

Wellington Region Emergency Management Office

Annual Plan 1 July 2023 – 30 June 2024



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Wellington Region Emergency Management Office (WREMO)

Annual Plan

1 July 2023 | Version 1.0

Authority
This Annual Plan has been developed by the Wellington Region Emergency Management Office, approved by the CEG, and is effective from 1 July 2023.

The document should be read in conjunction with the Wellington Region CDEM Group Plan.

Foreword



The past year has been another busy year for the Wellington Civil Defence Emergency Management (CDEM) Group. During the first quarter we responded to a number of severe weather and heavy swell warnings from the MetService, and deployed staff to provide much needed support on the ground during the Nelson-Tasman flood response. During the third quarter we again deployed staff, initially to Tāmaki Makaurau for the Auckland floods, then to the Hawke's Bay and the National Crisis Management Centre during Cyclone Gabrielle. This was addition to the response and recovery efforts that were being managed locally in the Wairarapa for the same cyclone.

What this showed was that we are indeed experiencing the effects of climate change – more frequent and more severe weather events – and we need to be able to respond to and recover from such events at the same time as we are preparing ourselves for lower frequency but higher impact events like a major earthquake and/or tsunami. Indeed, the intensity of both the Auckland floods and Cyclone Gabrielle has generated significant interest in both our Group partners, the public and the media on how we can improve our level of preparedness for such events and others like them.

In addition, these events have highlighted the need to invest more heavily in the professionalisation of our workforce. Not only is the public expecting responses to be timely, well informed, professional and joined up between different levels and organisations, but we also have a requirement to prepare our staff as well as we possibly can to deliver what the public expects and ensure that we look after the health, safety and wellbeing of our staff in the process.

This being the case, during the 2023/24 financial year we will continue to focus on the same priorities as last year: the health, safety and wellbeing of our staff; our ability to effectively respond to and recover from emergencies; and our relationships with our partners and stakeholders. We will continue to review the lessons from recent events to identify areas where we can make improvements in the way we work and will be working with our partners to make the required changes and invest in those areas that require investment going forward.

During the 2023/24 financial year, this process will involve confirming what additional capabilities we want to develop, which ones will be developed during the course of the year, and which ones will be funded as part of the 2024-2034 Long Term Plan.

In addition, WREMO will be working with councils to develop and implement a new Service Level Partnership Agreement, which will clarify roles and responsibilities and what is expected from each other to meet the expectations of partners, central government and the general public. We will also be working with the wider collection of Group members to identify what each is doing to help improve the level of regional preparedness for emergency events to ensure we are more joined up.

Through this approach we will continue to ensure that our focus remains on what is most important:

He aha te mea nui o te ao?

What is the most important thing in the world?

He tangata, he tangata, he tangata

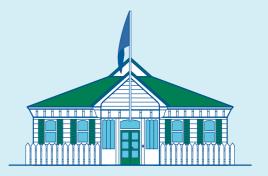
It is the people, it is the people, it is the people

J Holmes

Jeremy Holmes

Regional Manager

Wellington Region Emergency Management Office (WREMO)



Our values



Tika

We have the courage to **do the right thing.**

We act with integrity.

We build trust through honesty, authenticity and transparency.

We are accountable for our actions.

Whanaungatanga

We work together to create a sense of **family and belonging.**

We are one team working together for a common purpose.

We build relationships and collaborate to get the best out of each other.

We partner with mana whenua and Māori, to honour our obligations under Te Tiriti o Waitangi.

Manaakitanga

We show **respect and care for others** and ourselves.

We actively listen and respect the views and opinions of others.

We are inclusive and embrace diversity.

We work to make a positive difference for people and communities.

Pūkenga

We are professional and **strive for excellence.**

We set ambitious and meaningful goals and work hard to achieve them.

We are proactive, agile and responsive to change.

We learn, and reflect, to continually improve what we do.



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About the Wellington Region Emergency Management Office

The Wellington Region Emergency Management Office (WREMO) was established in 2012 when Wellington's regional and local authorities amalgamated their Civil Defence Emergency Management (CDEM) departments to form a regional office to achieve more coordinated CDEM service delivery.

In 2018, after a review of its first five years, the role of WREMO was clarified as follows:

- To lead and coordinate the effective delivery of CDEM across the 4Rs of comprehensive emergency management (reduction, readiness, response and recovery) for the Wellington Region;
- To integrate national and local CDEM planning and activity through the alignment of local planning with the national strategy and national planning; and
- To coordinate planning, programmes and activities relating to CDEM across the 4Rs and encourage cooperation and joint action.

WREMO's role is to lead the development and delivery of effective emergency management for the region by working collaboratively with local authorities and partners across the 4Rs.

This will be achieved by:

- · Coordinating Leading through alignment and establishing common ground for agreement.
- **Collaborating** Creating win-win relationships, products and services and working together across the 4Rs.
- **Promoting** Increasing awareness, generating interest and encouraging joint action within the emergency management sector.

The Annual Plan

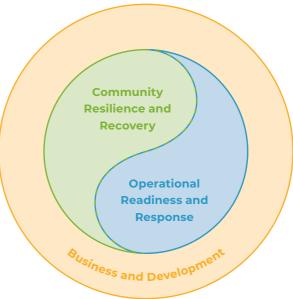
The Wellington Region Emergency Management Office (WREMO) Annual Plan (this document) sets out the key deliverables, what activities these include and the associated budget for WREMO for the 2023/2024 financial year.

This Plan is aligned with the content of the latest 2019-2024 Wellington CDEM Group Plan, as well as all guidance produced by the National Emergency Management Agency (NEMA).

This document has been written from an organisational point of view, acknowledging that all WREMO staff work together to achieve the outputs identified in this Plan. It outlines the following:

- How WREMO's deliverables contribute to the wider CDEM Group outcomes
- Which WREMO team leads the delivery of each deliverable and how it will be prioritised should an emergency event occur that requires a coordinated response from the CDEM Group.

The WREMO Team



WREMO team responsibilities:



Community
Resilience
and Recovery



Operational Readiness and Response



Business and Development

- Community empowerment
- Preparedness enablers
- Community networks
- Public education
- Vulnerable communities
- Business continuity planning
- Volunteer management
- Community based response
- Recovery planning and coordination
- Social media
- Reduction coordination

- People emergency management workforce
- Partnerships official response networks
- Response planning and procedures
- Response platforms facilities and equipment
- Welfare planning and coordination
- Lifelines planning and coordination
- Response Team coordination
- Duty Officer system management
- Learning Management
 System (takatū) management
 and administration

- CDEM marketing
- Risk and consequence management
- EOC asset management
- Information management systems
- Strategy, planning and policy
- Reporting, monitoring and evaluation
- · Hazard research
- Human resources
- IT and communications
- Project Management OfficeOrganisational marketing
- Administration and finance
- Organisational asset management

The above responsibilities are listed according to the team with the overall portfolio responsibility, recognising that all WREMO staff work together to achieve outputs within these portfolios.

To achieve a higher level of clarity in WREMO's reporting processes, this 2023/2024 Annual Plan identifies WREMO's core deliverables, developed from the following sources:

- The agreed role of WREMO following the 2018 review of its first five years.
- The strategic outcomes identified in the current CDEM Group Plan (2019-2024).
- The core areas of work for each of WREMO's teams.

In addition to the considerations above, WREMO's deliverables represent the outcome of a continual feedback loop from our governance groups and response partners on how WREMO can continue to add value to the Wellington CDEM Group across the 4Rs of emergency management.

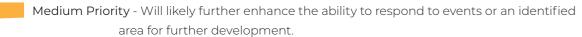
Prioritisation of the Work Programme

Over the past 18 months the tempo and workload has been significant. As a result the following three areas will be our priority areas of work:

- 1. To safeguard the health and wellbeing of staff.
- 2. Ensure readiness to be able to effectively respond to an event.
- 3. Develop and enhance relationships with partners and stakeholders.

Each deliverable in this Annual Plan has been assigned one of three priority levels:





Low Priority - Identified an area for future development and part of a general work programme.

Assigning priority levels ensures that we take a measured and agreed approach to decisions around reducing the delivery of activities to respond to emergency events that affect our region.

If a response to an emergency event is required, it is intended that deliverables and the associated activities will be deferred in order of priority (lowest to highest) as required to prioritise the response.

Community preparedness

Every two years we conduct a community preparedness survey yo guage the level of preparedness for an emergency in our region. After several years of communities stocking up on supplies and having plans in place to safely isolate or continue operating due to COVID, this year we have seen significant decreases in the number of people saying they have emergency supplies, business continuity plans and household emergency plans. In terms of emergency supplies, there has been a significant increase in water storage. However, this has been countered by significant declines in food storage, pet supplies and ways to communicate.



2022: 29.1% 2023: 22 9% 7.8% supply storage

2019: 23.4%

2020: 31.2%

2021: 29.2%



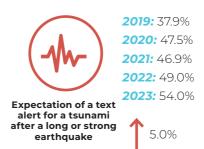


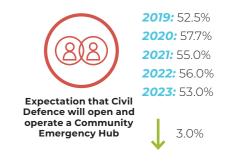
2019: 36.3%



2019: 50.1% **2020:** 55.0% **2021:** 46.1% 2022: 44.0% **2023:** 42.0% 2.0%

The decrease in business continuity plans is likely due to staff not being aware of the existence of the plans as they are no longer using them to operate. The decrease in household emergency plans is likely due to households not seeing the need for such plans now that the threat of COVID has reduced.





The survey also showed a significant increase in the number of people expecting a text warning for a tsunami. While this result reflects a high level of confidence from the community in the government agencies who issue text messages, it also is cause for concern when people need to take immediate and decisive action to protect themselves, such as self-evacuating from coastal areas following a long or strong earthquake. Since there was no significant change in those identifying the earthquake as the warning, it appears that people are still expecting some form of intervention, rather than taking ownership themselves.

These drops in preparedness measures are similar to what is seen other Western countries like the United States and across other regions in New Zealand. Overall, the region is tracking well ahead of the national averages. Managing the expectation to not expect an alert for a long and strong earthquake will likely be an increasingly difficult challenge over the coming years.

Working to address priorities identified in the Community Survey

Planned areas of work to advance preparedness outcomes which are expected to continue into the 23/24 financial year include:

- Raising awareness of the risk to wastewater disruption after an earthquake and the need to have an Emergency Toilet.
- · Reinforcing the Long, Strong, Get Gone message for tsunami.
- Promoting Community Emergency Hubs as a form of local support in your community after a large earthquake.



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4Rs

Vision and goal

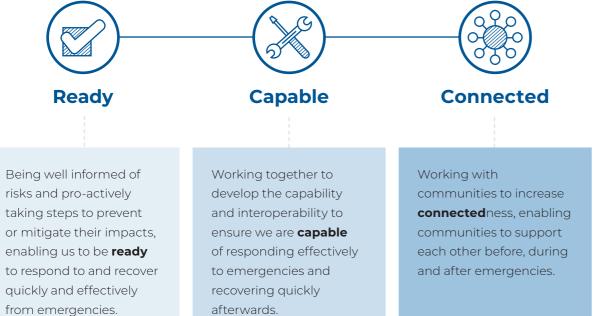
The vision of the Wellington Region CDEM Group is:

VISION

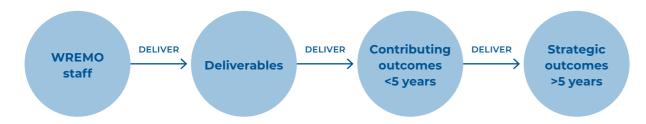
A resilient community: ready, capable and connected

GOAL

The goal of this Plan is for all individuals and households, businesses and organisations, communities, cities and districts in the region to be **ready, capable and connected** in accordance with the following definitions:



This will be achieved through the delivery of WREMO outputs to achieve strategic outcomes in the community. Strategic outcomes are outcomes that are expected to take longer than five years to achieve. To help focus the delivery of the outputs, contributing outcomes have been identified that are expected to be achieved in the next five years.



¹ Resilience is defined as the ability to adapt well to change, overcome adversity and recover quickly after an event

Strategic outcomes

The following section identifies the strategic outcomes for the Wellington CDEM Group across the 4Rs. Each of WREMO's deliverables contributes to one of these strategic outcomes as a part of the CDEM Group.



Reduction



Ready

• Increased understanding and management of regional risks (including hazards, vulnerability and ways to prevent and mitigate).



Capable

· Increased identification of risks and steps taken to eliminate or reduce them



Readiness



Capable

- Increased number of household, business and community emergency plans that are understood and practised on a regular basis
- Integrated and comprehensive official response plans at the local and regional level that are understood and practised on a regular basis
- Integrated and comprehensive capability development strategy is implemented to increase both the capacity and capability of the Group to respond to and recover from emergency events.



Connected

- Increased knowledge of Community Emergency Hubs, where they are located and participation in Hub exercises
- Increased knowledge of the role of Marae and other community facilities in helping support emergency response and recovery.







Capable

 Prompt activation of local Emergency Operations Centres (EOCs) and regional Emergency Coordination Centre (ECC) to effectively manage and coordinate response efforts by response agencies to assist communities

Connected



- Communities self-organise and take appropriate actions, such as evacuating and/or activating their Community Emergency Hubs
- Formal assistance is readily available and accessible to impacted communities.



Recovery



Ready

• Investment in long-term resilience programmes that benefit future recovery outcomes is adopted by Group, private and community sector partners.



Capable

- Recovery Managers, teams and strategic partners have the capacity and capability to effectively meet the needs of communities throughout a recovery
- Integrated and comprehensive strategic recovery planning at both the local and regional level is embedded and practised on a regular basis
- Central government and the Group effectively and cooperatively manage recovery.



Connected

• Effective implementation of Group recovery plans to ensure recovery efforts are coordinated and meet the needs of communities.

Monitoring and evaluation

Progress towards WREMO's deliverables and the associated activities will be monitored in number of ways

- Quarterly reporting to council Managers of Emergency Management on progress against the deliverables.
- Regular reporting to CEG on progress against the strategic outcomes as part of the wider CDEM Group
- Biennial survey of 2000 people in the Wellington Region to determine preparedness levels over time*
- · External monitoring and evaluation by the National Emergency Management Agency (NEMA).

Governance

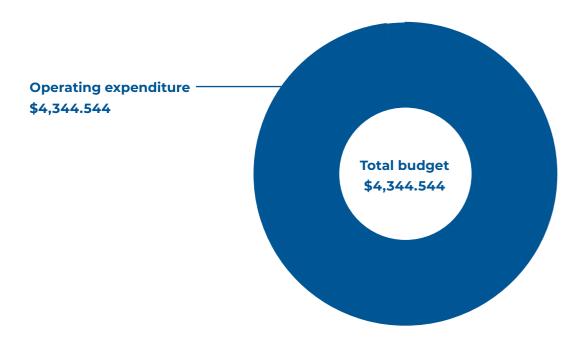
WREMO is funded by the nine councils across the Wellington Region. Oversight and approval of WREMO's annual work programme is provided by the chief executives of these nine councils. The implementation of WREMO's work programme and day-to-day engagement is delivered through the council's emergency management representatives.

The CDEM Joint Committee is the governing authority for the Wellington CDEM Group. As part of its role to lead and coordinate the effective delivery of CDEM across the 4Rs of comprehensive emergency management for the CDEM Group, WREMO (as part of the wider CDEM Group) reports to the Joint Committee on progress against the Group Plan (2019-2024).

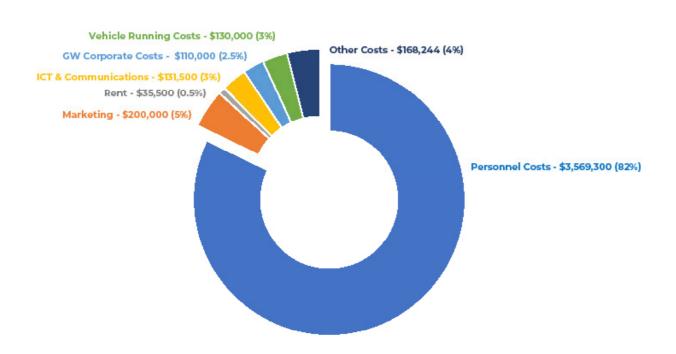
ection 4Rs

Budget 2023/2024

Budget contributions (\$000)



Budget breakdown(\$)



The budget for the 2023/24 year is as follows:

Net funding surplus/(deficit)

WREMO Budget 2023/2024	\$(000)
Total budget	4344.544
Sources of operational funding	
Rates & levies	4344.544
Reserve	-
Total operating funding	4344.544
Operating expenditure	
Personnel costs	3,569.30
Office and Property	163.744.
Fravel and transport	130.00
CT and Communications	131.5
Contractor and consultants	350.00
Fotal operating expenditure	4344.544

Council contributions	% contribution	\$(000)
Greater Wellington Regional Council	32.7%	1,421.535
Wellington City Council	27.3%	1,184.323
Hutt City Council	14%	609.105
Porirua City Council	7.4%	320.627
Kāpiti Coast District Council	7%	304.553
Upper Hutt City Council	5.7%	249.377
Masterton District Council	3.3%	144.673
South Wairarapa District Council	1.3%	59.086
Carterton District Council	1.2%	51.266
Total		4344.544

Strategic direction

How to interpret the Annual Plan

The following tables in this plan show how the WREMO Annual Plan directly aligns with the Wellington Region CDEM Group Plan and how each of WREMO's teams contribute to the achievement of the strategic outcomes identified in the Group Plan.

Deliverables	What are we are doing this year?	Lead Team
Identifies the WREMO deliverable	Describes the activities that will be undertaken this year.	
	The WREMO ted deliverable	ım responsible

for the



Community Resilience and Recovery



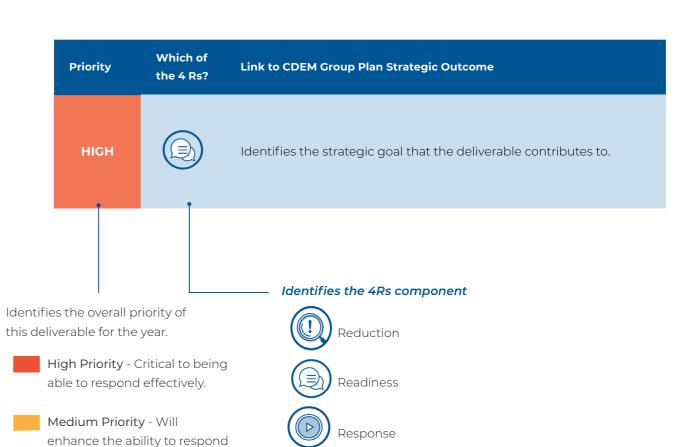
Business Development



Operational Readiness and Response



All three of WREMO's teams contribute directly to this deliverable



Recovery

Across the 4Rs

20 21

to events or an identified

area for further development.

Low Priority - Identified an

area for future development and part of a general work

programme.



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c direction		J

Deliverables	What are we are doing this year?	Team
	Facilitate Regional Inter-Agency Planning Committee (RIAPC), local Emergency Services Coordination Committee (ESCC), Chair the Wellington Region Welfare Coordination Group, and arrange Public Information Manager Hui to enhance individual and collective agency capability and planning.	
Develop and maintain effective relationships with CDEM Group partners, including the community, to ensure a timely and effective response to an emergency.	Arrange direct engagement opportunities with key response partners such as technical experts and critical infrastructure providers to share information, develop plans and strengthen coordination arrangements.	All WREMO
	Maintain connections with different community groups to provide targeted support during response, recovery and future preparedness.	
	Provide business as usual (BAU) media coordination, management and support to the Regional Manager, and the wider WREMO team as required.	
	Provide the 24/7 CDEM duty team for the CDEM Group, provide primary Group Controller, Group Recovery Manager and, other professional EM staff for operational response and recovery support.	
Provide leadership, support and advice (across the EM system) to councils, EOCs, the ECC and other CDEM Group partners in response	Send Emergency Mobile Alerts to the public, and provide hazard advice on the potential regional impacts of a National Tsunami Advisory/Warnings.	All WREMO
and recovery.	Facilitate an After Action Review process following a CDEM response.	
	Continue to support the Wairarapa Recovery Office and use this opportunity to refine recovery plans and develop guidance for the wider region.	

Priority	Which of the 4Rs?	Link to CDEM Group Plan Strategic Outcome
HIGH	Readiness & Recovery	 Integrated and comprehensive official response plans at the local and regional level that are understood and practised on a regular basis Integrated and comprehensive strategic recovery plans at both the local and regional level that are understood and practised on a regular basis Communities self-organise and take appropriate actions, such as evacuating and or activating their Community Emergency Hubs.
нісн	Response & Recovery	 Prompt activation of local Emergency Operations Centres (EOCs) and regional Emergency Coordination Centre (ECC) to effectively manage and coordinate response efforts by response agencies to assist communities. Effective implementation of Group recovery plans to ensure recovery efforts are coordinated and meet the needs of communities.



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	(4Rs
c direction		J

Deliverables	What are we are doing this year?	Lead Team
Lead and coordinate the design, development and delivery of professional development opportunities and supporting systems for the region's emergency management workforce to enhance people capability and capacity.	Develop and deliver professional development opportunities for the region's emergency management workforce in accordance with the Group Training and Exercise Plan 2023/24. Strengthen regional EM Workforce recruitment, selection, induction, retention and rewards arrangements. Administer the Wellington Region's portion of the national CDEM training fund, coordinate and enhance the Wellington Region's Response Teams capability and capacity.	Operational Readiness & Response
Lead and coordinate the development and maintenance of equipment, systems, tools and facilities to support timely and effective responses to and recoveries from emergencies.	Support councils to ensure the ECC and EOCs are fit for purpose and ready to respond to an emergency. Manage and refine the Duty Officer system. Provide ICT guidance and advice to the EOCs/ECC using WREMO supported hardware and networks in preparation for an emergency. Maintain the regional radio network and other alternate communications systems. Maintain Alert Media platform as an alerting and notification tool and contribute to the national (alerting) work group, and explore options for region-wide consistency. Explore and identify Microsoft 365 Tools for implementation to further enhance our systems, tools and processes. Develop and refine predefined PIM messaging including for Emergency Mobile Alerts.	Operational Readiness & Response

Priority	Which of the 4Rs?	Link to CDEM Group Plan Strategic Outcome
нісн	Readiness & Response	 Integrated and comprehensive capability development strategy is implemented to increase both the capacity and capability of the Group to respond to and recover from emergency events. Recovery Managers, teams and strategic partners have the capacity and capability to effectively meet the needs of communities throughout a recovery
HIGH	Readiness & Response	Prompt activation of local Emergency Operations Centres (EOCs) and regional Emergency Coordination Centre (ECC) to effectively manage and coordinate response efforts by response agencies to assist communities.



	4Rs
ic direction	

Deliverables	What are we are doing this year?	Lead Team
	Refine the Recovery Operations Guide and continue to develop supporting guides and templates.	
Lead and coordinate recovery planning to develop capability,	Develop an Introduction to Recovery video for use in an activation and a wider suite of recovery training videos.	
share information and strengthen relationships.	Continue developing recovery training modules and integrate with the wider WREMO training programme.	Community Resilience & Recovery
	Begin developing a Group Recovery Strategy.	
	Promote and deliver Community Emergency Hub response practice sessions (includes an online contribution).	
	Build trusting relationships with marae and facilitate their Marae Emergency Plan.	
	Complete annual Hub audits to ensure they are fit for purpose, in an appropriate location and ready to activate.	
Lead the development and delivery of community preparedness	Develop and deliver emergency planning for schools and early childhood centres.	
activities.	Explore an MOU with WREMO and Red Cross to work with CALD communities.	Community Resilience & Recovery
	Promote preparedness messaging and community connectedness through events, social media platforms, radio and digital advertising.	
	Carry out a targeted media campaign based on areas of improvement identified in the annual Community Survey.	

Priority	Which of the 4 Rs?	Link to CDEM Group Plan Strategic Outcome
HIGH	Recovery	 Integrated and comprehensive strategic recovery planning at both the local and regional level is embedded and practised on a regular basis Central government and the Group effectively and cooperatively manage recovery.
MED	Readiness	 Increased number of household, business and community emergency plans that are understood and practised on a regular basis. Increased knowledge of Community Emergency Hubs, where they are located and participation in Hub exercises



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Deliverables	What are we are doing this year?	Team
Support community and CDEM Group partner initiatives to increase social connectedness and preparedness.	Work with local council teams to support relevant council initiatives in areas of community-focused emergency management, community development and/or climate change.	Community Resilience & Recovery
Integrate Te Ao Māori into Emergency Management in the Wellington region	Develop and adopt guidance for iwi/ Māori representation or liaison in the regions operation centres. Work with local iwi/ Māori to improve their level of preparedness for emergencies. Work with marae to identify the roles and responsibilities that they may perform in response to and recovery from emergencies. Support the development of cultural competence and confidence of WREMO staff. Develop and adopt a framework that incorporates local iwi/ Māori into regional emergency management governance.	AII WREMO
Lead the development and implementation of the CDEM Group Plan, and report on progress against the strategic outcomes identified in the Plan.	Develop the Council/WREMO Partnership Agreement for implementation 1 July 2024. Develop the WREMO Annual Plan (2024– 25) and report on progress against the current WREMO Annual Plan (2023-2024) activities. Report to CDEM Group governance, on the collective partner agencies progress on the CDEM Group Plan strategic goals.	Business & Development

Priority	Which of the 4Rs?	Link to CDEM Group Plan Strategic Outcome
MED	Readiness	 Communities self-organise and take appropriate actions, such as evacuating and/or activating their Community Emergency Hubs Formal assistance is readily available and accessible to impacted communities.
MED	Across the 4Rs	 Integrated and comprehensive capability development strategy is implemented to increase both the capacity and capability of the Group to respond to and recover from emergency events. Increased knowledge of the role of Marae and other community facilities in helping support emergency response and recovery.
MED	Across the 4Rs	 Increased understanding and management of regional risks (including hazards, vulnerability and ways to prevent and mitigate).



	4Rs
ic direction	

Deliverables	What are we are doing this year?	Lead Team
Provide business support to WREMO and CDEM governance groups.	Manage finance, health, safety and wellbeing, human resources, ICT functions for WREMO, and the management of secretariat functions for both WREMO and CDEM governance groups. Coordinate to maintain visibility of WREMO and council staff response deployments.	Business & Development
Coordinate and facilitate research and programmes of work in relation to hazard risk awareness and risk reduction	Facilitate the CDEM Group's contribution to the Its Our Fault research programme.	Business & Development
Lead and coordinate the development, implementation and review of operational response plans and procedures	Support councils with the review and refinement of Local Emergency Response Plans (LERPs). Work with CDEM Group partners to make further improvements to the Wellington Region Emergency Response Plan. Review and refine regional response processes and procedures. Develop Regional Response Guidelines to support the primary CIMS functions in an emergency.	Operational Readiness & Response
Lead the development and delivery of household preparedness activities.	Attend fairs and events, deliver The Long Walk Home, and promote specific household preparedness for apartment dwellers and halls of residence at university. Deliver Decision Making in a Disaster as a recovery and response preparedness course.	Community Resilience & Recovery
Lead the development and delivery of business preparedness activities.	Promote BCP for small to medium businesses, NGOs and community service organisations via face-to-face and online delivery.	Community Resilience & Recovery

Priority	Which of the 4 Rs?	Link to CDEM Group Plan Strategic Outcome
MED	Across the 4Rs	 Increased understanding and management of regional risks (including hazards, vulnerability and ways to prevent and mitigate).
MED	Across the 4Rs	 Increased understanding and management of regional risks (including hazards, vulnerability and ways to prevent and mitigate).
MED	Readiness & Response	 Integrated and comprehensive official response plans at the local and regional level that are understood and practised on a regular basis Prompt restoration of lifeline utility infrastructure services to emergency levels of service.
MED	Readiness	 Increased number of household, business and community emergency plans that are understood and practised on a regular basis.
MED	Readiness	 Increased number of household, business and community emergency plans that are understood and practised on a regular basis.

