



NEMA National Coordination Centre Response Plan			
<b>Incident:</b> Whakaari / White Island Volcanic Eruption	<b>Action Plan No:</b> 1		
<b>NCMC Mode:</b> 3	<b>Date/time of issue:</b> 10/12/2019 18:30 hrs		
<b>Operational Period:</b> 10/12/2019 18:30 hrs until terminated by National Controller	<b>Incident Classification:</b>		
<b>Contact:</b> s6(a)	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 50%; vertical-align: middle;">N [3]</td> <td style="width: 50%; vertical-align: middle;">S</td> </tr> </table> <p>N1 = A minor national level response N2 = A moderate national level response N3 = A major national level response N4 = A severe national level response</p>	N [3]	S
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Summary of incident
<ul style="list-style-type: none"> <li>A volcanic eruption has occurred at Whakaari / White Island, at 14:11 on 9 December 2019. GNS Science stated that it was a short-lived eruption that generated an ash plume to ~12,000ft above the vent.</li> <li>There are still a number of people unaccounted for and rescuers have been unable to search for survivors overnight due to the hazardous conditions.</li> <li>5 people have been confirmed deceased from this event to date and 8 people remain unaccounted for.</li> <li>34 people have been admitted to hospitals in Christchurch, Hutt Valley, Waikato, Middlemore, Auckland City and Tauranga with injuries ranging from moderate to critical. 3 people have been discharged from hospital.</li> <li>Foreign nationals from Australia, USA, Great Britain, China and Malaysia have been confirmed as visiting Whakaari / White Island at the time of the eruption. Police and Health are working to identify those impacted.</li> <li>Key impacts arising from this hazard event include the loss of life of people present on Wakaari / White Island at the time of eruption, health and welfare needs arising for survivors of the eruption, the welfare needs of families and communities of those directly impacted by this event. Additionally, impact extends into the international space due to foreign nationals impacted in this event.</li> <li>GNS have advised the Volcanic Alert Level remains at Level 3 with no further eruptions. Steam and gas continue to jet from the active vent area. There is a low risk of ash-fall over the mainland.</li> </ul>

## Response activities

- The National Emergency Management Agency (NEMA) has activated its National Coordination Centre (NCC) to coordinate support at the national level.
- Bay Of Plenty CDEM Group and many national agencies have activated in response. Bay of Plenty CDEM Group leads the local CDEM response.
- NZ Police lead the Search and Rescue operation.
- The National Security System is activated, and is providing strategic direction to the All-of-Government response.

## Mission

**To coordinate support at the national level for the delivery of essential services to affected people and families, and**

For the NZ public and international communities to **retain confidence** in the NZ Government response.

## Intent of the Initial National Action Plan

### Government intent

The New Zealand public have confidence in the response. The Government is responsive to immediate and longer term needs of communities, including our international stakeholders.

### Purpose

This National Action Plan acknowledges the initial actions and ongoing role of Bay of Plenty CDEM Group leading the Local response to managing the consequences of the Dec 19 Whakaari / White Island eruption. This plan also acknowledges the role of NZ Police as the agency leading the search and recovery operation on Whakaari / White Island.

This Initial National Action Plan aims to coordinate the actions of response agencies by confirming agency-specific response-specific tasks, response-critical information requirements, requests for assistance (including international) and response priorities.

Through this Plan, we will anticipate arising issues and facilitate proactive and effective response coordination with Bay Of Plenty CDEM Group and central government agencies to assess needs and impacts, establish mechanisms to deliver essential services to affected communities, and ensure public safety and wellbeing.

### Response concept

Coordination of the response at the national level will occur under three broad response phases:

**Immediate actions:** This phase concluded upon CDEM taking lead agency for the response approximately 1800 hours on 09 December 2019. Agencies will have carried out their tasks and fulfilled roles and responsibilities as per the *National CDEM Plan 2015*, without waiting for EOC, ECC or NCC direction. Wherever possible, local and regional agencies and Bay of Plenty CDEM Group have actively communicated with each other and coordinated activities jointly.

**Initiation of the sustained response:** this phase began when CDEM took lead agency responsibilities approximately 1800 hours on 09 December 2019 and will conclude on issue of this Action Plan at 1830 hours on 10 December 2019. The NCC has activated and is coordinating the response actions based on this Plan.

**Sustained response:** This phase commences at 1830 hours on 10 Dec 2019, upon issue of this Plan. In this phase, National agencies are engaging with the NEMA NCC working to the National Action Plan and NEMA Controller's Priorities and Objectives.

### **End state**

This Plan assumes the following activities will either have been completed, or be well underway, when this Plan is promulgated:

- a. Awareness of the extent and range of impacts is established, and is being communicated and updated across all agencies.
- b. Rescue operation planning is under way.
- c. Where possible, the provision of health care services are established (this includes all services across the health and disability sector). This also assumes management of health capability and capacity in the ongoing management of casualties from Whakaari / White Island across DHBs.
- d. Medical evacuation capability is available using maritime, land and air capabilities in support from Whakaari / White Island to, where required.
- e. Public information is being coordinated and delivered accurately, clearly and timely in relation to Local situation developments.
- f. A functioning supply chain into (resources) and out of (people) affected areas is available, and resources to meet the immediate needs of the impacted people and families are being coordinated with Bay of Plenty CDEM Group.
- g. Reliable communications into and within affected areas has been established and will be maintained.
- h. Infrastructure critical to the response is being maintained.
- i. Management of the deceased is underway.
- j. International coordination and liaison is underway.

### **Response objectives**

- Prevent further casualties from related hazards.
- Develop shared picture (including confirmed numbers of deceased, injured and accounted for).
- Manage staffing (at all levels of response).
- Support delivery of essential support to affected people and families.
- Communicate with the wider public throughout the response.
- Meet obligations to the international community
- Prepare for recovery.
- Ensure confidence in the NZ Govt response.

**Plan of action**

To achieve the intent and objectives, the NCC will:

<b>Priorities for this operational period:</b>	<b>To achieve the above priorities we will:</b>	<b>Responsible:</b>
Understand the hazard	<ul style="list-style-type: none"> <li>Establish and maintain critical information requirements that enable the response.</li> <li>Integrate science advice (eg from GNS) into the situational understanding and decision making.</li> <li>Support Risk Management at Local level.</li> </ul>	Intelligence
Support and enable the BOP CDEM Group	<ul style="list-style-type: none"> <li>Establish and implement information collection plan (including Critical information Requirements and decision points for recovery)</li> <li>Establish and maintain communication and liaison with the BOP CDEM Group and agencies.</li> <li>Understand welfare needs of impacted people and families.</li> <li>Coordinate national welfare response through welfare services agencies</li> <li>Support regional Welfare function.</li> </ul>	Intelligence Operations Intelligence Intelligence & Welfare Welfare Welfare
Understand CDEM Group action plans	<ul style="list-style-type: none"> <li>Establish and maintain communications plan with BOP CDEM.</li> <li>Obtain CDEM Group action plans and coordinate national agency support where requested.</li> </ul>	Operations Intelligence
Understand and Coordinate welfare support to impacted people and families	<ul style="list-style-type: none"> <li>Ensure national agencies are linked up nationally and regionally to meet welfare needs.</li> <li>Communicate welfare support arrangements, resources / services, and accessibility information.</li> </ul>	Intelligence & Welfare Welfare
Coordinate international arrangements and support for international whānau of affected people	<ul style="list-style-type: none"> <li>Facilitate end-to-end process for supporting international whanau arriving into Aotearoa.</li> <li>Assist with coordination of support to international family members in New Zealand.</li> <li>Coordinate and support the international repatriation process</li> <li>Coordinate and respond to international offers of assistance</li> </ul>	Operations (International) Welfare Operations (International)

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Support operational response	<ul style="list-style-type: none"> <li>Engage with national agencies to understand capability requirements and/or shortfalls.</li> <li>Coordinate national level resources when requested by CDEM Group or responding agencies.</li> </ul>	Operations Planning Intelligence
Establish national coordination	<ul style="list-style-type: none"> <li>National agencies to provide situation report updates on their current and projected activities</li> <li>Establish NEMA NCC briefing regime</li> <li>Establish National Recovery arrangement</li> </ul>	Intelligence  Control Team  Control Team
Maintain CDEM Group engagement	<ul style="list-style-type: none"> <li>Maintain Controller teleconference schedule</li> </ul>	Operations Control
Informing the Minister/ Government	<ul style="list-style-type: none"> <li>Provide ongoing briefing to Minister and ODESC, including Watch Group updates.</li> <li>Establish a schedule of briefings (as required)</li> </ul>	Policy Control Team & Minister's Office
Ensure adequate staffing of all functions for next 7 days	<ul style="list-style-type: none"> <li>Establish a staffing roster</li> </ul>	Logistics (Facilities)

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# Designated Tasks

The following designated tasks are listed by agency and are in addition to BAU and tasks listed in the CDEM Plan 2015.

## National Controller (NCC)

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>Maintain activation of the NEMA NCC.</li> <li>Establish contact with CDEM Groups, other National Coordination Centres (NCCs), sector coordinating entities, and science and research organisations.</li> <li>Communicate any changes to assumptions and/or critical tasks to CDEM Groups and response agencies.</li> <li>Develop subsequent National Action Plans as required.</li> <li>Identify supplementary staffing requirements and communicate these to agencies.</li> </ul>
Reconnaissance and information collection	<ul style="list-style-type: none"> <li>Consolidate personnel, equipment and supply requests from CDEM Groups and other agencies to ensure response coordination.</li> <li>Consolidate and communicate reconnaissance and information collection requirements and outputs.</li> <li>Coordinate reconnaissance to ensure the best use of assets, including providing access to reconnaissance flights for road and rail engineers.</li> <li>Police will manage response "numbers" in relation to a single point of truth for casualties and victims.</li> </ul>
Health	<ul style="list-style-type: none"> <li>Support patient, casualty and deceased evacuation from Incident site, in conjunction with the Ministry of Health's NHCC, NZ Police, NZDF, and MFAT.</li> <li>Support the provision of public health response in conjunction with the Ministry of Health.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>Establish contact with BoP CDEM Group Welfare Manager and determine the need for support.</li> <li>Engage with NWCG agencies as required and be prepared to convene a meeting with responsible and support agencies as soon as practicable.</li> <li>Activate required welfare services sub-functions as per agency responsibilities in the National CDEM Plan 2015.</li> <li>Establish contact with support agencies, and ensure national and regional sub-function coordination.</li> </ul>
Lifeline utilities restoration	<ul style="list-style-type: none"> <li>No lifelines response requirements are anticipated in this response.</li> </ul>
Critical domestic resources and capabilities	<ul style="list-style-type: none"> <li>Response will be managed, at this stage, using NZ's national resources residing within agencies or with stakeholders. Primarily this will include capabilities and resources of NZ Police, NZDF specialist capabilities and platforms, and FENZ capabilities.</li> <li>Procurement of additional response critical resources will only be undertaken if there is a pressing need in support of the response.</li> </ul>

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Workstream	Critical tasks
Critical international resources and capabilities	<ul style="list-style-type: none"> <li>Manage and inform or coordinate the use of international assistance if required.</li> </ul>
Movement prioritisation	<ul style="list-style-type: none"> <li>Prioritisation for transport assets (ship, fixed wing, helicopter) and transport coordination will only occur if determined to be a requirement for the response. At this time it is currently not a requirement.</li> </ul>
Emergency supply chain and the movement of people	<ul style="list-style-type: none"> <li>Transport into and out of the affected area for response activities will be coordinated with Local and Regional CDEM coordination centres where required. This includes the movement or staging of national capabilities such as NZDF aircraft or vessels.</li> <li>Supply chain and movement of people will follow extant processes given no loss of critical infrastructure.</li> <li>Capabilities to support movement of casualties or national capabilities may be requested where agencies do not have organic capability.</li> <li>Some localised access controls may be implemented as required for the Local response.</li> <li>Relocation of casualties between hospitals, ensuring this movement information is passed up through sitreps.</li> </ul>
Public information management	<ul style="list-style-type: none"> <li>Deploy PIM and Strategic Communication staff to the NEMA NCC</li> <li>Coordinate shared media engagement for national agencies as appropriate to ensure that the public sees a 'joined-up' approach to the overall response.</li> <li>Police will manage victim and casualty "numbers" in relation to a single point of truth for casualties and victims.</li> </ul>

## CDEM Groups

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>Local and Regional coordination centre(s) to inform NEMA NCC of information requirements for tasking to National capabilities.</li> <li>Maintain activation of ECC &amp; EOCs as per own plans and procedures.</li> <li>Establish and maintain contact with the NEMA NCC.</li> </ul>
Reconnaissance and information collection	<ul style="list-style-type: none"> <li>Source and communicate to the NEMA NCC the critical information requirements at Regional and Local level, as well as supporting those requested by NEMA NCC.</li> <li>Advise the NEMA NCC of any support requirements to maintain or enable situational awareness. This will support tasking of national capabilities where available (eg NZDF capabilities).</li> </ul>
Emergency Supply Chain and the Movement of People	<ul style="list-style-type: none"> <li>Inform movement of casualties to DHB's</li> <li>Be prepared to support the arrival of international repatriation aircraft and medical capabilities.</li> </ul>

Workstream	Critical tasks
Public Information Management	<ul style="list-style-type: none"> <li>Disseminate public safety messages and ongoing response messaging within remit using available communication channels.</li> <li>Initiate the dissemination of response specific information within their remit using available communication channels.</li> </ul>

## New Zealand Police

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>Maintain National Command and Control Centre (NCCC) as per own plans and procedures.</li> <li>Maintain contact with the NEMA NCC.</li> <li>Provide a representative to the NEMA NCC.</li> <li>Engage with GNS to inform operational risk management requirements for victim recovery off Whakaari / White Island.</li> </ul>
Public Information	<ul style="list-style-type: none"> <li>Provide numbers and facts relating to victims of the eruption as the central point of "truth" for these statistics.</li> </ul>
Operational Response	<ul style="list-style-type: none"> <li>Lead disaster victim identification (DVI) response, in consultation with the Chief Coroner and support CDEM's response.</li> <li>Conduct family liaison requirements in support of the CDEM welfare response.</li> <li>Provide required capabilities in support of Local CDEM response.</li> <li>Coordinate at Local and National levels for capability requirements to support Police operational activities (eg request specific national level NZDF capabilities for recovery and movement of deceased) beyond normal arrangements.</li> <li>Engage with GNS / Scientific Technical Advisory Group (STAC) and Worksafe for risk assessment relating to accessing Whakaari / White Island.</li> <li>Be prepared to coordinate with FENZ for environmental monitoring on Whakaari / White Island and decontamination requirements during recovery.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>Be prepared to activate Inquiry welfare services sub-function as per agency responsibilities in the National CDEM Plan 2015.</li> <li>Establish contact with support agencies, and ensure national and regional sub-function coordination.</li> </ul>

## Fire and Emergency New Zealand

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>Maintain National Coordination Centre as per own plans and procedures, without waiting for direction.</li> <li>Maintain contact with the NEMA NCC.</li> <li>Provide a representative to the NEMA NCC.</li> </ul>



Workstream	Critical tasks
Fire services (including USAR)	<ul style="list-style-type: none"> <li>• Coordinate USAR and firefighting response as required.</li> <li>• Coordinate the provision of additional Fire and Emergency New Zealand personnel to affected area.</li> <li>• Coordinate the provision of hazardous substances response as required.</li> <li>• Advise environmental monitoring and PPE requirements for response personnel accessing Whakaari / White Island.</li> <li>• Advise and manage any hazardous substances decontamination requirements of personnel and equipment arising from this response.</li> <li>• Advise any decontamination and PPE equipment response requirements beyond FENZ capabilities.</li> </ul>

### New Zealand Defence Force (NZDF)

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>• Maintain National Coordination Centre as per own plans and procedures, without waiting for direction.</li> <li>• Maintain contact with the NEMA NCC.</li> <li>• Provide a representative to the NEMA NCC.</li> <li>• Maintain personnel and LO's to support Bay of Plenty CDEM Group ECC and Whakatane EOC.</li> </ul>
Operational Response	<ul style="list-style-type: none"> <li>• Advise NEMA NCC of response capabilities available to achieve response effects in support of Bay of Plenty CDEM Group.</li> <li>• Refer Local requests for additional NZDF support or resources (ie Nationally held capabilities) to NEMA NCC for coordinated prioritisation in consultation with HQ JFNZ.</li> </ul>

### Ministry of Health (MoH), through NHCC

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>• Maintain National Health Coordination Centre as per own plans and procedures, without waiting for direction.</li> <li>• Maintain contact with the NEMA NCC.</li> <li>• Provide a representative to the NEMA NCC.</li> </ul>

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Workstream	Critical tasks
Health	<ul style="list-style-type: none"> <li>• Maintain contact with the NEMA NCC, DHBs and PHUs and ambulance providers for ongoing movement or relocation requirements of casualties.</li> <li>• Liaise with the NEMA NCC to arrange additional logistics support for the health sector, as required.</li> <li>• Coordinate the provision of additional medical teams across the health system as required.</li> <li>• Advise ongoing health precautions and key messaging to meet changes in the hazard and environment.</li> <li>• Provide specialist advice as required to enable repatriation of victims to home countries under appropriate care.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>• Provide advice and coordination of psychosocial support.</li> <li>• Establish and maintain contact with support agencies, and ensure national and regional sub-function coordination, including promulgation of assistance numbers.</li> </ul>

## Ministry of Foreign Affairs and Trade

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>• Activate agency National Coordination Centres as per own plans and procedures, without waiting for direction.</li> <li>• Establish contact with the NEMA NCC.</li> <li>• Provide a representative to the NEMA NCC.</li> <li>• If possible, be prepared to provide personnel to augment the NEMA NCC operations.</li> <li>• Support foreign consular teams to provide assistance to foreign nationals in the affected area.</li> <li>• Collate and facilitate the provision of advice to the diplomatic corps on the status of their citizens, including (but not exclusive to) advice received from New Zealand agencies, including Police, NZDF and NEMA.</li> <li>• Collate and direct information from foreign missions relating to victims and their families to responsible agencies.</li> </ul>
Critical international resources and capabilities	<ul style="list-style-type: none"> <li>• On activation, lead the International function and engage with foreign governments regarding offers of and requests for, international assistance if required.</li> <li>• Upon request of the National Controller and Ministerial approval, request international assistance required to support the response.</li> <li>• If requested/required, support the NEMA NCC logistics function with international procurement, by assisting with the identification of international providers who may be able to meet identified needs.</li> </ul>

## Ministry for Primary Industries (MPI)

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>• Maintain National Coordination Centre as per own plans and procedures, without waiting for direction.</li> <li>• Maintain contact with the NEMA NCC.</li> <li>• Provide a representative to the NEMA NCC.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>• Be prepared to activate animal welfare services sub-function as per agency responsibilities in the National CDEM Plan 2015.</li> <li>• Establish contact with support agencies, and ensure national and regional sub-function coordination.</li> </ul>

## Ministry of Social Development (MSD)

Workstream	Critical tasks
Welfare	<ul style="list-style-type: none"> <li>• Be prepared to activate financial assistance services sub-function as per agency responsibilities in the National CDEM Plan 2015.</li> <li>• Establish contact with support agencies, and ensure national and regional sub-function coordination.</li> </ul>

Limiting factors
<ol style="list-style-type: none"> <li>1. Incomplete information on the hazard risk preventing access to Whakaari / White Island</li> <li>2. PPE requirements for responders accessing Whakaari / White Island</li> <li>3. Ability for Police to identify deceased and inform next of kin.</li> </ol>
Resource needs
<p>All requests for national level support are to be directed to the NEMA NCC.</p> <p><b>Critical resources</b></p> <p>It is anticipated that the following resources will be critical and may be controlled nationally. This will be confirmed through the impact and needs assessment process, and noted in the National Action Plan updates and/or National Situation Reports.</p> <ul style="list-style-type: none"> <li>• National specialist capabilities (eg specialist aircraft / vessels or reconnaissance equipment, chemical/gas detection equipment)</li> </ul> <p>Note that additional resources may be controlled by the CDEM Group if they are assigned to the Local controller to achieve an effect.</p>
Information flow
<p>As per the National CDEM Plan 2015 and CIMS.</p> <ul style="list-style-type: none"> <li>• Emergency Operations Centres (EOCs) are to provide information to Emergency Coordination Centres (ECC) where activated, otherwise direct to NEMA NCC.</li> </ul>

- National agencies will keep their Ministers informed, but must also inform the NEMA NCC to allow the collation of all response information into a single common operating picture.
- NCC to keep the Officials Committee for Domestic and External Security (ODESC) and the National Security Committee (NSC) informed.
- All requests for national resources are to be directed to the NEMA NCC.

## Public information plan

### Domestic

NEMA NCC and affected CDEM Group Public Information Managers are to engage with national and local media across all mediums (including social media) to;

1. Provide advice to the affected people on how to access support.
2. Reassure the affected people through the provision of updates on the response, and how people can support the response.

See "Consistent messages for CDEM" at <http://www.civildefence.govt.nz/cdem-sector/consistent-messages-for-cdem/>

### National level Spokespeople

- Prime Minister
- Minister of Civil Defence
- Director NEMA
- GNS Volcanologist
- Deputy Commissioner NZ Police

## Communications

Email, landline and mobile phone remain the primary means of communication.

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## Organisation

National response structure as per the National CDEM Plan 2015 and CIMS.

### Lead Agency

**National:** NEMA (through NCC)  
**Regional:** Bay of Plenty CDEM Group

### Appointments

**Director CDEM:** Sarah Stuart-Black  
**National Controller:** David Coetzee  
**National Recovery Manager:** TBC

## Appendices

1. National Hazard Assessment (ongoing)
2. Action Plan Map (Not Issued)
3. Detailed Impact Assessment (Not Issued)
4. Information Requirements (under development)

## Approval and distribution

<b>Action Plan prepared by:</b>	Matt Kerr, NCC Planning Function Manager		
<b>Action Plan approved by:</b>	David Cootzee National Controller		
<b>Distribution:</b>	ODESC All CDEM Groups NZDF MFAT MBIE NZ Customs DIA GNS Science	DPMC NZ Police MoH Treasury SSC MfE FENZ MPI	NWCG Agencies MetService MoT MBIE

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NEMA National Coordination Centre Response Plan					
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<b>NCMC Mode:</b> 3	<b>Date/time of issue:</b> 10/12/2019 19:30 hrs				
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<b>Contact:</b> phone: (04) 494 6900 email: operations@ncmc.govt.nz	N1 = A <b>minor</b> national level response N2 = A <b>moderate</b> national level response N3 = A <b>major</b> national level response N4 = A <b>severe</b> national level response				

Summary of incident
<ul style="list-style-type: none"> <li>A volcanic eruption occurred at Whakaari / White Island, at 14:11 on 9 December 2019. GNS Science stated that it was a short-lived eruption that generated an ash plume to ~12,000ft above the vent.</li> <li>47 people were on the Whakaari / White Island at the time of the eruption.</li> <li>As at 1330 12 December 2019, eight people are unaccounted for, eight people are confirmed deceased, three people have been discharged, five patients have been transferred to Australia and 23 patients remain in hospitals across New Zealand with injuries ranging from moderate to critical.</li> <li>Foreign nationals from Australia, USA, Great Britain, Germany, China and Malaysia have been confirmed as visiting Whakaari / White Island at the time of the eruption.</li> <li>Key impacts arising from this hazard event include the loss of life of people present on Whakaari / White Island at the time of eruption, health and welfare needs arising for survivors of the eruption, the welfare needs of families and communities of those directly impacted by this event. Additionally, impact extends into the international space due to foreign nationals impacted in this event.</li> <li>The Volcanic Alert Level for Whakaari / White Island is at Level 2, this represents the current status of the volcano as moderate to heightened unrest, and it does not indicate a lowered risk of an eruption as an eruption may occur at any level.</li> <li>The Aviation Colour Code remains at Orange.</li> <li>There is an extremely low likelihood of any potential ash affecting the mainland, but people may smell gas, depending on the prevailing wind direction.</li> </ul>

## Response activities

- The National Emergency Management Agency (NEMA) has activated its National Coordination Centre (NCC) to coordinate support at the national level. The National Controller is David Coetzee.
- Bay Of Plenty CDEM Group and many national agencies have activated in response. Bay of Plenty CDEM Group leads the local CDEM response. The Group Controller is Clinton Naude, and Alternate Controller is Matthew Harrex.
- NZ Police are responsible for the Search and Rescue operation in support of the overall Emergency Management response. The Local Controller for Police operations is Deputy Commissioner Mike Clement.
- The National Security System is activated, and is providing strategic direction to the All-of-Government response.

## Mission

**To coordinate support at the national level for the delivery of essential services to affected people and families, and**

For the NZ public and international communities to **retain confidence** in the NZ Government response.

## Intent of the Initial National Action Plan

### Government intent

The New Zealand public have confidence in the response. The Government is responsive to immediate and longer term needs of affected people and families, including our international stakeholders.

### Purpose

This National Action Plan acknowledges the initial actions and ongoing role of Bay of Plenty CDEM Group leading the Local response to managing the consequences of the 9 December 2019 Whakaari / White Island eruption. This plan also acknowledges the role of NZ Police as the agency responsible for the search and recovery operation on Whakaari / White Island.

This National Action Plan aims to coordinate the actions of response agencies by confirming agency-specific response-specific tasks, response-critical information requirements, requests for assistance (including international) and response priorities.

Through this Plan, we will facilitate proactive and effective response coordination with Bay Of Plenty CDEM Group, other supporting CDEM Groups and central government agencies to assess needs and impacts, establish mechanisms to deliver essential services to affected communities, and ensure public safety and wellbeing.

## Response concept

**Sustained response:** This Plan initiates Phase two of the sustained response. This phase commences at 1930 hours on 12 December 2019, upon issue of this Plan. In this phase, National agencies and CDEM Groups remain engaged with the NEMA NCC, working to the National Action Plan and NEMA National Controller's Priorities and Objectives.

## End state

This Plan assumes the following activities will either have been completed, or be well underway, when this Plan is promulgated:

- a. Support is enabled and coordinated at the national level for the delivery of essential services to affected people and families.
- b. Awareness of the extent and range of impacts is established, and is transparently and openly communicated and updated across all agencies.
- c. Open and transparent public communication from agencies is communicated outward to the public.
- d. Police victim recovery operation planning is largely complete and the required resources are on-site or available at immediate-to-short notice to effect the Police recovery operation.
- e. The recovery operation is underpinned by robust and informed risk assessment to enable GO/NO-GO decision making, with decision authority vested in the Local Police Controller, on advice from supporting agencies (eg GNS, FENZ, NZDF).
- f. The required health care services are established and can be maintained (this includes all services across the health and disability sector). This also assumes management of health capability and capacity in the ongoing management of casualties from Whakaari / White Island across DHBs.
- g. Medical evacuation and transfer capability is available using maritime, land and air capabilities from Whakaari / White Island to higher care.
- h. Public information is being coordinated and delivered accurately, clearly and timely in relation to Local situation developments and individual agency developments. Of particular importance is the single source of accurate information relating to patients under care and the deceased.
- i. A functioning supply chain into (resources) and out of (people) affected areas remains available, and resources to meet the immediate needs of the impacted people and families are being coordinated both with Bay of Plenty CDEM Group, and at the National agency level down.
- j. Reliable communications into and within affected areas will be maintained.
- k. Infrastructure critical to the response is being maintained.
- l. Management of the deceased remains underway and the required coronial and mortuary capabilities are ready for reception of deceased from Whakaari / White Island.



m. International coordination and liaison remains effectively underway at the National level, with local agencies being prepared to receive and support international resources and incoming family and friends of those affected. Specifics will be coordinated overall through MFAT, then within individual agencies and locally as required for end-to-end management.

n. Initial steps and inter-agency cooperation around regulatory review are supported.

### Response objectives

- Prevent further casualties from related hazards.
- Develop shared picture (including confirmed numbers of deceased, injured and accounted for).
- Manage staffing at all levels of response, and across all locations.
- Support and coordinate delivery of essential support to affected people and families.
- Communicate openly and transparently with the wider public throughout the response.
- Meet obligations to the international community.
- Prepare for recovery phase of the "4 Rs".
- Understand overall mid-to-long term response requirements.
- Ensure confidence in the NZ Govt response, both domestically and internationally.

### Plan of action

To achieve the intent and objectives, the NCC will:

Priorities for this operational period:	To achieve the above priorities we will:	Responsible:
Understand the hazard	<ul style="list-style-type: none"> <li>• <i>Maintain critical information requirements that enable the response.</i></li> <li>• <i>Integrate science advice (eg from GNS) into the situational understanding and decision making at the Local level.</i></li> <li>• <i>Support Risk Management at Local level by enabling risk mitigation measures where possible.</i></li> </ul>	<p><i>Intelligence</i></p> <p><i>Intelligence</i></p> <p><i>Control team &amp; Operations</i></p>
Support and enable the BOP CDEM Group to: <ol style="list-style-type: none"> <li>1. Meet Lead Agency emergency management requirements</li> <li>2. Coordinate and enable support agency operations of NZ Police</li> </ol>	<ul style="list-style-type: none"> <li>• <i>Establish and implement information collection plan (including Critical information Requirements and response decision points)</i></li> <li>• <i>Establish and maintain communication and liaison with the BOP CDEM Group and agencies.</i></li> <li>• <i>Understand welfare needs of impacted people and families.</i></li> </ul>	<p><i>Intelligence &amp; Operations</i></p> <p><i>Intelligence &amp; Operations</i></p> <p><i>Intelligence &amp; Welfare</i></p>

	<ul style="list-style-type: none"> <li>• <i>Coordinate the national welfare response through welfare services agencies</i></li> <li>• <i>Support regional Welfare functions.</i></li> </ul>	<p>Welfare</p> <p>Welfare</p>
Understand CDEM Group action plans and supporting roles	<ul style="list-style-type: none"> <li>• <i>Maintain communications with BOP CDEM Group.</i></li> <li>• <i>Obtain CDEM Group action plans and coordinate national agency support where requested.</i></li> <li>• <i>Maintain communication and coordination with supporting CDEM Groups for wider provision of wrap-around support to affected people, families, and businesses.</i></li> </ul>	<p>Operations &amp; Intelligence</p> <p>Operations &amp; Intelligence</p> <p>Operations, Welfare &amp; Intelligence</p>
Understand and Coordinate welfare support to impacted people and families	<ul style="list-style-type: none"> <li>• <i>Ensure national agencies are linked up nationally and regionally to meet welfare needs.</i></li> <li>• <i>Communicate welfare support arrangements, resources / services, and accessibility information.</i></li> </ul>	<p>Welfare</p> <p>Welfare</p>
Coordinate international arrangements and support for international whānau of affected people	<ul style="list-style-type: none"> <li>• <i>Facilitate end-to-end process for supporting international whanau arriving into Aotearoa.</i></li> <li>• <i>Assist with coordination of support to international family members in New Zealand.</i></li> <li>• <i>Coordinate and support the international repatriation process</i></li> <li>• <i>Coordinate and respond to international offers of assistance</i></li> </ul>	<p>Operations (International)</p> <p>Welfare</p> <p>Operations (International)</p>
Support operational response	<ul style="list-style-type: none"> <li>• <i>Engage with national agencies to understand capability requirements and/or shortfalls.</i></li> <li>• <i>Coordinate national level resources when requested by CDEM Group or responding agencies.</i></li> </ul>	<p>Operations &amp; Planning</p>
Maintain national coordination	<ul style="list-style-type: none"> <li>• <i>National agencies to provide open &amp; transparent situation report updates on their current and projected activities.</i></li> <li>• <i>Establish NEMA NCC briefing regime</i></li> <li>• <i>Establish National Recovery arrangement</i></li> </ul>	<p>Intelligence</p> <p>Control Team</p> <p>Control Team</p>
Maintain CDEM Group engagement	<ul style="list-style-type: none"> <li>• <i>Maintain Controller teleconference schedule</i></li> </ul>	<p>Operations &amp; Control</p>
Informing the Minister/ Government	<ul style="list-style-type: none"> <li>• <i>Provide ongoing briefing to Minister and ODESC, including Watch Group updates.</i></li> </ul>	<p>Policy</p> <p>Control Team &amp; Minister's Office</p>

	<ul style="list-style-type: none"> <li>• <i>Maintain a schedule of briefings (as required)</i></li> </ul>	
Communicate the facts of the response with the wider public	<ul style="list-style-type: none"> <li>• <i>Communicate through CDEM Public Information channels, the open and transparent facts of the response.</i></li> <li>• <i>Coordinate with national agencies to ensure public messaging and communication is joined up.</i></li> </ul>	Control Team, PIM  PIM
Ensure adequate staffing of all functions for next 7 days	<ul style="list-style-type: none"> <li>• <i>Maintain a staffing roster</i></li> </ul>	Logistics (Facilities)
Establish contingency requirements for ongoing response	<ul style="list-style-type: none"> <li>• <i>Plan for mid-term staffing and capability requirements of the CDEM response.</i></li> <li>• <i>Engage with national supporting agencies to understand continuity risks and requirements in capability or capacity into the mid-term</i></li> </ul>	Planning, Logistics, Operations. Planning

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# Designated Tasks

The following designated tasks are listed by agency and are in addition to BAU and tasks listed in the CDEM Plan 2015.

## National Controller (NCC)

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>• Maintain activation of the NEMA NCC.</li> <li>• Maintain contact with CDEM Groups, other agency National Coordination Centres (NCCs), sector coordinating entities, and science and research organisations.</li> <li>• Communicate any changes to assumptions and/or critical tasks to CDEM Groups and response agencies.</li> <li>• Develop subsequent National Action Plans as required.</li> <li>• Identify supplementary staffing requirements and communicate these to agencies.</li> </ul>
Reconnaissance and information collection	<ul style="list-style-type: none"> <li>• Consolidate personnel, equipment and supply requests from CDEM Groups and other agencies to ensure response coordination.</li> <li>• Consolidate and communicate reconnaissance and information collection requirements and outputs.</li> <li>• Coordinate reconnaissance to ensure the best use of assets, including providing access to reconnaissance flights for road and rail engineers.</li> <li>• NEMA NCC will defer to Police for accuracy and consistency in response "numbers", from the Police Intsums, in relation to a single point of truth for persons who are deceased, unaccounted for, hospitalised, and discharged or departed New Zealand.</li> </ul>
Health	<ul style="list-style-type: none"> <li>• Support patient, casualty and deceased evacuation from Incident site, in conjunction with the Ministry of Health's NHCC, NZ Police, NZDF, and MFAT.</li> <li>• Support the provision of public health response in conjunction with the Ministry of Health.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>• Maintain contact with BOP CDEM Group Welfare function and determine the need for support. Coordinate appropriate arrangements to meet needs across wider CDEM Groups.</li> <li>• Maintain engagement with NWCG agencies as required and convene planning or coordination with appropriate agencies and stakeholders as required.</li> <li>• Activate any required welfare services sub-functions as per agency responsibilities in the National CDEM Plan 2015.</li> <li>• Establish contact with support agencies, and ensure national and regional sub-function coordination.</li> </ul>
Lifeline utilities restoration	<ul style="list-style-type: none"> <li>• No lifelines response requirements are anticipated in this response.</li> </ul>

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Workstream	Critical tasks
Critical domestic resources and capabilities	<ul style="list-style-type: none"> <li>Response will be managed, at this stage, using NZ's national resources residing within agencies or with stakeholders. Primarily this will include capabilities and resources of NZ Police, NZDF specialist capabilities and platforms, and FENZ capabilities.</li> <li>Procurement of additional response critical resources will only be undertaken if there is a pressing need in support of the response.</li> <li>Contingency plan, with support from national agencies, for the requirements of a protracted response. Identify critical domestic resource and capability constraints or limitations arising from this response.</li> </ul>
Critical international resources and capabilities	<ul style="list-style-type: none"> <li>Manage and inform or coordinate the use of international assistance if required.</li> </ul>
Movement prioritisation	<ul style="list-style-type: none"> <li>Prioritisation for transport assets (ship, fixed wing, helicopter) and transport coordination will only occur if determined to be a requirement for the response. This is currently not a requirement.</li> </ul>
Emergency supply chain and the movement of people	<ul style="list-style-type: none"> <li>Transport into and out of the affected area for response activities will be coordinated with Local and Regional CDEM coordination centres where required. This includes the movement or staging of national capabilities such as NZDF aircraft or vessels.</li> <li>Supply chain and movement of people will follow extant processes given no loss of critical infrastructure.</li> <li>Capabilities to support movement of casualties or national capabilities may be requested where agencies do not have organic capability.</li> <li>Some localised access controls may be implemented as required for the Local response.</li> <li>Relocation of casualties between hospitals, ensuring this movement information is passed up through Sit Reps.</li> <li>Coordinate the repatriation of deceased and patients, as required, to country of domicile.</li> </ul>
Public information management	<ul style="list-style-type: none"> <li>Deploy PIM and Strategic Communication staff to the NEMA NCC</li> <li>Coordinate shared media engagement for national agencies as appropriate to ensure that the public sees a 'joined-up' approach to the overall response.</li> <li>Police will manage victim and casualty "numbers" in relation to a single point of truth for casualties and victims.</li> </ul>

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## CDEM Groups

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>Local and Regional coordination centre(s) to inform NEMA NCC of information requirements for tasking to National capabilities.</li> <li>Maintain activation of ECC &amp; EOCs as per own plans and procedures.</li> <li>Establish and maintain contact with the NEMA NCC.</li> <li>Bay of Plenty CDEM Group only: Support Police decision making and development of GO/NO-GO criteria for recovery of victims from Whakaari / White Island.</li> <li>Engage and communicate with Iwi as appropriate to ensure cultural representation in the response and preparation for recovery (4 R's).</li> </ul>
Reconnaissance and information collection	<ul style="list-style-type: none"> <li>Source and communicate to the NEMA NCC the critical information requirements at Regional and Local level, as well as supporting those requested by NEMA NCC.</li> <li>Advise the NEMA NCC of any support requirements to maintain or enable situational awareness. This will support coordination of national or international capabilities where available.</li> </ul>
Emergency Supply Chain and the Movement of People	<ul style="list-style-type: none"> <li>Inform movement of any further casualties to DHB's</li> <li>Be prepared to support the arrival of international repatriation aircraft and medical capabilities.</li> </ul>
Public Information Management	<ul style="list-style-type: none"> <li>Disseminate public safety messages and ongoing response messaging within remit using available communication channels, in an open and transparent manner.</li> <li>Disseminate of response specific information and support availability within remit using available communication channels.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>Coordinate and communicate wrap-around support within respective regions for victims and their families.</li> <li>Communicate Welfare activities through extant reporting processes to NEMA NCC.</li> </ul>

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## New Zealand Police

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>• Maintain National Command and Control Centre (NCCC) as per own plans and procedures.</li> <li>• Maintain contact with the NEMA NCC.</li> <li>• Provide a representative to the NEMA NCC.</li> <li>• Engage with GNS to inform operational risk management requirements for victim recovery off Whakaari / White Island.</li> <li>• Maintain and communicate, as the single source of truth, in consultation with NEMA, MoH, MBIE &amp; MFAT, accurate information on people who are deceased, unaccounted for, hospitalised, and discharged or departed NZ.</li> <li>• Develop and advise Bay of Plenty Local CDEM Controller on GO/NO-GO requirements for victim recovery operations.</li> </ul>
Public Information	<ul style="list-style-type: none"> <li>• Provide accurate, open and transparent numbers and facts relating to the people affected in this event, including people who are deceased, unaccounted for, hospitalised, and discharged or departed NZ.</li> </ul>
Operational Response	<ul style="list-style-type: none"> <li>• Lead disaster victim identification (DVI) and victim recovery operations, in consultation with the Chief Coroner.</li> <li>• Conduct family liaison requirements in support of the CDEM welfare response.</li> <li>• Provide required capabilities in support of Local CDEM response.</li> <li>• Coordinate at Local and National levels for capability requirements to support Police operational activities (eg request NZDF capabilities for recovery and movement of deceased) beyond normal arrangements.</li> <li>• Engage with GNS / Scientific Technical Advisory Group (STAC) and WorkSafe for risk management requirements relating to accessing Whakaari / White Island.</li> <li>• Be prepared to coordinate with FENZ for environmental monitoring on Whakaari / White Island and decontamination requirements during recovery.</li> <li>• Engage with Iwi as appropriate for the management of tikanga maori values and cultural support in the victim recovery operation and repatriation of the deceased.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>• Maintain coordination of Inquiry welfare services sub-function as per agency responsibilities in the National CDEM Plan 2015.</li> <li>• Establish contact with support agencies, and ensure national and regional sub-function coordination.</li> <li>• Provide victim &amp; family support under extant agency roles as part of the overall CDEM welfare response.</li> </ul>

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## Fire and Emergency New Zealand

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>• Maintain National Coordination Centre as per own plans and procedures, without waiting for direction.</li> <li>• Maintain contact with the NEMA NCC.</li> <li>• Maintain a representative in the NEMA NCC.</li> <li>• Support and advise Bay of Plenty Local CDEM Controller and Police Local Controller on any Agency-specific GO/NO-GO requirements for victim recovery operations.</li> </ul>
Fire services (including USAR)	<ul style="list-style-type: none"> <li>• Coordinate USAR and firefighting response as required.</li> <li>• Coordinate the provision of additional Fire and Emergency New Zealand personnel to affected area.</li> <li>• Coordinate the provision of hazardous substances response as required.</li> <li>• Advise environmental monitoring and PPE requirements for response personnel accessing Whakaari / White Island.</li> <li>• Advise and manage any hazardous substances decontamination requirements of personnel and equipment arising from this response.</li> <li>• Advise any decontamination and PPE equipment response requirements beyond FENZ capabilities.</li> </ul>

## New Zealand Defence Force (NZDF)

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>• Maintain National Coordination Centre as per own plans and procedures, without waiting for direction.</li> <li>• Maintain contact with the NEMA NCC.</li> <li>• Maintain a representative to the NEMA NCC.</li> <li>• Maintain LO's to support Bay of Plenty CDEM Group ECC and Whakatāne EOC.</li> <li>• Maintain Joint Command And Reconnaissance Team (JCART) forward in Whakatāne to facilitate local EOC and supporting agency support requirements.</li> <li>• Inform NEMA NCC controller (through NEMA NCC representative) local deployment of NZDF capabilities, including any request for prioritisation or coordination of requests.</li> <li>• Ensure use of NZDF resources is coordinated between Police and CDEM Local controllers.</li> <li>• Support and advise Bay of Plenty Local CDEM Controller and Local Police Local Controller on Agency-specific GO/NO-GO requirements in support of Police victim recovery operations.</li> </ul>
Operational Response	<ul style="list-style-type: none"> <li>• Support CDEM response as requested by Whakatāne CDEM controller.</li> <li>• Support victim recovery operations as requested by NZ Police.</li> <li>• Support maritime search and recovery operations as requested by NZ Police.</li> </ul>



## Ministry of Health (MoH), through NHCC

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>Maintain National Health Coordination Centre as per own plans and procedures, without waiting for direction.</li> <li>Maintain contact with the NEMA NCC.</li> <li>Provide a representative to the NEMA NCC.</li> <li>Maintain and communicate patient statistics to NZ Police who will be the single point of contact for aggregating and reporting this information with their own agency-specific data.</li> </ul>
Health	<ul style="list-style-type: none"> <li>Maintain contact with the NEMA NCC, DHBs and PHUs and ambulance providers for ongoing movement or relocation requirements of casualties.</li> <li>Liaise with the NEMA NCC to arrange additional logistics support for the health sector, as required.</li> <li>Coordinate the provision of additional medical teams across the health system as required.</li> <li>Advise ongoing health precautions and key messaging to meet changes in the hazard and environment.</li> <li>Provide specialist advice as required to enable repatriation of victims to home countries under appropriate care.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>Provide advice and coordination of psychosocial support.</li> <li>Establish and maintain contact with support agencies, and ensure national and regional sub-function coordination, including promulgation of assistance numbers.</li> </ul>
Public Information	<ul style="list-style-type: none"> <li>Provide facts relating to patients, within limitations of privacy, as openly and transparently as possible.</li> </ul>

## Ministry of Foreign Affairs and Trade

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>Activate agency National Coordination Centres as per own plans and procedures, without waiting for direction.</li> <li>Establish contact with the NEMA NCC.</li> <li>Provide a representative to the NEMA NCC.</li> <li>If possible, be prepared to provide personnel to augment the NEMA NCC operations.</li> <li>Support foreign consular teams to provide assistance to foreign nationals in the affected area.</li> <li>Collate and facilitate the provision of advice to the diplomatic corps on the status of their citizens, including (but not exclusive to) advice received from New Zealand agencies, including Police, NZDF and NEMA.</li> <li>Collate and direct information from foreign missions relating to victims and their families to responsible agencies.</li> </ul>

Workstream	Critical tasks
Critical international resources and capabilities	<ul style="list-style-type: none"> <li>On activation, lead the International function and engage with foreign governments regarding offers of and requests for, international assistance if required.</li> <li>Upon request of the National Controller and Ministerial approval, request international assistance required to support the response.</li> <li>If requested/required, support the NEMA NCC logistics function with international procurement, by assisting with the identification of international providers who may be able to meet identified needs.</li> </ul>
Emergency supply chain and the movement of people	<ul style="list-style-type: none"> <li>Support and coordinate the international repatriation of deceased and patients, as required, to country of domicile.</li> </ul>

### Ministry for Primary Industries (MPI)

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>Maintain National Coordination Centre as per own plans and procedures, without waiting for direction.</li> <li>Maintain contact with the NEMA NCC.</li> <li>Provide a representative to the NEMA NCC.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>Be prepared to activate the animal welfare services sub-function as per agency responsibilities in the National CDEM Plan 2015.</li> <li>Establish contact with support agencies, and ensure national and regional sub-function coordination.</li> </ul>

### Ministry of Social Development (MSD)

Workstream	Critical tasks
Welfare	<ul style="list-style-type: none"> <li>Be prepared to activate the financial assistance welfare services sub-function as per agency responsibilities in the National CDEM Plan 2015.</li> <li>Establish contact with support agencies, and ensure national and regional sub-function coordination.</li> </ul>

### Ministry of Business, Innovation and Employment (MBIE)

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>Maintain National Coordination Centre as per own plans and procedures, without waiting for direction.</li> <li>Maintain contact with the NEMA NCC.</li> <li>Provide a representative to the NEMA NCC.</li> </ul>
Welfare	<ul style="list-style-type: none"> <li>Visitor Sector Emergency Advisory Group (VSEAG) continue to provide advice and coordination as required.</li> <li>Provide advice on support to business</li> </ul>
Public Information Management	<ul style="list-style-type: none"> <li>Provide facts in relation to immigration related matters</li> </ul>

Workstream	Critical tasks
Emergency Supply Chain and the Movement of People	<ul style="list-style-type: none"> <li>• Fast track visa application for family members of victims</li> <li>• Resolve immigration status of victims whose visas may expire</li> <li>• Support DVI processes through provision of identity information</li> <li>• Liaison with victims' families in relation to immigration matters</li> <li>• Provide advice and information on the operation of regulatory regimes relating to White Island</li> <li>• Support the international repatriation of deceased and patients, as required, to country of domicile.</li> </ul>

## New Zealand Customs Service

Workstream	Critical tasks
Command, control and communication	<ul style="list-style-type: none"> <li>• Maintain own agency response as per own plans and procedures.</li> <li>• Maintain contact with the NEMA NCC.</li> <li>• Provide a representative to the NEMA NCC.</li> </ul>
Emergency supply chain and the movement of people	<ul style="list-style-type: none"> <li>• Maintain proactive measures to identify impacted individuals and families arriving without prior notification.</li> <li>• Maintain support to the repatriation of deceased victims and the transfer of patients internationally.</li> <li>• Support the processing of inbound equipment and commercial or government / military transport.</li> <li>• Support border processes alongside Immigration New Zealand through the Integrated Targeting and Operations Centre.</li> <li>• Support the international repatriation of deceased and patients, as required, to country of domicile.</li> </ul>

### Limiting factors

1. Incomplete information on the hazard risk preventing access to Whakaari / White Island
2. PPE requirements for responders accessing Whakaari / White Island
3. Ability for Police to identify deceased and inform next of kin.

### Resource needs

All requests for national level support are to be directed to the NEMA NCC.

### Critical resources

It is anticipated that the following resources will be critical and may be controlled nationally. This will be confirmed through the impact and needs assessment process, and noted in the National Action Plan updates and/or National Situation Reports.

- National specialist capabilities (eg specialist aircraft / vessels or reconnaissance equipment, chemical/gas detection equipment)

Note that additional resources may be controlled by the CDEM Group if they are assigned to the Local controller to achieve an effect.

### Information flow

As per the National CDEM Plan 2015 and CIMS.

- Emergency Operations Centres (EOCs) are to provide information to Emergency Coordination Centres (ECC) where activated, otherwise direct to NEMA NCC.
- National agencies will keep their Ministers informed, but must also inform the NEMA NCC to allow the collation of all response information into a single common operating picture.
- NCC to keep the Officials Committee for Domestic and External Security (ODESC) and the National Security Committee (NSC) informed.

### Public information plan

#### Domestic

NEMA NCC and affected CDEM Group Public Information Managers are to engage with national and local media across all mediums (including social media) to;

1. Provide advice to the affected people on how to access support.
2. Reassure the affected people through the provision of updates on the response, and how people can support the response.

See "Consistent messages for CDEM" at <http://www.civildefence.govt.nz/cdem-sector/consistent-messages-for-cdem/>

#### National level Spokespeople

- Prime Minister
- Minister of Civil Defence
- Director NEMA
- GNS Volcanologist
- Deputy Commissioner NZ Police

### Communications

Email, landline and mobile phone remain the primary means of communication.

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### Organisation

National response structure as per the National CDEM Plan 2015 and CIMS.

#### Lead Agency

**National:** NEMA (through NCC)

**Regional:** Bay of Plenty CDEM Group

#### Agency responsible for victim recovery operations

NZ Police

Appointments

**Director CDEM:** Sarah Stuart-Black  
**National Controller:** David Coetzee  
**National Recovery Manager:** TBC

**Appendices**

1. National Hazard Assessment (ongoing)
2. Action Plan Map (Not Issued)
3. Detailed Impact Assessment (Not Issued)

**Approval and distribution**

<b>Action Plan prepared by:</b>	Matt Kerr NEMA NCC Planning Manager		
<b>Action Plan approved by:</b>	David Coetzee National Controller		
<b>Distribution:</b>	ODESC All CDEM Groups NZDF MFAT MBIE NZ Customs DIA GNS Science	DPMC NZ Police MoH Treasury SSC MfE FENZ MPI	NWCG Agencies MetService MoT MBIE TPK

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