight sleepers last night were low.

- 32 pers at Kelston (27 accommodation placements were made today)
- 15 pers in Massey
- 15 pers in Randwick Park

In order to justify this expense of opening and resourcing further CDC's (bearing in mind that Mangere will be available) it will help to provide Rachel with evidence to substantiates that need, because at present from the information AEM has they don't see the need. We would also need to be specific if we see this need potentially being met by a Service Centre providing advice and support during the day or an actual sleepover CDC.

9(2)(a) and Jules, are there facts or feedback from our CDC staff or other avenues that we can utilise to support the case for a Mt Roskill CDC and / or the Glen Innes CDC. Please provide a summary of this evidence and I (or one of my colleagues) can make a formal written request for the CDC's that would be difficult to ignore or push back.

Also FYI I will be off duty tomorrow so please CC any replies to EMBCG and one of my colleagues will pick it up.

Thank you

9(2)(a) – **Senior Advisor**

Emergency Management and Business Continuity Group

Phone: DDI – 9(2)(a) | D2D 9(2)(a) | M 9(2)(a) | www.msd.govt.nz
Ministry of Social Development, Level 1, 65A Main Highway, Ellerslie, Auckland

During an emergency please contact the team at: 9(2)(a) | Web: [Emergency Management – MSD Doogee Site](#)#

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9(2)(a)

From: 9(2)(a)
Sent: Monday, 30 January 2023 7:30 am
To: 9(2)(g)(ii) ^AKLCouncil: akgeocwelfare; 9(2)(a) (Nth Is); ^AKLCouncil: Melanie Hutton;
Cc: Phillipa Stubbe; Shalleen Hern; embcg (MSD)
Subject: RE: DIA support: multi language translation for people impacted by the Auckland floods
Attachments: 20230129 AKL floods AoG factsheet.pdf

Thank you for this and great we've been able to find a solution.

Note it will be important that MSD is part of the process with DIA to translate this into multiple languages. This fact sheet as it relates to MSD business only includes information on how to get in contact with us through to Wednesday on our 0800400100.

I don't think we can expect multiple iterations of fact sheets in different languages so it's important that we get that right.
Phillipa 9(2)(a)) and Shalleen 9(2)(a)) will represent MSDs interests in this so please include and connect them into the process.

We will give urgent attention now to how MSDs information should look on an enduring basis (i.e. post Wednesday)
OK?

Kind regards, 9(2)(a)

From: s 9(2)(g)(ii)
Sent: Sunday, 29 January 2023 7:09 PM
To: s 9(2)(a), s 9(2)(g)(ii)

[IN-CONFIDENCE]

Kia ora koutou,

Thank you so much for investigating this 9(2)(a) we really appreciate you leaning in and supporting us here!

I had a fruitful conversation with 9(2)(a) earlier who confirmed that DIA is able to translate the AoG Factsheet into 27 languages (including Te Reo Māori and 9 Pasifika languages).

We have just had this approved by our Controller and have provided the latest iteration of the document to 9(2)(a) to begin this process. The time indication he gave was reasonable so it does not seem like we will need to segment the document. He will confirm this timeframe once he speaks to his staff tomorrow.

I have looped in our 9(2)(a) to be across your last two comments regarding radio stations and all of govt comms group.

We will roll with the current version #2 of the AoG Factsheet for now while the translations are developed.

Great collaboration by everyone to support our Auckland communities!

Ngā mihi,

| Senior Advisor/Kaitohutohu Matua, Social & Community Resilience | Mobile: 9(2)(a)

From: 9(2)(a)

Sent: Sunday, 29 January 2023 6:15 pm

To: 9(2)(g)(ii)

Subject: DIA support: multi language translation for people impacted by the Auckland floods

Importance: High

Hi following identification of the need to provide information in a range of languages and a request to NWCG agencies to support this happening we have progressed and recommend the following approach.

MSD has spoken with Maria Robertson, DIA and Pratima Namasivayam at MEC. DIA have agreed to provide language support for AOG messages. The contact at working level for CDEM and NEMA is 9(2)(a) Manager Translation Services – 9(2)(a)

I am passing this information onto NCC (and at regional level it will be passed onto CDEM AEM) to convene a comms hui to provide DIA the information, and advise of the language requirements (prioritising what we are hearing on the ground from Kelston, Mt Roskill, etc)

Translations can take some time, so it is proposed that AoG comms manage a critical shortlist of information:

- personal safety such as health messages about contaminated water
- information about where to access food
- civil defence payments & eligibility criteria, how to access translation services with us
- housing support
- community supports...

which should be a quicker turnaround, so within a day or so.

Consideration should also be given to sending those messages out to radio, e.g Indian radio stations etc as this is likely to have a greater impact with communities than fact sheets.

MSD can provide points of contact to support the all of govt comms group, but note we are expecting a PIM CDEM/NEMA lead on this.

OK?

Let me know if you have any questions/confirm next steps.

Best regards, 9(2)(a)

9(2)(a) – Senior Advisor Emergency Management & Business Continuity

Ministry of Social Development

Phone: M 9(2)(a) | <https://www.workandincome.govt.nz/>

During an emergency please contact the team at: 9(2)(a)

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9(2)(a)

From: 9(2)(a)
Sent: Monday, 30 January 2023 9:20 am
To: 9(2)(a)
Cc: embcg (MSD)
Subject: RE: ETFG

Hi 9(2)(a)

I hope you are all doing well, though I realise it must have been a stressful weekend.

Have you received any information/intel about whether ETFG might be requested/required due to the weather over the weekend? While I realise it mostly hit rural Auckland, I do realise it was quite widespread and may also have impacted rural areas.

Kind regards,

9(2)(a) | **Senior Advisor | Partnerships and Services**

PH: 9(2)(a) | 9(2)(a)

Level 11, The Aurora Centre, 56 The Terrace, PO Box 1556, Wellington

Manaaki tangata, Manaaki whānau – We help New Zealanders to be safe, strong and independent

From: 9(2)(a) <9(2)(a)>
Sent: Sunday, 29 January 2023 4:15 pm
To: Dwina Dickinson 9(2)(a) 9(2)(a) <9(2)(a)>
9(2)(a) <9(2)(a)>
Cc: 9(2)(a) <9(2)(a)> msd.govt.nz>
Subject: RE: ETFG

Dwina, based on the process flow that 9(2)(a) found it looks like ETFG is normally initiated by MPI as the primary purpose is to support the rural community.

Out of scope

However looking at the ETFG Information Pack it describes a wider focus of support that suggests a local council can initiate a request:

ETFG is intended to provide support to farmers, growers, and other producers where their primary income is derived from land-based activities. It is also available to ensure public assets such as community halls and gardens, playgrounds and other public spaces are returned to the same condition they were in prior to the event.

There may be instances when private residents, including 'lifestyle properties' may be eligible for assistance. In these circumstances support is generally limited to when there is a recognised health and safety concern. Examples of this could be trees blocking access to properties or clearing contaminated water that is used for human or animal consumption.

9(2)(a), I understand you were involved in the Process flow for WETFG – so your insight would be useful.

9(2)(a), can you please check in with 9(2)(a) and see if the Emergency Management and Business Continuity Team at National Office have been in contact with Auckland and Tauranga Regional ETFG Coordinators.

9(2)(a)

From: Dwina Dickinson 9(2)(a)

Sent: Sunday, 29 January 2023 11:16 AM

To: 9(2)(a) <9(2)(a)> 9(2)(a) <9(2)(a)> 9(2)(a) <9(2)(a)>

Subject: ETFG

Hi all

There maybe an incoming demand for ETFG for the recent weather bomb in Auckland and Tauranga. 9(2)(a) has indicated that this will be requested from the City Council – can someone please advise whether this is doable under the scheme as I was under the impression that it needed to be initiated from MPI?

We should also prepare a memo in the morning to use if required.

Ngā mihi

G z lqd

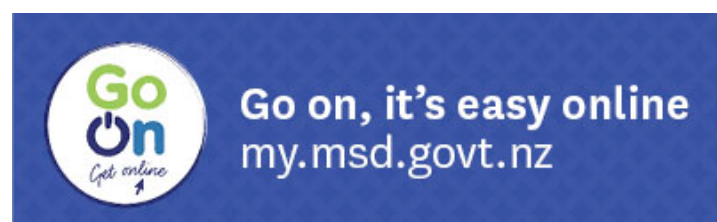
Dwina Dickinson | Group General Manager Systems Performance and Improvement | Ministry of Social Development

Phone 9(2)(a) | Mobile 9(2)(a)

Ministry of Social Development, National Office, The Aurora Centre 56 – 66 The Terrace

PO Box 1556, Wellington 6140

www.workandincome.govt.nz



From: [Natasha Pavis-Hall](#)
To: 9(2)(a) @parliament.govt.nz; 9(2)(a) @parliament.govt.nz
Cc: [Debbie Power](#); [Jayne Russell](#); [Kamal Acharya](#); 9(2)(a) Office_Chief_Executive (MSD)
Subject: Sitrep005
Date: Monday, 30 January 2023 10:09:17 am
Attachments: [image001.jpg](#)
[January severe weather - sitrep 005.docx](#)
[20230129 AKL floods AoG factsheet.pdf](#)

Kia ora 9(2)(a) 9(2)(a)

Please find attached the latest sitrep, as well as AOG factsheet. Key points below:

- Call numbers for Sunday 29 January: 4,633 calls answered, average wait time 4:35.
- Contact centre flood line will continue to operate 8am – 5pm until Wednesday at this stage – will be reviewed. There are 200 staff dedicated on this line today.
- Over \$1.3m paid in Civil Defence Payments over the weekend to over 3,000 clients.
- Planned site closures today due to Auckland anniversary day, however a l sites able to operate as usual barring Queen St, Onehunga and Avondale (property working on assessing these).
- 347 people requested accommodation assistance via AEM as at 5pm yesterday.
- MSD is well embedded in the response, including across community, business and agency levels.
- We've confirmed that CD Payments are available to non-residents.
- MSD has facilitated the translation of the AoG factsheet to be completed.

Regional updates:

- Taranaki: MSD has staff in the local welfare centre and the region is connected in with business and iwi. No new issues reported overnight.
- Waikato: It is predicted that there will be long term impacts with the Coromandel area being isolated as result of SH25 sustaining further damaged overnight. SH26 near Te Aroha has been closed due to Waikato River bursting banks. This is likely a temporary closure.
- BOP: 5 homes red stickered as a result of a landslip. Evacuated residents are being supported locally.
- Northland and East Coast: No new impacts
- New severe weather front expected to arrive on Tuesday and impact large parts of the North Island, exacerbating current issues and impacts on people and communities

Thanks – any q's please let me know

Tarsh

Natasha Pavis-Hall | Chief Executive Advisor
Office of the Chief Executive
Phone: 9(2)(a)



9(2)(a)

From: John Cavanagh
Sent: Monday, 30 January 2023 1:43 pm
To: embcg (MSD)
Subject: FW: AEM Situation Report 005
Attachments: 20230129 AEM ECC Situation Report 005 (2).pdf

John Cavanagh
Director – Regional COVID Response Group Ministry of Social Development
Ph: 9(2)(a) Mb: 9(2)(a)
Private Bag 68-911, Newton, Auckland

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-----Original Message-----

From: EMERGENCY - AKGEOC <9(2)(a)>
Sent: Monday, 30 January 2023 11:30 AM
To: John Cavanagh <John.Cavanagh@9(2)(a)>
Subject: AEM Situation Report 005

Kia ora All,

Attached is the AEM Situation Report 005 for Auckland Floods January 2023 response.

Kind regards

9(2)(a)

ECC Manager

Auckland Emergency Management | Tokonga Mate Ohotata o Tāmaki Makaurau
aucklandemergencymanagement.org.nz

9(2)(a)

From: 9(2)(a)
Sent: Monday, 30 January 2023 2:40 pm
To: embcg (MSD)
Subject: FW: Sitrep #4 Auckland Anniversary Weather Event 300123 1330
Attachments: Sitrep #4 Auckland Anniversary Weather Event 300123 1330.pdf

fyi

From: Cilla Abbott 9(2)(a)
Sent: Monday, 30 January 2023 2:28 PM
To: 9(2)(a); 9(2)(a) Rauwai Herbert-Johnson 9(2)(a)
9(2)(a)
Subject: Fwd: Sitrep #4 Auckland Anniversary Weather Event 300123 1330

Waikato District Council sitrep rec'd and on sent for your information.
Cills

Get [Outlook for iOS](#)

From: Waikato DC Civil Defence 9(2)(a)
Sent: Monday, January 30, 2023 2:13 PM
To: Intelligence EOC 9(2)(a)
Subject: Fw: Sitrep #4 Auckland Anniversary Weather Event 300123 1330

Afternoon,

Please find attached SitRep #4 for the Auckland Anniversary Weather Event.

Regards,

9(2)(a)

Intelligence Manager



Auckland Severe Weather Event January 2023

What support is available and where can you get help

Auckland Civil Defence and Emergency Management Group

Auckland Emergency Management is coordinating assistance to communities affected by the January 2023 severe weather event.

Civil Defence Centres now open

Three Civil Defence Centres are open for those who need to evacuate and cannot stay with friends or whānau.

1. Saint Leonard's Road School, 15 St. Leonard's Road, Kelston
2. Massey University Albany Campus, Sir Neil Waters Theatre, Gate 1/Main Entrance (off Albany Expressway), Albany
3. Manu Tukutuku, 32 Riverton Drive, Randwick Park

Please bring with you any essential items you may need, including medication, warm clothing and baby items.

Mangere Community info hub

Auckland Emergency Management has opened a Community Info Hub at:

Mangere Memorial Hall

23 Domain Road, Māngere Bridge

Hours: open from 8:00am to 8:00 pm

If you need help

- To report flooding, damage to drains, or stormwater issues, please log your issue online: <https://www.aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx>
- If your life is at risk, phone 111.
- If you need urgent accommodation assistance, phone Auckland Emergency Management on 0800 22 22 00.
- For welfare assistance, you can call the Ministry of Social Development on 0800 400 100.

As the situation continues to evolve, Auckland Emergency Management advises that people keep up to date with the latest travel advice by following Auckland Transport on Twitter [@AT_TravelAlerts](https://twitter.com/AT_TravelAlerts) and by checking the Waka Kotahi website: <https://www.nzta.govt.nz/traffic-and-travel-information/>

Water supply and wastewater network

Watercare's water treatment plants are operating and your water is safe to drink.

Residents living in Titirangi, Woodlands Park, Oratia, Greenbay, Waima and elevated sections of Scenic Drive are likely to have no water or low water pressure for at least the next 48 hours.

A 30-metre-long section of water pipe that ran along Scenic Drive in Titirangi was washed away with the road due to a landslide. It will be challenging to repair due to the extent of the damage and access to the site.

Watercare is sending out water tankers to the area. Customers will be able to fill up their water bottles from the tankers.

Residents on the North Shore are asked to reduce their water use. Please keep your showers short and do not use your washing machines. This is to reduce the volume of wastewater leaving your properties.

A wastewater pump station on Wairau Road that serves several suburbs on the North Shore has been flooded. This means the pump station is overflowing into a nearby waterway.

The wastewater networks and treatment plants have been overwhelmed by stormwater, causing numerous overflows across Auckland.

Watercare is prioritising overflows that are damaging private property. Most of the clean-up activity will need to occur when the rain stops, as this is when the overflows will stop flowing.

For more information, visit Watercare's dedicated [information page](https://www.watercare.co.nz/About-us/News-media/Important-information-for-customers-following-the):

<https://www.watercare.co.nz/About-us/News-media/Important-information-for-customers-following-the>

Cleaning up after a flood

It is important to clean and dry your house and everything in it. Floodwater may contain sewage and other hazardous materials which can contaminate your home.

- If your gas meter has been affected by water or debris, contact your gas supplier.
- Always work safely when cleaning up after a flood by wearing protective clothing and washing hands thoroughly after clean-up and before handling food.
- Keep children and animals away from previously flooded areas until they have been cleaned and made safe.
- Take photos and videos of the damage and anything that needs to be thrown away before starting the clean-up, for insurance purposes.
- Clean up, drain, and dry inside as quickly as possible. Take out everything that is wet and that can be moved – floor coverings, furniture, bedding, clothing, etc., and put them outside to dry when the weather is fine.
- Throw away all food and drinking water that has come in contact with floodwater, including things stored in containers.
- Do not eat garden produce if the soil has been flooded. Clean up and remove debris and sprinkle gardens with lime.

Traffic and travel updates

As the situation continues to evolve, Auckland Emergency Management advises that people keep up to date with the latest travel advice by following Auckland Transport on Twitter @AT_TravelAlerts and by checking the Waka Kotahi website.

- We are anticipating further rainfall so please keep an eye on the weather forecast
- Please only return to your property if it is safe to do so
- Do not drive through floodwaters and remember it could be contaminated
- Hazards and debris could also be beneath the surface

Where to turn for help and support

Financial support from Work and Income

Support and assistance is available if you've been directly affected by the flooding in Auckland.

There are lots of ways Work and Income can help, and we can point you in the right direction based on your situation. You don't have to be on a benefit.

In emergencies, Work and Income can help with costs if you don't have any other way of paying.

We can help with:

- medical costs
- bedding
- food
- power bills
- repairs or replacing appliances
- costs if you've had to leave your home
- loss of income because you can't work.

Work and Income also provides other help such as benefits and help with paying your housing costs.

Everyone's situation is different, so what you qualify for will depend on your situation.

You may have to pay the money back depending on your situation.

Website: www.workandincome.govt.nz/urgent-costs

Call on 0800 400 100 for help with emergency costs:

- Monday 30 January 2023 - 8.00am – 5.00pm
- Tuesday 31 January 2023 - 8.00am – 5.00pm
- Wednesday 1 February 2023 - 8.00am – 5.00pm.

Civil Defence Payments

Civil Defence Payments are available for people who have been affected by the flooding. You don't have to be on a benefit to qualify for a Civil Defence Payment, and non-residents may be eligible. In most cases it doesn't matter what your income is or what assets you have.

These can help with:

- emergency food, clothing and bedding if yours has been damaged or destroyed.
- accommodation costs if you have been evacuated and are staying in accommodation such as a motel, hotel or temporary rental accommodation.
- loss of income due to an inability to work caused by the flooding.
- A payment if you have evacuees staying with you in places such as a private home, marae or community centres.

Call Work and Income on 0800 400 100 for more information from:

- Monday 30 January 2023 - 8.00am – 5.00pm
- Tuesday 31 January 2023 - 8.00am – 5.00pm
- Wednesday 1 February 2023 - 8.00am – 5.00pm.

Help with other costs

Depending on your situation, there are other ways that Work and Income may be able to help you and your family with things like medical costs, bedding, food, rent, power bills, repairs or replacing appliances.

You don't need to be on a benefit to get help, it's also available to people on a low income. However, you may have to pay the money back depending on your situation.

More information can be found at <https://workandincome.govt.nz/urgent-costs> or by calling 0800 400 100.

Insurance and lodging a claim

If your home, car, or contents have been damaged by the severe weather, take photos before you remove or repair anything and report it to your insurance company as soon as possible. You only need to contact your insurance company and they'll let you know what you need to do next, how to claim and – if applicable – how EQ Cover from Toka Tū Ake EQC works.

If you need to make your home safe, sanitary, secure, and weather tight, please record the work done, take before and after photos, and keep copies of the bills you paid.

If you are an uninsured homeowner, contact the EOC Welfare team on 03 543 7290 (After hours 03 546 0200).

If you don't have house insurance but do have contents insurance, speak to your insurer about what is covered. Make sure you take lots of photos and keep good records before you throw anything out, where possible.

The [Residential Advisory Service](#) (RAS) within MBIE provide advocacy services and advice to homeowners who are navigating insurance claims to remediate damage suffered due to an event. You can contact info@advisory.org.nz or ring 0800 777 299, 03 379 7027 for more information.

Tenancy information

If you are the tenant or landlord of a rental property, you can find information on your rights and obligations at www.tenancy.govt.nz or by phoning 0800 TENANCY (0800 836 262).

Schools and early childhood education centres

The Ministry of Education supports all schools and early learning services to help them recover from the event. Parents and caregivers should check with their school or early learning service for updated information.

Check with your school or early childhood centre to see if they have been affected by the floods.

Education has put up a link on their website for this event:

[Severe weather event advice and guidance – Education in New Zealand](#)

Local healthcare Services

Health care services across Auckland are continuing to provide care if you need it.

All hospitals, including emergency departments remain open. If you are seriously unwell and need emergency care **please dial 111**.

For less critical non-emergency care, people can continue to phone their GP in the first instance. Phones will be managed 24 hours, either directly or through an after-hours duty GP. Most GPs who would normally be open at the weekend have been able to open usual.

For urgent, less serious, health concerns when your doctor is unavailable, contact your local accident and medical centre. A list of these is available on [Healthpoint](#). All clinics are open as usual.

Community pharmacies can support you if you don't have your regular prescription medications. A list of open pharmacies can be found on [Healthpoint](#).

We now have clinical support to the South Auckland Information Hub through our Māori and Pacifica Providers.

For general health advice, or if you're just not sure where you need to go to seek help, call Healthline 0800 611 116.

There are health risks associated with coming in contact with floodwater and Auckland Regional Public Health Service has updated their advice on their [website](#):

<https://arphs.health.nz/news/auckland-flooding-public-health-advice-january-2023/>

Please be extra careful if you are travelling as there may be road closures still in place; check ahead to make sure your normal route is open and safe to use.

Wellbeing

The following information will also help you with general wellbeing.

The importance of trying to get enough sleep during these challenging times

- Good tips here: <https://www.healthnavigator.org.nz/healthy-living/sleep/sleep-tips/> (this is a national DHB endorsed health site)

The importance of explaining what is going on to children – talking to them and listening to them

- Good tips here: <https://www.kidshealth.org.nz/coping-natural-disaster>

Mental Well-being options

- a. Anxiety is very common during an emergency event such as a flooding and evacuations. This is a normal response to a very stressful situation. Talking to people and helping others can be both therapeutic and useful.
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 - call your general practice, after-hours GP practice or Healthline on 0800 611 116
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Māori community / Iwi support

Te Puni Kokiri are actively assessing the situation and contacting local marae, and iwi. Information will be updated as it is received.

Pacific support

Ministry for Pacific Peoples is the Crown's principal advisor on policies and interventions aimed at improving outcomes for Pacific peoples in Aotearoa. We have strong networks with Pacific communities around the country and expertise in understanding of Pacific people, customs, and values influence public policy, programme, and service decisions affecting Pacific Aotearoa.

Ministry for Pacific Peoples are actively reaching out to Pacific leaders, communities, and service providers to gather information. Currently, support is available through the following services:

South Seas Healthcare

- Immediate Flood Relief - Well-being Support
- South Seas Healthcare is based in Otara, South Auckland and is available to provide immediate wellbeing and food support.
- Call the South Seas team on **0800 31 13 31**.
- <https://www.facebook.com/southseashealthcare/posts/pfbid0356qfDot8C64sCBhsRThZQaxthCwvL2FV6MAHg2y2gQ88VKyJet3XXgXazb8vUwhol>

Pacific Regional Coordination Hub (PaRCH)

- Available to provide welfare, accommodation and medication support
- Staffed by Pacific language speakers
- Can provide assistance regardless of your residency status
- You can reach the team directly on **0800 727 240**.
- Open from 8am – 8pm

Siaola Vahefonua Tonga Methodist Mission

Siaola is available to provide food and shelter for people affected by the flooding event. If you need help, please call them on freephone 0800 SIAOLA (0800 742 652). Siaola Community Hub address: 636 Great South Road, Ellerslie, Auckland.

Pasifika Futures Ltd

Pasifika Futures Ltd is the Whānau Ora Commissioning Agency for Pacific families, providing support across NZ through their partners. By calling 0800 ETURERE, the Pasifika Futures team will be able to connect you with one of our partners to provide immediate relief support.

The Fono Feleoko Food Hub

0800 FONO4U (0800 366 648)

The Village Community Services Trust

021 845 535 (Alena)

[Food parcel request link](#)

CIDANZ

Anthony: 027 303 1832

Sean: 027 310 3675

[Help form](#)

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The Ministry for Ethnic Communities are also liaising with key agencies and civil defence centres to ensure that specific needs are met for ethnic communities such as food, spaces for prayers and interpreters.

Support for Disabled People

Whaikaha - Ministry of Disabled People have advised the following:

- If you are impacted personally, please contact emergency services on 111. If you have difficulty hearing or talking on the phone, try the 111 TXT service to contact Fire, Ambulance or Police: <https://www.police.govt.nz/111-txt>
- In the first instance, please up to date with the latest information and advice at <https://www.facebook.com/aklcdem/>.
- Disabled people and whānau can contact Whakarongorau Aotearoa, New Zealand Telehealth Services if you need support on 0800 111 213, Text 8988. Or access it with the New Zealand Relay Service at www.nzrelay.co.nz.
- The three current Civil Defence Centres are all accessible. People going there with assist dogs should take them. Please remember other essential items you may need, such as devices, medicine, warm clothing, and baby items

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Foreign Nationals requiring assistance should contact their Embassy or High Commission.

Contact details can be found at [Embassies | New Zealand Ministry of Foreign Affairs and Trade \(mfat.govt.nz\)](https://www.mfat.govt.nz/en/embassies/): <https://www.mfat.govt.nz/en/embassies/>.

Visitors to New Zealand should contact their travel insurer if their travel has been disrupted.

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Your animals are your responsibility. You need to include them in your planning in the event of an emergency.

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- If you have to leave your animals behind, make sure they're in a secure and sheltered place either inside or outside your home.

- If you have livestock or horses in paddocks near waterways that have the potential to flood (streams, rivers etc.), move them to higher ground.

For more information see **Ministry for Primary Industries (MPI) factsheet: Animals affected by flood** - www.mpi.govt.nz/animals-in-emergencies

Animal welfare concerns

Phone Auckland CDEM on **0800 22 22 00** to log any animal welfare concerns. **MPI** will follow up on animal welfare calls.

Veterinary services

If your animals need veterinary treatment, contact your veterinary clinic.

Livestock

For requests for assistance with livestock, lifestyle blocks or feed phone **Federated Farmers** on **0800 FARMING (0800 327 646)**

**Notes from Auckland Flooding Update Meeting
28 Jan 2023, 8:00am**

Summary from 9(2)(a) – Sr EM Advisor, Auckland

- Record rainfall over Auckland since records began.
- Local Emergency declared at 10pm Friday.
- Rain set to continue through the day.
- Auckland Airport closed – flights closed atleast till noon Saturda
- 3 Civil Defence Centres stood up.

Update from Auckland Region – 9(2)(a) and 9(2)(a)

- 9(2)(a) to be the main point of contact in Auckland.
- Regional IMT standing up led by 9(2)(a)
- MSD staff working today
 - 18 NorthWest
 - 10 Central
 - More joining
- Overflow of asylum seekers in Auckland, need to factor them in for welfare response.
- Two LSV staff stuck in Warkworth
- Number of sites reporting ingress of water – more details to come
- A range of needs at CDCs
- Quite a few ethnic communities affected.
- Language support to be considered around Chinese, Korean, Hindi, Farsi
- Whaikaha are in touch with NEMA offering support to tetraplegic person at Kelston CDC via NEMA.
- All staff safe, number of staff evacuated from homes, but safe overall.

Update from 9(2)(a) Sr EM Advisor

NCMC stood up

9(2)(a) will lead the financial sub-function

MSD will be part of AOG communications

9(2)(a) – point of contact for Whaikaha

Jayne – who takes the lead on ensuring quality of service at CDCs?

Auckland Emergency leads this, and MSD supports.

Auckland Region to have a staff member as liaison at the helpdesk at CDCs.

Contact Centres – 9(2)(a)

All staff ok except a couple.

157 calls so far on special line. Average wait is 8 minutes.

Limited staffing at the moment, 50-60 more staff needed.

Open saturday 7am-5pm. Call on Sundat timing to be taken later.

IST – 9(2)(a)

Some core systems, including curam (CMS) undergoing a planned update.

9(2)(a) to send outage updates to Lena Sapunova, Jayne Russell, and Comms team.

No system outages reported, including data centres.

From: 9(2)(a)
Cc: 9(2)(a) 9(2)(a) [Simon MacPherson](#); 9(2)(a) [Jayne Russell](#)
Subject: Auckland ETFG
Date: Monday, 30 January 2023 2:57:10 pm
Importance: High

Hi 9(2)(a) here is the response to your question. Note that I am yet to get funding confirmation from finance – will follow up asap.

Regards, 9(2)(a)

From: 9(2)(a)
Sent: Monday, 30 January 2023 10:57 AM
To: 9(2)(a)
Cc: 9(2)(a)
Subject: AKL Flood- ETFG question- 1pm today

Hi Team,

Please see below request outline, including response deadline.
Feel free to give me a call to discuss if needed and please provide an update ASAP if you aren't able to meet the deadline or there are any delays identified.

Cheers☺

Deadline	1pm today
Primary	MSD to determine (see from above mail list for who has being included in email)
Context	ETFG Activation, questions from Minister Radhakrishnan's office have been in touch as they have had reports of mosques being flooded so are wanting to know if ETFG (once activated) will be an option for support
Query	Can I please get some advice that when ETFG is put into place – whether faith institutions will be able to access this support?
Response	<p>Enhanced Task Force Green can provide funding to assist with clean-up activities following an adverse weather event or natural disaster.</p> <p>The Minister for Social Development can authorise up to \$500,000 (plus GST) for ETFG. If over \$500,000 is requested, the Minister must seek approval from Cabinet to authorise additional funding.</p> <p>Enhanced Taskforce Green is an employment programme used</p>

to help territorial authorities recover from an adverse event.

In the initial response stages of an event, an impact assessment is ordinarily completed to determine the range of Government support that is required.

This assessment is an important element of the determination for ETFG funding.

ETFG is intended to provide funding to councils or other authorised agencies to employ job seekers to assist with clean-up, ensure they are adequately trained and supported to complete the tasks and have the necessary tools, equipment and clothing to do the tasks that are required.

In relation to the current situation in Auckland, Auckland Emergency Management are the responsible agency for response and recovery and MSD is working closely with them. We have reached out to AEM to provide advice on how ETFG could be applied in this current situation.

Recovery efforts for clean-up will require the coordinated efforts of agencies working together and any community clean-up would require an assessment to be undertaken by Auckland Council to determine the location of greatest need, this may include community churches and facilities such as mosques etc.

Note ETFG is not an immediate response option, ministerial approval, recruitment and training takes time so MSD would anticipate if required it's a component of any clean-up management plan where all resources are considered (eg Student Volunteer Army, Mayoral Relief Funds) in response and recovery.

In terms of how ETFG works, Work and Income identifies suitable recruits as workers and supervisors for ETFG. These workers may be jobseekers getting a benefit, student or workers displaced from their jobs due to the event.

MSD initiates agreements with local councils or other authorised agencies and recognises their role through a start-up grant for the additional administrative costs they may incur in running the programme.

Factors that are considered when approval for ETFG is provided include:

- The size and scale of the event

	<ul style="list-style-type: none"> • The community's ability to respond • Information provided to Government officials, Mayors, and other stakeholders • ETFG can assist individuals and communities to recover from adverse events where they do not have the capacity to do so themselves • ETFG is a labour focused recovery package and should only be used to return affected community assets such as community halls and marae; and public recreational areas to the condition they were before the adverse event • ETFG is only used to restore private properties or commercial entities to ensure basic health and safety requirements at those properties are in place. <p>The Ministry of Primary Industry normally undertakes impact assessments in terms of primary industry impacts. As the Auckland event is more urban related it is unlikely MPI will have a role in the activation decision – we are currently checked this.</p> <p>Next steps: we can urgently provide advice to the Minister seeking authorisation for ETFG for Auckland.</p>
Notes	If this sits across multiple teams can this please be coordinated, with feedback/advice provided over to the office in one response.

9(2)(a) Private Secretary (Social Development)

Phone: 9(2)(a) | Email: 9(2)(a)

Office of Hon Carmel Sepuloni MP, Minister for Social Development & Employment, Minister for ACC and Minister for Arts, Culture and Heritage



Auckland Severe Weather Event January 2023

What support is available and where can you get help

Auckland Civil Defence and Emergency Management Group

Auckland Emergency Management is coordinating assistance to communities affected by the January 2023 severe weather event.

Civil Defence Centres now open

Three Civil Defence Centres are open for those who need to evacuate and cannot stay with friends or whānau.

1. Saint Leonard's Road School, 15 St. Leonard's Road, Kelston
2. Massey University Albany Campus, Sir Neil Waters Theatre, Gate 1/Main Entrance (off Albany Expressway), Albany
3. Manu Tukutuku, 32 Riverton Drive, Randwick Park

Please bring with you any essential items you may need, including medication, warm clothing and baby items.

If you need help

- To report flooding, damage to drains, or stormwater issues, please log your issue online: <https://www.aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx>
- If your life is at risk, phone 111.
- If you need urgent accommodation assistance, phone Auckland Emergency Management on 0800 22 22 00.
- For welfare assistance, you can call the Ministry of Social Development on 0800 400 100.

As the situation continues to evolve, Auckland Emergency Management advises that people keep up to date with the latest travel advice by following Auckland Transport on Twitter [@AT_TravelAlerts](https://twitter.com/AT_TravelAlerts) and by checking the Waka Kotahi website: <https://www.nzta.govt.nz/traffic-and-travel-information/>

Water supply and wastewater network

Watercare's water treatment plants are operating and your water is safe to drink.

Residents living in Titirangi, Woodlands Park, Oratia, Greenbay, Waima and elevated sections of Scenic Drive are likely to have no water or low water pressure for at least the next 48 hours.

A 30-metre-long section of water pipe that ran along Scenic Drive in Titirangi was washed away with the road due to a landslide. It will be challenging to repair due to the extent of the damage and access to the site.

Watercare is sending out water tankers to the area. Customers will be able to fill up their water bottles from the tankers.

Residents on the North Shore are asked to reduce their water use. Please keep your showers short and do not use your washing machines. This is to reduce the volume of wastewater leaving your properties.

A wastewater pump station on Wairau Road that serves several suburbs on the North Shore has been flooded. This means the pump station is overflowing into a nearby waterway.

The wastewater networks and treatment plants have been overwhelmed by stormwater, causing numerous overflows across Auckland.

Watercare is prioritising overflows that are damaging private property. Most of the clean-up activity will need to occur when the rain stops, as this is when the overflows will stop flowing.

For more information, visit Watercare's dedicated [information page](#):

<https://www.watercare.co.nz/About-us/News-media/Important-information-for-customers-following-the>

Cleaning up after a flood

It is important to clean and dry your house and everything in it. Floodwater may contain sewage and other hazardous materials which can contaminate your home.

- If your gas meter has been affected by water or debris, contact your gas supplier.
- Always work safely when cleaning up after a flood by wearing protective clothing and washing hands thoroughly after clean-up and before handling food.
- Keep children and animals away from previously flooded areas until they have been cleaned and made safe.
- Take photos and videos of the damage and anything that needs to be thrown away before starting the clean-up, for insurance purposes.
- Clean up, drain, and dry inside as quickly as possible. Take out everything that is wet and that can be moved – floor coverings, furniture, bedding, clothing, etc., and put them outside to dry when the weather is fine.
- Throw away all food and drinking water that has come in contact with floodwater, including things stored in containers.
- Do not eat garden produce if the soil has been flooded. Clean up and remove debris and sprinkle gardens with lime.

Traffic and travel updates

As the situation continues to evolve, Auckland Emergency Management advises that people keep up to date with the latest travel advice by following Auckland Transport on Twitter @AT_TravelAlerts and by checking the Waka Kotahi website.

- We are anticipating further rainfall so please keep an eye on the weather forecast
- Please only return to your property if it is safe to do so
- Do not drive through floodwaters and remember it could be contaminated
- Hazards and debris could also be beneath the surface

Where to turn for help and support

Civil Defence Payments

Civil Defence Payments are available for people who have been affected by the floodings in the Auckland region.

You don't have to be on a benefit to qualify for a Civil Defence Payment. In most cases it doesn't matter what your income is or what assets you have. These payments are available for a limited time.

A Civil Defence Payment can help with:

- accommodation costs if you're evacuated and are staying in accommodation such as motels, hotels or temporary rental accommodation,
- loss of income because you can't work due to the flooding,
- emergency food, clothing and bedding if yours has been damaged or destroyed by the flooding,
- a payment if you have evacuees staying with you in places such as a private home, marae or community centres.

Call Work and Income on 0800 400 100 between 8am and 5pm on the Saturday 28th, Sunday 29th and Monday 30th of January 2023 to apply for Civil Defence payments.

Website: www.workandincome.govt.nz/about-work-and-income/news/2023/auckland-region-flooding.html

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If your home, car, or contents have been damaged by the severe weather, take photos before you remove or repair anything and report it to your insurance company as soon as possible. You only need to contact your insurance company and they'll let you know what you need to do next, how to claim and – if applicable – how EQ Cover from Toka Tū Ake EQC works.

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From: s 9(2)(a) [DPMC]
Sent: Monday, 30 January 2023 4:46 pm
To: Dave Gawn [NEMA]; a.sonerson@transport.govt.nz; Carolyn Tremain; Paul James; Kerry.gregory@fireandemergency.govt.nz; Andrew.coster@police.govt.nz; di.sarfati@health.govt.nz; Debbie Power; Kevin.short@nzdf.mil.nz; Caralee McLiesh [TSY]; Adrian.orr@rbnz.govt.nz; Ray.Smith; Tina.mitchell@eqc.govt.nz; ^SSC: Peter Hughes; Andrew.bridgman@defence.govt.nz; Andrew Crisp; Dave Samuels; Iona Holsted; ^MFE: Vicky Robertson; Peter Mersi; Nicole.Rosie@nzta.govt.nz; Keith.Manch@caa.govt.nz; ^NZTE: Peter Chrisp; Brook Barrington [DPMC]; Tony Lynch [DPMC]; Anneliese Parkin [DPMC]; SEED, Chris (CEO); Christine.STEVENSON
Cc: 9(2)(g)(ii) n.paterson@transport.govt.nz; 9(2)(g)(ii) s 6(a) s 9(2)(g)(ii) ^RBNZ: John Mcdermott; 9(2)(g)(ii) ^SSC: Helene Quilter; 9(2)(g)(ii) ^HUD: Anne Shaw; s 9(2)(g)(ii) Mike Hill; Dan Eaton [DPMC]; Nicky Eaton [DPMC]; Pip Swaney [DPMC]; Hamish Rogers [DPMC]; 9(2)(a) Julian Grey [DPMC]; Christopher Gray [DPMC]; s 9(2)(a) [DPMC]; 9(2)(g)(ii) [DPMC]
Subject: Activation of ODESC System (Op ZEPPELIN) - Request for Watch Group nominees

[IN-CONFIDENCE]

Kia ora Chief Executives,

The ODESC system has been activated in support of lead agency, NEMA, due to the ongoing Severe Weather Event (Op ZEPPELIN). The Severe Weather Event has met several of the ODESC system activation triggers:

- a. Unusual features of scale, nature, intensity or consequence;
- b. Suggests multiple or inter-related problems – creating national or systemic risk;
- c. Concurrency of events.

We intend to convene **two Watch Groups** with the first being scheduled for tomorrow, **Tuesday 31 January at 1.30pm**. This Watch Group will focus on the immediate system response and will only require a subset of agencies, who will receive an invite once senior officials have been nominated. The second Watch Group is likely to take place on **Friday 3 February (time TBC)** and will focus on the strategic implications and risks arising from the response and recovery. All agencies will be invited to attend the second Watch Group. Both Watch Groups will be conducted via Teams with links being sent with the invites.

Please note that Chief Executives are not required to attend these Watch Groups. We would be grateful if you could please inform s 9(2)(g)(ii) by **11.00am tomorrow, Tuesday 31 January**, of the name for the appropriate senior official to represent your agency at these meetings.

Please do not hesitate to get in touch if you have any questions.

Ngā mihi,

s 9(2)(a)

Senior Advisor
National Security Systems Directorate
Department of the Prime Minister and Cabinet
M s 9(2)(a)
E s 9(2)(a)



DEPARTMENT OF THE
PRIME MINISTER AND CABINET
TE TARI O TE PIRIMIA ME TE KOMITI MATUA

9(2)(a)

Senior Advisor

National Security Systems Directorate

Department of the Prime Minister and Cabinet

M 9(2)(a)

E 9(2)(a)



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9(2)(a)

From: Nws007a_shared_inbox (MSD)
Sent: Monday, 30 January 2023 5:02 pm
To: Nws007a (MSD)
Subject: FW: NEMA Situation Report #004, 1615 hours 30 January 2023 Auckland Flooding
Attachments: NEMA NCC Situation Report 004 Auckland Severe Weather 30 01 2023.pdf

From: NEMA National Warning System s 9(2)(g)(ii)
Sent: Monday, 30 January 2023 4:59:19 pm (UTC+12:00) Auckland, Wellington
To: Nws007a_shared_inbox (MSD) 9(2)(a)
Subject: NEMA Situation Report #004, 1615 hours 30 January 2023 Auckland Flooding



Please find attached the National Coordination Centre (NCC) Situation Report issued at 1615 hours Monday 30 January 2023 in response to the Auckland flooding event.

The next NCC Situation Report is aimed for release 1615 hours Tuesday 31 January 2023.

Please note information up to 1500 hours will be incorporated. Please ensure these updates are sent through directly to 9(2)(a) and 9(2)(a)

Note: Please do not reply to this email. Direct any correspondence to the contact details noted below.

Regards

OPERATIONS MANAGER

for the National Controller

Contact Details:

Email: s 9(2)(g)(ii)

Phone: s 9(2)(g)(ii)

Satellite Phone: s 9(2)(g)(ii)

9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 9:12 am
To: SitReport_EMBCG (MSD)
Cc: Lena Sapunova
Subject: Auckland flooding sitrep 006
Attachments: Auckland flooding - sirep006.docx

Morning everyone,

With a bit of teamwork, we've managed to be ahead of our 9:30am timeframe for this sitrep.

Just a quick reminder for those across the upper North Island to keep an eye on the weather forecasts and follow official advice as there are multiple weather warnings in place at the moment.

Thanks,

9(2)(a)

9(2)(a) – **National Manager**

Emergency Management and Business Continuity Group

Phone: DDI 9(2)(a) | D2D 9(2)(a) | M 9(2)(a) | www.msd.govt.nz

Ministry of Social Development, Level 4, 161 Cashel St, Christchurch

During an emergency please contact the team at: 9(2)(a) | Web: [Emergency Management – MSD Doogee Site](#)#

MSD purpose:

We help New Zealanders to be safe, strong and independent
Manaaki tangata, manaaki whānau



From: [Natasha Pavis-Hall](#)
To: [9\(2\)\(a\)](#) [@parliament.govt.nz](#); [9\(2\)\(a\)](#) [@parliament.govt.nz](#); [9\(2\)\(a\)](#) [@parliament.govt.nz](#)
Cc: [Debbie Power](#); [Jayne Russell](#); [Kamal Acharya](#); [DCE_SD_Advisors \(MSD\)](#); [Office_Chief_Executive \(MSD\)](#)
Subject: Sitrep006 - Tuesday 31 January
Date: Tuesday, 31 January 2023 9:29:21 am
Attachments: [image001.jpg](#)
[Auckland flooding - sitrep006.docx](#)

Mōrena ladies

Please find attached the latest sitrep, and our civil defence grants data below. Key points:

- Call numbers for Monday 30 January: 4,294 calls answered, average wait time 41m. We are prioritising this today to bring down wait times.
- \$1.2m paid in Civil Defence Payments yesterday to 2,840 clients (total paid approx. \$2.5m)
- Queen Street site will potentially be closed for around a month. Staff have been redeployed to other sites and strong operational process in place to meet client needs.
- Mangere Community Hub will become a CDC, and has moved overnight to the Mangere Leisure Centre (this is just across the road from our Mangere office – very handy!)
- Kelston CDC is relocating on Thursday to Waitemata Rugby Club.
- Engagement with community partners is ongoing and strong.
- Region met with Council yesterday, discussed the functions of each CDC and reiterated importance of consistency of what's available.
- Staff may be impacted by heavy rain working north of Orewa – a number of staff travel to get to this site. We're keeping a waiting brief and will work with individuals as needed.
- Council have advised that deployment of skips is underway, and there is free access to some refuse stations, and a 0800 number to get rid of rubbish available.
- Advice will be coming to Minister Sepuloni's office today regarding activation of EFTG (MPI have confirmed)

Civil Defence Grants – 28 January to 30 January 2023:

By Civil Defence Incidence and date granted	28JAN23			29JAN23			30JAN23		
	People	Grants	\$ Value	People	Grants	\$ Value	People	Grants	\$ Value
Auckland Flooding Jan 2023	9(2)(a)								
Waitomo District Flooding January 2023									
Total	762	1452	\$307,348.54	2556	5130	\$1,008,387.72	2877	5718	\$1,247,441.75

Total Civil Defence grants 28 Jan 2023 to 30 Jan 2023:

By Civil Defence Incidence and date granted	Total People	Grants	\$ Value
Auckland Flooding Jan 2023	9(2)(a)		
Waitomo District Flooding January 2023			
Total	6018	12300	\$2,563,178.01

Note:

- The new codes for Auckland and Waitomo were only added to CMS early afternoon on 28 Jan 2023.
- This means a number of payments appear under the Tairāwhiti Cyclone Hale 2023 Civil Defence Incident reason. These payments have all been included in the Auckland Flooding numbers above.
- A small number of payments have been paid without a Civil Defence Incident reason recorded. These payments have all been included in the Auckland Flooding numbers above.

Thanks – any q's please let me know!
Tarsh

Natasha Pavis-Hall | Chief Executive Advisor
Office of the Chief Executive
Phone: 9(2)(a)



9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 9:51 am
To: embcg (MSD); Karen Hocking
Subject: FW: Auckland flooding sitrep 006

Thanks Karen, my mistake in summarising the notes from your email.

From: Karen Hocking <Karen.Hocking@msd.govt.nz>
Sent: Tuesday, 31 January 2023 9:44 am
To: 9(2)(a)
Subject: RE: Auckland flooding sitrep 006

Hi 9(2)(a), some changes to the content below for accuracy

- HUD and MSD hosted joint meeting with AKL housing providers on 30/01/23
- 17 providers invited, 10 attended
- Several major topics discussed, mostly around availability and funding, system roles and responsibilities for accommodation and welfare, with clarity provided and next steps agreed.
- **As a priority CHP/TH providers will look to relocate displaced people already in the system within their collective properties**
- Community Housing Aotearoa will look to coordinate a list of providers and vacancies, with support from MSD and HUD

Ongoing work in this area, with the next meeting booked for 02/02/23

Karen Hocking
GGM Housing, Client Service Delivery, MSD
Cell : 9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 9:12 AM
To: SitReport_EMBCG (MSD) 9(2)(a)
Cc: Lena Sapunova <Lena.Sapunova@msd.govt.nz>
Subject: Auckland flooding sitrep 006

Morning everyone,

With a bit of teamwork, we've managed to be ahead of our 9:30am timeframe for this sitrep.

Just a quick reminder for those across the upper North Island to keep an eye on the weather forecasts and follow official advice as there are multiple weather warnings in place at the moment.

Thanks,

9(2)(a)

9(2)(a) – **National Manager**

Emergency Management and Business Continuity Group

Phone: 9(2)(a) | 9(2)(a) | M 9(2)(a) | www.msd.govt.nz
Ministry of Social Development, Level 4, 161 Cashel St, Christchurch

During an emergency please contact the team at: 9(2)(a) Web: [Emergency Management – MSD Doogle Site](#)#

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9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 10:16 am
To: embcg (MSD)
Subject: sit reporting and minister
Attachments: Sitrep005 ; Sitrep005 with 4pm updates; Sitrep006 - Tuesday 31 January; RE: Sitrep006 - Tuesday 31 January

Hi team here is a copy of the emails along with sit reps that 9(2)(a) has been sending to the mins office. She will continue to cc EMBCG across future ones.

This will support shared situation awareness and alignment of communications to a range of audiences (Including external such as NCC).

I've asked her how our situation reporting is going, any advice and she says "they've been great, thank you".

So – well done team mates.

From: Natasha Pavis-Hall 9(2)(a)
Sent: Tuesday, 31 January 2023 9:57 AM
To: 9(2)(a)
Subject: RE: sit reporting

So I've been sending across the EMBCG sitreps with a cover email in the morning, and then just bullet point updates in the afternoon. Have attached the ones I've sent over this week, and I'll add you to my distribution list if you like?

Thanks – any q's please let me know
Tarsh

Natasha Pavis-Hall | Chief Executive Advisor
Office of the Chief Executive
Phone: 9(2)(a)



MINISTRY OF SOCIAL
DEVELOPMENT
TE HĀKATU WHAKAHANGA KŌHiri

9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 10:51 am
To: 9(2)(a)
Cc: Jayne Russell; Kamal Acharya; embcg (MSD)
Subject: Auckland Flood and activation of Civil Defence Payments
Attachments: 16 - Civil Defence Payments Guide EMBCG - V1.0.docx

Hi team,

As you know Civil Defence payments were activated in support of Auckland on Saturday 7.00 a.m. as a result of the severe weather event.

The usual processes for activation were deferred due to the obvious need for them and the requirement to make them available to support people impacted by the floods.

It may be timely to retrospectively consider the key points that are ordinarily associated with activation so that we have clarity and consideration on for example review points (For example I understand the Ministers Office asked yesterday how long they were available for).

The attached is a resource developed by EMBCG in consultation with others on civil defence payments. It includes various roles and processes to ensure their effective administration and management, including payment processes.

The appendix also includes information on key considerations for activation including CD administration and review.

As the delegation for activation rests with GGM Client Service Delivery Office I suggest there may be merit in working through the key points retrospectively to ensure that we've got key areas covered in relation to their activation and monitoring for the Auckland Flood.

For your consideration.

Kind regards, 9(2)(a)

A9(2)(a) – Senior Advisor Emergency Management & Business Continuity

Ministry of Social Development

Phone: M 9(2)(a) | <https://www.workandincome.govt.nz/>

During an emergency please contact the team at: 9(2)(a)

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9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 11:37 am
To: 9(2)(a); 9(2)(a); 9(2)(a) John Cavanagh; 9(2)(a)
Cc: embcg (MSD); 9(2)(a)
Subject: RE: ETFG Auckland update
Attachments: Auckland ETFG

Importance: High

Malo Joe,
Attached is the response provided to Minister's Office yesterday.

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 11:27 AM
To: 9(2)(a); 9(2)(a); <9(2)(a)>
John Cavanagh 9(2)(a)
Cc: embcg (MSD) 9(2)(a); 9(2)(a)
Subject: RE: ETFG Auckland update

Hi,

Quick question, was the issue about faith based properties answered yesterday?

And can I suggest that someone from one of the regions who have recently activated ETFG be brought into the conversation early on as well? The most obvious would be someone from the Nelson region as they don't have a current response on (9(2)(a) or 9(2)(a) are my first thought). This way they can pass on any recent learnings or advice and offer support to whoever is leading the AKL programme.

Happy to help where we can on this one.

Cheers,

9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 11:21 am
To: 9(2)(a); <9(2)(a)> John Cavanagh 9(2)(a) 9(2)(a)
Cc: 9(2)(a)
Subject: RE: ETFG Auckland update

Hi 9(2)(a)

I can do this afternoon from 2-3 or mid morning tomorrow. Set a time and I will work around it.

9(2)(a)

From: 9(2)(a) <9(2)(a)>
Sent: Tuesday, 31 January 2023 11:17 AM
To: 9(2)(a)
9(2)(a)
Cc: 9(2)(a)

John Cavanagh 9(2)(a)

Subject: RE: ETFG Auckland update

Hi 9(2)(a) and John,

I am looking forward to working with you both on ETFG. I would be keen to set-up a meeting this afternoon or early tomorrow – both of your schedules look pretty stacked (understandably) so if you could let me know a suitable slot and we can get together with members of the Emergency Management team, to provide some guidance.

We spoke on the phone 9(2)(a) but to update you John, we've submitted an ETFG request to the Minister for the Auckland region. If approved, this would activate up to \$500k in support, though a request to Cabinet can be submitted in situations where it is likely to be more (Policy have been given a heads up).

I've included the process flow - [enhanced-task-force-green-process-.pdf \(ssi.govt.nz\)](#) – as you can see a few of the normal steps have been missed due to the urgency of the situation. I think reaching out to contacts at the Council would be the best bet (it's probably been done already), I'm awaiting MPI's report (then the Federated Farmers and Rural Support Trust) and also TPK could be useful to get an understanding if any maraes have been damaged.

I spoke with @9(2)(a) and it's confirmed that ETFG: "is a labour focused recovery package and should only be used to return affected farms and other intensive producers such as orchards and vineyards; community assets such as community halls and marae; and public recreational areas to the condition they were before the adverse event. There may be instances when private residents, including 'lifestyle properties' may be eligible for assistance. In these circumstances support is generally limited to when there is a recognised health and safety concern. Examples of this could be trees blocking access to properties or clearing contaminated water that is used for human or animal consumption. "

It's important in our PR announcement that we are clear what ETFG can and can't help with, particularly with Auckland being an urban area.

John, is 9(2)(a) correct that you would be able to help identify a suitable provider? If not, let us know, and if so, it's probably best to link up with the regional contracts team to give them a heads up.

I'm just heading to an in-person meeting over at the Police, however will be back around 1-1.30PM so please feel free to ring through. You can contact me on the number below if there's any urgent questions too.

Kind regards,

9(2)(a) | **Senior Advisor | Partnerships and Services**

PH: 9(2)(a) | 9(2)(a)

Level 11, The Aurora Centre, 56 The Terrace, PO Box 1556, Wellington

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From: 9(2)(a)
Sent: Tuesday, 31 January 2023 10:38 am
To: 9(2)(a) <9(2)(a)>
Cc: embcg (MSD) 9(2)(a)
Subject: RE: ETFG Auckland update

Hi 9(2)(a) has been identified as point of contact for the Auckland region

I can advise John Cavanagh will also be a good resource.
He is based in AEM from today and I assume will help us identify/confirm the employer eg council appetite.
A

9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 1:50 pm
To: embcg (MSD); Jayne Russell; 9(2)(a) Kamal Acharya
Subject: Northland CDEM - State of Emergency Declared
Attachments: Civil Defence - weather update 1330hrs 20230131.doc

Importance: High

Team,

Note: This is more of a preparatory declaration so that preparations can be made and that Police and Fire will have quick access to powers if needed without delay.

Weather has not yet hit in full

From: Northland GECC 9(2)(a)
Sent: Tuesday, 31 January 2023 1:44 pm
Subject: Northland CDEM - State of Emergency Declared
Importance: High

Kia ora koutou,

A **state of emergency** has been declared for Northland as at 1pm Tuesday 31 January, for an initial period of seven days, as part of the response to the current weather event. Please see the **attached** media release.

Ngā mihi

9(2)(a)
Emergency Management Specialist/On Call Duty Officer
Northland Civil Defence Emergency Management Group
Northland Regional Council » Te Kaunihera ā rohe o Te Taitokerau

P 9(2)(a)
M 9(2)(a)



P 0800 002 004 » W www.nrc.govt.nz



Dis la mer

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9(2)(a)

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 4:08 pm
To: SitReport_EMBCG (MSD)
Subject: Auckland afternoon Situation Update

Afternoon Team,

Below is a summary of today's updates:

- State of Local Emergency has been declared in Northland. This is in anticipation of emergency powers being required overnight, and not as a result of current state. Precautionary evacuation of rest homes occurring.
- 4 x new Community Information Hubs across Auckland operating 8.00am-8.00pm (Not overnight CDC's). Further information will be available here - [Auckland Emergency Management](#)
- 2 new CDC's being considered for the Warkworth and Wellford areas to support in face of expected overnight severe weather to the north of Auckland.
- MSD contributing to the identification of Community Led Centres operating in the affected areas.
- Communicating MSD's available support remains a priority with:
 - MSD flood assistance information being sent to ethnic and Pacific media & radio stations - 30 Jan
 - MSDs RC Auckland Central / East providing interview with Pacific media about MSD's flooding support - today
 - A letter was sent to OSCAR providers yesterday to let them know of impacts of school closures this week
 - Updating content for the A-o-G factsheet
- Paper recommending ETFG activation for Auckland and surrounding areas is with the Minister.
- 90 staff currently impacted to varying levels across MSD mainly in Auckland- HR working to support these impacted staff.

Auckland Event Impacts (AEM supplied as @ 2.30pm):

- 493 Households requesting assistance
- 92 pers in CDC's overnight (up from 82)
- 604 pers requiring accommodation; 111 pers supported into accommodation
- 91 Red Placards, 336 Yellow Placards, 785 White Placards

MSD Contact Centre Stats - 0800 400 100

- Another massive day with huge effort from staff - 5300 calls answered today as at 3pm (75% by call-backs), 8 mins 20 average answer speed, 465 staff on the line across SD

Priorities

- Monitoring and responding to additional weather impacts
- Planning for future staff deployment requirements
- Supporting housing response
- Greater understanding of displaced people and impacts
- Supporting the All-of-Government effort
- Recovery to full services as soon as possible

Thank you

9(2)(a) – **Senior Advisor**

Emergency Management and Business Continuity Group

Phone: DDI – 9(2)(a) | D2D 9(2)(a) | M 9(2)(a) | www.msd.govt.nz
Ministry of Social Development, Level 1, 65A Main Highway, Ellerslie, Auckland

During an emergency please contact the team at: 9(2)(a) | Web: [Emergency Management – MSD Doogle Site](#)#

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9(2)(a)

From: Natasha Pavis-Hall
Sent: Tuesday, 31 January 2023 4:15 pm
To: 9(2)(a) @parliament.govt.nz; 9(2)(a) @parliament.govt.nz;
9(2)(a) @parliament.govt.nz
Cc: Debbie Power; Jayne Russell; Kamal Acharya; DCE_SD_Advisors (MSD); Office_Chief_Executive (MSD); embcg (MSD)
Subject: FW: Sitrep006 - Tuesday 31 January

Kia ora

Please find below this afternoons' key updates. Next sitrep will be distributed tomorrow morning approx. 9.30am.

- State of Local Emergency has been declared in Northland. This is in anticipation of emergency powers being required overnight, and not as a result of current state. Precautionary evacuation of rest homes occurring.
- Red alerts have been updated – Coromandel has been extended to tomorrow afternoon.
- 4 x new Community Information Hubs across Auckland operating 8.00am-8.00pm (Not overnight CDC's). Further information will be available here - [Auckland Emergency Management](#)
- 2 new CDC's are being considered for the Warkworth and Wellford areas to support in face of expected overnight severe weather to the north of Auckland.
- MSD are contributing to the identification of Community Led Centres operating in the affected areas.
- Communicating MSD's available support remains a priority with:
 - MSD flood assistance information being sent to ethnic and Pacific media & radio stations - 30 Jan
 - 9(2)(a) provided interview with Pacific media about MSD's flooding support - today
 - A letter was sent to OSCAR providers yesterday to let them know of impacts of school closures this week
 - Updating content for the AoG factsheet.
- We've answered 5,300 calls today (as at 3pm), with the average wait time 8.20. 75% call-backs.
- 90 staff currently impacted to varying levels across MSD mainly in Auckland– HR are working to support these impacted staff.
- Growing demand in South Auckland, we're keeping a watching brief.
- TAS is ramping up support, they've had about 600 families who identified accommodation needs.
- Providers are reporting that demand being seen for clean-up and are asking for information on skip hire, rubbish removal. We've confirmed this info is available through AEM website.

Thanks – any q's please let me know

Tarsh

Natasha Pavis-Hall | Chief Executive Advisor
Office of the Chief Executive
Phone: 9(2)(a)



From: Natasha Pavis-Hall
Sent: Tuesday, 31 January 2023 9:30 AM
To: 9(2)(a)
Subject: FW: Sitrep006 - Tuesday 31 January

Mōrena team – FYI attached and below, latest sitrep from MSD.

Please advise when the new code will be set up/able to be used by the region.

It is expected that they will administer and manage the payments locally.

Kind regards, 9(2)(a)

9(2)(a) – Senior Advisor Emergency Management & Business Continuity

Ministry of Social Development

Phone: M 9(2)(a) | <https://www.workandincome.govt.nz/>

During an emergency please contact the team at: 9(2)(a)

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9(2)(a)

From: Nws007a_shared_inbox (MSD)
Sent: Tuesday, 31 January 2023 4:44 pm
To: Nws007a (MSD)
Subject: FW: NEMA Action Plan & Situation Report #005, 1615 hours 31 January 2023 Auckland Flooding
Attachments: NEMA NCC Situation Report 005 Auckland Severe Weather 31 01 2023.pdf; NEMA NCC Action Plan 003 Auckland Flooding Event 31 01 23.pdf

From: NEMA National Warning System s 9(2)(g)(ii)
Sent: Tuesday, 31 January 2023 4:40:35 pm (UTC+12:00) Auckland, Wellington
To: Nws007a_shared_inbox (MSD) 9(2)(a)
Subject: NEMA Action Plan & Situation Report #005, 1615 hours 31 January 2023 Auckland Flooding



**National Emergency
Management Agency**
Te Rākau Whakamarumaru

Please find attached the National Coordination Centre (NCC) Action Plan & Situation Report issued at 1615 hours Tuesday 31 January 2023 in response to the Auckland flooding event.

The next NCC Situation Report is aimed for release 1615 hours Wednesday 1 February 2023.

Please note information up to 1500 hours will be incorporated. Please ensure these updates are sent through directly to 9(2)(g)(ii)

Note: Please do not reply to this email. Direct any correspondence to the contact details noted below.

Regards

OPERATIONS MANAGER
for the National Controller

Contact Details:

Email: s 9(2)(g)(ii)

Phone: s 9(2)(g)(ii)

Satellite Phone: s 9(2)(g)(ii)

9(2)(a)

From: 9(2)(g)(ii)
Sent: Tuesday, 31 January 2023 6:09 pm
To: 9(2)(a)
Cc: 9(2)(a)
Subject: RE: NEMA sit rep #5 feedback

[IN-CONFIDENCE]

Kia ora 9(2)(a)

Thanks for your patience while I clarified where this information came from.

1) Incorrect information regarding open hours of the dedicated 0800 number
I wasn't able to track down the source of this specific information about open hours. I've spoken with the NCC Intel Function, and flagged that this is incorrect. While they aren't able to issue a new SitRep today, we will jointly ensure that this is updated to "**this number remains open**" from tomorrow onwards. Very sorry for this oversight, but thanks for letting us know.

2) Long weekend and Civil Defence Payments
That's a good suggestion, and we'll note to be specific with timeframes in regard to quantifiers for future. It would be helpful if you could flag nuance like this when MSD sends through info for the SitRep.

Thanks for your understanding, especially as we are all working quickly (yourselves included!).

Many thanks,

Ngā mihi,

s 9(2)(g)(ii), [NEMA] (she/her) | NCC Welfare Function

National Emergency Management Agency Te Rākau Whakamarumarū

Mobile: 9(2)(a) | www.civildefence.govt.nz

TSB House, 147 Lambton Quay | PO Box 5010, Wellington 6140, New Zealand

Empowering communities before, during and after emergencies.



**National Emergency
Management Agency**
Te Rākau Whakamarumarū

From: 9(2)(a)
Sent: Tuesday, 31 January 2023 4:59 pm
To: 9(2)(a)
Cc: 9(2)(a) embcg (MSD) 9(2)(a)
Subject: NEMA sit rep #5 feedback

Hi I thought I should bring a couple of points to your attention

Correction MSD has established the MSD 0800 helpline and Civil Defence Payments have been activated. Civil Defence payments were made available from 7AM Saturday 28 Jan 2023

via a dedicated 0800 number (0800 400 100). People can call this number between 8AM – 5PM until Monday 30 Jan 2023.

This is still the line for people to ring. Not sure where the information that this line is no longer active, I don't think I've provided that in my reporting. Can you please advise?

On another point

There continues to be high demand for Civil Defence Payments. Over \$2.5m has now been paid in Civil Defence Payments over the weekend to over 6000 clients.

Over 2.5 million has been paid to over 6000 clients between 28th January and 30 January 2023.

It was a long weekend with anniversary weekend and this demand reflects 3 days. . Could be confusing.

Hope giving this feedback is OK I get worried when our information could be wrongly interpreted, particularly considering the audience/distribution list.

Regards, 9(2)(a)

9(2)(a) – Senior Advisor Emergency Management & Business Continuity

Ministry of Social Development

Phone: M 9(2)(a) | <https://www.workandincome.govt.nz/>

During an emergency please contact the team at: 9(2)(a)

MSD purpose:

We help New Zealanders to be safe, strong and independent
Manaaki tangata, manaaki whānau

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From: 9(2)(a)
To: 9(2)(a)
Subject: FW: Severe weather - sitrep 004
Date: Friday, 17 March 2023 1:19:11 pm
Attachments: [January Severe Weather - sitrep 004.docx](#)

From: 9(2)(a)
Sent: Sunday, 29 January 2023 4:31 pm
To: SitReport_EMBCG (MSD) 9(2)(a)
Cc: Lena Sapunova 9(2)(a)
Subject: Severe weather - sitrep 004

Good afternoon everyone,

Latest situation report is attached. With the developing weather impacts across the North Island, we have expanded the content beyond Auckland, and also changed the title to reflect the wider focus.

Once again, a massive thankyou to all involved. It has been a huge weekend for all involved, and for those of you impacted in Auckland, Waitomo or the Coromandel, please make sure you are looking after yourselves and those around you.

Thanks,

9(2)(a)
(a) – **National Manager**
Emergency Management and Business Continuity Group
Phone: 9(2)(a)
www.msd.govt.nz
Ministry of Social Development, Level 4, 161 Cashel St, Christchurch

During an emergency please contact the team at: 9(2)(a) |
Web: [Emergency Management – MSD Doogle Site](#)

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Agenda

Caring for our Communities

Date: 31 January 2023

Time: 10 – 10.45am

Venue:

Attendees: Debbie Power, MSD (Chair)
Glenn Webber, Te Arawhiti
Wally Haumaha, NZ Police
Di Sarfati, Health
Iona Holsted, MoE
Pratima Namasivayam on behalf of Mervin Singham, MEC
Andrew McKenzie, Kāinga Ora
Renee Graham, SWA
Dave Gawn, NEMA
Paul James, DIA
Dave Samuels, TPK
Andrew Crisp, HUD
Abba Fidow, MPP
Sacha O'Dea, MSD
Rachel Leota on behalf of Chappie Te Kani, OT
Marama Edwards, MSD
Jayne Russell, MSD
Jason Raven, MSD
Serena Curtis, MSD
Anne Shaw, HUD
Ezra Schuster, Health

Agenda Items

- Item 1 Update on support for Auckland
Marama Edwards, Jayne Russell
- Item 2 Other emerging issues