



ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS ODESC #1 Agenda

| | | | |
|-----------------------|---|-----------------------------|-------------------------|
| Date | 15 March 2019 | Time | 4.00 pm |
| Location | Police National Headquarters | | |
| Teleconference | | | |
| Invitees | Corrections Crown Law CTAG DIA DPMC GCSB | MCDEM MFAT MoD MoT | NZDF NZSIS Police |
| Classification | RESTRICTED | | |
| Papers | CT Playbook | | |

Purpose: To consider the Government's response to a possible terrorist incident in Christchurch

| Item | Topic | Lead |
|------|---|--------------------------|
| 1. | Introduction | Chair |
| 2. | Situation and intelligence update: | Police, NZSIS |
| 3. | Key issues, risks and implications | All |
| 4. | Operational response | NZSIS, NZDF, MCDEM, MFAT |
| 5. | Legal matters | Police, CLO |
| 6. | Advice to Ministers | Chair |
| 7. | Communications and messaging: | Police, DPMC |
| 8. | Confirmation of decisions | DPMC |
| 9. | Next meetings | DPMC |



ODESC

Officials' Committee for Domestic
and External Security Coordination

Operation DEANS – ODESC #1 Minutes

15 March 2019, 1600-1715 hours

Police National Headquarters, Wellington

Attendees

| Agency | Attendee |
|----------------------|--|
| DPMC (Chair) | Brook Barrington (Chair), Cecile Hillyer, Catriona Robinson, s6(d), s9(2)(a) |
| Police (Lead Agency) | Commissioner Mike Bush, DC Mike Clement, AC Mike Pannett, AC Richard Chambers, AC Sandy Venables, A/DC Jane Archibald, Supt. Iain Chapman, Lee Hodgson, Cassandra Anderson, Dave Kennedy |
| Corrections | s9(2)(a) |
| Crown Law | Una Jagose |
| CTAG | s6(a) |
| DIA | Paul James |
| FENZ | Paul Turner |
| GCSB | s6(a) |
| MBIE | Carolyn Tremain |
| MCDEM | Sarah Stuart-Black |
| MFAT | Chris Seed |
| MoD | Helene Quilter |
| MoH | Ashley Bloomfield |
| MoT | Peter Mersi |
| NZDF | Air Marshall Kevin Short |
| NZSIS | Rebecca Kitteridge, s6(a) |

Note: there was a very large number of attendees at this ODESC. The agencies represented are noted above, but the list of attending Officials' names is incomplete.

Introduction

1. The purpose of ODESC was to brief agencies about what was known about the mass shooting in Christchurch, and to coordinate initial actions.

Situation & Intelligence Update

2. Police gave an account of events to date. As at the time of the meeting, 37 people were known to be deceased, and an additional 20 (approximately) admitted to hospital with injuries. The situation of the reported Improvised Explosive Device (IED) in a vehicle

parked in Christchurch had not yet been resolved – an Explosive Ordinance Group was en route.

3. The alleged perpetrator was suspected of being part of a cell of nine. s6(a)
4. Police could not be certain that the situation in s6(a) was contained. Cordons remained in place because there remained a risk that at least one other perpetrator may be at large.
5. The Prime Minister was returning by NZDF aircraft to Wellington from New Plymouth. The Governor General was in Auckland. The Leader of the Opposition had been briefed about events to date. The Commissioner advised that the Prime Minister should **not** travel to Christchurch at this stage.
6. Police is the lead agency, and had classified this as a “national incident”. AC Mike Pannett is the national Commander, and the forward Commander is Supt. John Pine (Canterbury District Commander). Police had established a Joint Intelligence Group (JIG) and would be providing regular intelligence summaries to agencies [*Secretary’s note: therefore much of the operational detail discussed at the meeting is not repeated here*].

Key Issues, Risks & Implications

7. The first issue considered by ODESC was that of the national threat level. Noting that the decision to raise the threat level rested with the NZSIS, ODESC supported raising the threat level to “high” (“terrorist attack is assessed to be very likely”). This would have operational consequences for some agencies – Chief Executives would make judgements based on the specific context and risk and determine actions accordingly.
8. ODESC agreed that it was better to act now and wind back in 24-48 hours if needed, rather than take the risk of not moving quickly enough.
9. The question of whether or not to make public the change in threat level would be discussed with the Prime Minister immediately after ODESC concluded. While there were issues of managing public concern, those issues existed already (given what had occurred), and many agencies s6(a) would be taking decisions based on this.
10. The public reaction was of primary concern. Agencies had already started wide public engagement, and had reached out to mosques. The next step would be to identify and engage with community groups who may be feeling particularly vulnerable. The Prime Minister would hold a press conference shortly after ODESC.
11. MFAT was engaging with foreign counterparts and with posts s6(a)
12. ODESC noted there would be a number of health and safety considerations with respect to agency staff based in Christchurch – some of whom were currently within the cordoned area.

- 13. There were a number of public events scheduled over the coming days – such as Wellington’s Pride Festival, WOMAD (New Plymouth), and test cricket in Christchurch. Consideration would need to be given to appropriate safety messages and/or cancelling certain events altogether.

Operational Response

- 14. ODESC agreed the importance of supporting – but not crowding out – the Police operation. The Commissioner indicated that he was aware there were a range of options available to him should he feel additional assistance from agencies or the activation of certain legislative provisions may be helpful.
- 15. ODESC agreed agencies would take the steps they feel are appropriate to their individual responsibilities, but would consult with Police and DPMC before undertaking significant action.

Legal Matters

- 16. ODESC agreed there was at yet no need to utilise or enact additional legislative provisions. Crown Law stood ready to advise agencies if needed.

Communications & Messaging

- 17. ODESC agreed the importance of proactive engagement with media. Police would work closely with the Prime Minister’s Office to support the Prime Minister’s press briefings. Police would consider establishing a regular media briefing schedule, with fact sheets as appropriate.

Next Meetings

- 18. A Watch Group would be held the following morning (Saturday 16 March), followed by an ODESC meeting in the afternoon.

Action items

| Action | Lead |
|--|----------------|
| MCDEM and DIA to advise Chair ODESC this evening of options relating to activation of the National Risk Coordination Group. | MCDEM & DIA |
| s6(a) | MBIE & Police |
| Chair ODESC to reach out to CE of Christchurch City Council. | DPMC |
| Watch Group and ODESC meetings to be arranged. | DPMC |
| NZP, MCDEM & DPMC to prepare advice relating to CDEM Act provisions (particularly the prospect of a state of emergency at either national or local level). | Police & MCDEM |
| NZP Comms to link in with Andrew Campbell in the Prime Minister’s Office. | Police |

| | |
|---|-------|
| DPMC to second a National Security Group liaison officer to Police's NCCC. | DPMC |
| NSG to establish a register collating agencies' operational responses to the increased threat in Christchurch | DPMC |
| MCDEM to provide advice on community engagement management | MCDEM |

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ODESC

Officials' Committee for Domestic and External Security Coordination

ODESC Agenda

| Date | 16 March 2019 | Time | 1300 |
|------------------|---|----------------------------------|--|
| Location | s6(a) Pipitea House, 1-15 Pipitea St, Thorndon | | |
| Attendees | Corrections Crown Law DPMC GCSB MBIE | MFAT MoD MoH MoT MoJ | NZCS NZDF NZSIS Police DIA |
| Item | Topic | Lead | |
| 1. | Introduction | Chair ODESC | |
| 2. | Police Operational Update | | |
| 3. | Watch Group report <ul style="list-style-type: none"> • Situation update • Intelligence update • International • Christchurch <ul style="list-style-type: none"> ○ Islamic community ○ Christchurch community ○ Health | | |
| 4. | Threat level reconfirmation <ul style="list-style-type: none"> • National Threat Level - High | | |
| 5. | Resources <ul style="list-style-type: none"> • Lead agency arrangements <ul style="list-style-type: none"> ○ Operational (NZP) ○ Longer term (MCDEM) ○ International (MFAT) ○ Policy (DPMC) | | |
| 6. | Communications <ul style="list-style-type: none"> • Coordination (information sharing) • Daily sitreps <ul style="list-style-type: none"> ○ Lead ○ Timing ○ PM's media requirements • ODESC reporting | | |

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| | | |
|-----|---|--|
| 7. | Policy <ul style="list-style-type: none">• PM's requests<ul style="list-style-type: none">○ Actions underway○ Further requirements○ Anything else○ Commemorations etc | |
| 8. | Cabinet <ul style="list-style-type: none">• Oral briefing intentions | |
| 9. | Other matters <ul style="list-style-type: none">• Banking Association offer | |
| 10. | Next meeting | |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS – ODESC #2 Minutes

16 March 2019, 1300-1445 hours

PHoP, Wellington

Attendees

| Agency | Attendee |
|----------------------|--|
| DPMC (Chair) | Brook Barrington (Chair), Catriona Robinson (Watch Group Chair), s6(d), s9(2)(a) Cecile Hillyer, section 6(d), section 9(2)(a) |
| Police (Lead Agency) | DC Mike Clement, Jane Archibald, Mike McLean |
| Corrections | Christine Stevenson |
| Crown Law | Una Jagose |
| DIA | Paul James |
| GCSB | s6(a) |
| MBIE | Carolyn Tremain |
| MCDEM | Sarah Stuart-Black, Jenna Rogers |
| MFAT | Chris Seed Heath Fisher |
| MoD | Helene Quilter |
| MoH | Ashley Bloomfield |
| MoJ | Andrew Kibblewhite |
| MoT | Peter Mersi, Karen Unwin (AvSec) |
| NZDF | Air Marshall Kevin Short |
| NZSIS | Rebecca Kitteridge, s6(a) |
| SSC | Peter Hughes |

Introduction

1. The Chair opened the meeting with some introductory remarks, noting:
 - a. How quickly and effectively the national security system had responded (this was ODESC's second meeting, even though 24 hours had not yet elapsed since the incident occurred);
 - b. The hard work behind the scenes to resolve ambiguity about specific aspects of the incident and the response so far;
 - c. s9(2)(g)(i)

Police Operational Update

2. Police provided an update on developments, including the appearance in court of the alleged offender (Brenton Harrison TARRANT). Although TARRANT's name had been made public, the Court had suppressed any images of his face. He was remanded in custody (and transferred to Auckland) until his next appearance on 5 April.
3. Police continued to progress a number of investigative leads in various locations. An extra 155 Police staff had been deployed to Christchurch, including staff with specialist ethnic outreach capabilities.

Watch Group Report

4. The Watch Group Chair provided an overview of the first Watch Group's discussion and decisions.

Risks

Balancing family and investigative needs

5. ODESC members noted the importance of the deceased victims being treated in accordance with Islamic custom. s9(2)(g)(i)
[REDACTED]
6. The current estimate was that it might take up to three weeks for all of the deceased to be returned to their families. ODESC **agreed** that this was a very difficult timeframe, and **thanked** Police and the Ministry of Justice for their very significant efforts, and continuing work with the Chief Justice and Chief Coroner, to find ways to reduce it. ODESC **acknowledged** the importance of coronial independence.
7. ODESC **agreed** that appropriate and timely communication with the families was critical to understanding their concerns and expectations. Efforts were underway to enable this, and agencies were closely working with Imams and community leaders. There was an urgent need for translators to assist with managing immediate family needs (such as funeral requirements, and ACC compensation).
8. MBIE reported that it was working to provide a streamlined visa process for overseas family of the deceased and injured who wished to visit New Zealand.

Intelligence

9. ODESC **noted** that questions about what was (or was not) known before 15 March had already been raised, and that an inquiry was likely at some stage.
10. NZSIS reported that it had almost completed a baseline intelligence assessment about extreme right wing extremist (XRW) groups in New Zealand, including a set of preliminary judgements. This assessment was already well underway before 15 March. The draft assessment did not support the likelihood of an attack by a known group, but had noted that an attack by an unknown or lone actor could not be ruled out.

11. s6(a)

International relationships and reputation

12. MFAT stressed that it was anxious to provide information about the casualties to the Diplomatic Corps as soon as possible. s6(a)

13. MFAT was already receiving the first indications of impending international VIP visits. 6(a), 6(b) (i)

Further threats

14. s6(a)

15. s6(a)

Health and safety

16. ODESC noted that Christchurch was currently experiencing a measles epidemic, and recommended that agency staff deploying to Christchurch consider a measles vaccination (if needed) before deploying, as supplies of the vaccine in Christchurch were limited.

Other risks

17. s6(a), s9(2)(a)

Threat Level Reconfirmation

18. NZSIS reported that the national terrorism threat level remained at "HIGH". ODESC supported this, and **noted** that NZSIS would keep this under review. ODESC **agreed** that members would take a coordinated approach when responding to any change (up or down) in the threat level.

19. NZSIS had scheduled a meeting with agencies' Chief Security Officers to discuss how to operate in a HIGH threat environment.

Resources

20. ODESC **agreed** to activate the National Crisis Management Centre (NCMC) from 1800 hours on 16 March on a skeleton staff, to be fully operational by 0900 hours Sunday 17

March. ODESC noted that Police retained the lead on the operational response. The NCMC would focus on wider consequence management and recovery, and would ensure efforts were well-coordinated with Christchurch City Council.

21. s6(a)

ODESC **noted** this and an action item was recorded [see action items list on pages 5-7].

22. ODESC reflected on the likely fiscal impact of Operation DEANS and **agreed** that Treasury should be included in future ODESC meetings, and in the preparation of relevant funding papers in due course.

23. Operation DEANS was also having a significant impact on ministerial support staff, who were at risk of becoming overwhelmed.

Communications

24. The Commissioner of Police and the President of the Federated Islamic Association of New Zealand (FIANZ) were to give a joint press briefing later today. A podcast given by Supt. Naila Hassan (Police's highest-ranking Muslim officer) would also be made available. Additional Police communications staff had been deployed to Christchurch.

25. ODESC noted that work was already underway to work through the logistics of establishing a forward communications cell in Christchurch, to coordinate with efforts in the NCMC.

26. ODESC **agreed** that DPMC, on behalf of ODESC, would consider reaching out to the main media outlets with a view to encouraging some consistency about responsible reporting standards.

Policy

27. ODESC **agreed** that agencies would prepare initial advice about a range of policy issues [see action items list on pages 5-7].

Cabinet

28. Cabinet would meet on 18 March, and would consider a range of issues relating to Op DEANS.

Other Matters

29. Preliminary planning had started for a national commemorative event. ODESC **noted** that the timing of this event would be very important, and that DIA had been asked to provide some options for Cabinet consideration.

30. The Banking Association had indicated that it wished to make a significant donation to a central fund to support the families of victims. Members of the public were also reaching out to donate money. ODESC **agreed** that DIA would work with Treasury to progress this (and with MCDEM to clarify other fund options as appropriate).

Next Meetings

31. The next Watch Group meeting was scheduled for 1000 hours the following day (Sunday 17 March), to be followed by an ODESC meeting at 1300 hours.

Action items

| Action | Lead |
|---|--|
| s9(2)(g)(i) [Note: email from MBIE s6(d), s9(2)(a) dated 16 March at 1937 hours clarifying this action item]. | <u>DIA & INZ</u> |
| Initial advice on memorial and commemorative options. | <u>DIA & DPMC</u> (Cabinet Office) |
| Donations & funds – initial advice about options, and working in closely with Ministry of Justice to ensure effort is not duplicated. | <u>DIA, MCDEM, Treasury</u> |
| Treasury to be invited to ODESC particularly with respect to economic and fiscal implications of Op DEAN – macro and agency. | <u>DPMC</u> |
| Sunday 17 March: <ul style="list-style-type: none"> • Sitrep to PM and Ministers at 0600 hours. • Early morning brief to PM & Ministers. • WG at 1000 hours. • ODESC at 1300 hours. | <u>DPMC</u> |
| ODESC to report to Cabinet on Monday on this sequence of events with a view to strengthening our systems on a range of fronts including but not limited to, firearms, border controls, s6(a), s6(b)(i) | <u>DPMC</u> (NSG) |
| Consider outreach to mainstream media outlets about responsible reporting, link with the Minister of Justice who may already be engaged on this. | <u>DPMC</u> |
| Review the provisions in the CT Playbook in light of lessons from this activation. | <u>DPMC</u> |
| Determine for future consideration what a public-facing aspect of threat level changes might comprise. | <u>DPMC & NZSIS</u> |
| section 9(2)(g)(i) agencies to discuss options to improve the speed of the process where possible, as well as effective communications with the Islamic community. | <u>Justice, DPMC, Police, MoH</u> |
| Activate the NCMC. Skeleton/set up today, full complement by 0900 hours tomorrow. Wider consequence management and recovery aspects; integrated government response over the medium-long term. | <u>MCDEM</u> (working with others) |

| | |
|--|--|
| Specific issues to be prioritised in NCMC activation: <ul style="list-style-type: none"> • Coordination of comms – including setting up system for regular sit reps initially 3/day to Ministers; • International coordination – engagement with diplomatic corps (NZ), getting messaging out internationally; • Comms integration on the ground in Christchurch; • Linking up with Christchurch City Council; • Clear and timely updates to the system; • No splintering in agencies' engagement with the community; • Ensuring there are sufficient translators, staff with cultural competence etc available (including Victim Support). | <u>MCDEM</u> & all |
| NCMC to provide advice to all Public Sector agencies on the implications (agency and public facing) of the national threat level. | <u>MCDEM</u> |
| Clarify the parameters of the question of support for communities, including ACC compensation payments. | <u>MCDEM</u> |
| Consider putting comms adviser into Christchurch to coordinate all-of-government response comms. | <u>MCDEM</u> |
| All agencies to keep NCMC abreast of pressure points. | <u>MCDEM</u> & All |
| Secretary of Transport to contact DPMC CE directly if threat level remains at high after 3 days of (AvSec) enhanced screening. | <u>MoT</u> |
| Protocol on consultation/heads up of any changes to national threat level. | <u>NZSIS</u> |
| Briefing points for the PM on what was known/not known about TARRANT before 15 March. | <u>NZSIS</u> & Police |
| Review of PSR approaches due to national threat level change. | <u>NZSIS</u> (with all agencies) |
| Briefing points for the PM on work to date on extremist groups in New Zealand. | <u>NZSIS</u> (with NAB) |
| Assess whether there was any activity on social media or otherwise that should have triggered a response. | <u>NZSIS</u> & Police |
| Firearms policy options – A3 outlining advice provided to date. | <u>Police</u> (will draw in support from Justice if/as needed) |
| s6(a) | <u>Police</u> |
| s6(a) | <u>Police</u> & <u>NZSIS</u> |
| Clarification about the suppression of TARRANT's details – i.e. his name has been released, but not the image of his face. | <u>Police</u> |
| s6(a), s9(2)(a) | <u>Police</u> & <u>INZ</u> |

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| | |
|--|-------------------------------------|
| Connect community engagement efforts with Victim Support activities. | <u>Police & Justice</u> |
| Funding implications paper of Op DEANS to be written. Agencies to keep track of costs. ODESC Chair to give heads up to Treasury. | <u>Treasury</u> (with all agencies) |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS - ODESC #3 Agenda

| Date | 17 March 2019 | Time | 1300 |
|-----------------|--|---|----------------------------------|
| Location | Pipitea House on Pipitea Street | | |
| Invitees | DPMC (Chair) Police (Lead Agency) Corrections Crown Law Customs DIA GCSB | MBIE MCDEM MFAT MoD MoH MoJ MoT | NZDF NZSIS SSC Treasury |
| Item | Topic | | Lead |
| 1. | Introduction | | Chair |
| 2. | Situation and Intelligence update | | Police |
| 3. | NCMC | | MCDEM |
| 4. | Watch Group | | DPMC |
| 5. | Next Steps | | Chair |
| 6. | Comms | | Chair |
| 7. | Next meeting | | Chair |

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ODESC

Officials' Committee for Domestic
and External Security Coordination

Operation DEANS – ODESC #3 Minutes

17 March 2019, 1300-1410 hours

Pipitea House, Wellington

Attendees

| Agency | Attendee |
|----------------------|---|
| DPMC (Chair) | Brook Barrington (Chair), s6(d), s9(2)(a) ; Catriona Robinson (Watch Group Chair), s6(d), s9(2)(a) ; Cecile Hillyer, s6(d), s9(2)(a) |
| Police (Lead Agency) | C Mike Bush, DC Mike Clement, Jeremy Wood |
| Corrections | Christine Stevenson |
| Crown Law | Una Jagose |
| DIA | Paul James |
| GCSB | Andrew Hampton, s6(a) |
| MBIE | Greg Patchell |
| MCDEM | Sarah Stuart-Black, Jenna Rogers |
| MFAT | Chris Seed, Heath Fisher |
| MoD | Tony Lynch |
| MoH | Ashley Bloomfield |
| MoJ | Andrew Kibblewhite |
| NZDF | Air Marshall Kevin Short, Evan Williams |
| NZSIS | Rebecca Kitteridge, s6(a) |
| SSC | Peter Hughes |
| Treasury | |

Introduction

1. The Chair began by noting that agencies should expect increasing demands for policy advice as the longer-term implications of Friday's attack surfaced. A range of advice was being prepared for Cabinet's 18 March meeting, at the Prime Minister's request.
2. The Prime Minister had expressed her deep appreciation of the efforts made by agencies to support herself and other Ministers.

Agency Updates

Police

3. Police provided a high-level update on operational developments. Police assessed with a reasonably high level of confidence that the alleged offender was acting alone, but this would not be shared with the media until Police was fully confident of this.

NZSIS

4. section 6(a) [redacted] number of leads had been received during the last few days. The terrorism threat level remained at HIGH because of the unsettled intelligence picture and the remaining risk of further attack(s).

MCDEM

5. MCDEM thanked agencies for their effort in getting the NCMC established yesterday. The critical issue – and main focus – was ensuring that families of the victims had comprehensive and culturally-appropriate support.

Ministry of Health

6. Canterbury District Health Board was managing well and had enough clinical support. However, caller demand on the mental health phone helpline was five times the usual demand, and this increase was entirely due to the attack. MoH had already engaged a number of people of Islamic faith to assist call takers.

Watch Group Report

7. The Watch Group had considered a number of risks. The greatest concern was to ensure effective and appropriate support for victims and their communities.

Management of Significant Risk

Return of the deceased to their families

8. Agencies involved in the crime scene and coronial investigations were making every effort to return all of the deceased victims to their families by Wednesday 20 March. This was a considerably shorter timeframe than originally envisaged.

9. section 9(2)(g)(i) [redacted]

10. The Chair asked to be informed promptly if the Wednesday timeframe began to slip.

Release of names

11. Police and families had worked together to compile an informal list of the deceased. A formal list could not be provided to agencies, foreign governments and the media until the coronial investigative process was complete. However, the media had already published some names (provided by non-government sources), and this had created some challenges.

- 12. Police and MFAT would work together to address the requirements of the diplomatic corps, and would keep ODESC Chair advised of any related issues.

Psychosocial needs

- 13. The provision of appropriate psychosocial support would be particularly challenging. ODESC **noted** that agencies should **not** assume the needs of affected families and communities would be similar to those following the Canterbury earthquakes. Agencies needed to be particularly sensitive to cultural and religious needs, and should seek advice accordingly.
- 14. Coordination of support was critical, so that families were not further traumatised by multiple contacts by agencies and groups. A team would be deployed to Christchurch to assist efforts already underway.
- 15. People in Christchurch had reported PTSD-related symptoms because of the traumatic memories (i.e. Canterbury earthquakes) evoked by the cordons still in place. Police would remove cordons as soon as it was practical to do so.

Insensitive communications

- 16. ODESC identified a risk that agencies' automated processes might send letters or other communications to deceased persons. This would be immensely distressing for families. Agencies (particularly Police, Immigration New Zealand and the Ministry of Social Development) would work together to prevent this from occurring.

Further threats made

- 17. Investigations were underway into a number of threats received since Friday's attack. Initial advice and support was being provided to those affected.

- 18. s6(a)

Foreign delegations

- 19. ODESC was aware of at least two foreign governments intending to send delegations to New Zealand in the next couple of days. s6(a)

Other considerations

- 20. Initial planning for an appropriate national commemorative event(s) was underway. ODESC **noted** the need for agencies to ensure that planning was sensitive to the needs of the family and loved ones of the deceased, and also to the needs of the injured.
- 21. NZSIS and Chair ODESC would meet to discuss a NZSIS press release related to Operation DEANS.
- 22. section 6(a)

Next Meetings

23. ODESC agreed that Watch Groups would continue, likely daily. The next ODESC meeting would be held on Wednesday 20 March (unless there were any significant developments in the interim). DPMC (NSSD) would continue to coordinate and support these.

Action items

| Action | Lead |
|--|--------------------------|
| Reconfirm with the Lead Pathologist that management of their Op DEANS operation is progressing as efficiently as possible. | Justice |
| section 9(2)(g)(i) [Redacted] | Police & Justice |
| section 6(a) [Redacted] MFAT to respect the confidential nature of this document. | Police |
| Provide DPMC with the list of ethnicities and languages represented within the Op DEANS families. DPMC to distribute to ODESC and Watch Group members. | Police (and then DPMC) |
| As the deceased are formally released, Police to provide appropriate details to at least MFAT, NCMC, DPMC, and DIA. Police should check with the coroner about his level of comfort with release of details - if the coroner is comfortable then the wider Op DEANS ODESC distribution should be advised. | Police |
| Bilateral engagement about upcoming coordination with diplomatic corps, with a request that DPMC (ODESC Chair) is kept in the loop. | Police & MFAT |
| To engage with ODESC Chair about resourcing for the Christchurch team, including considerations around availability of appropriate psychosocial support for individuals and families impacted by Op DEANS, as well as those of Canterbury more widely. | MCDEM |
| ODESC Chair and DG NZSIS to discuss upcoming NZSIS press release. | DPMC & NZSIS |
| <ul style="list-style-type: none"> Watch Groups to continue regularly. ODESC meeting on or before Wednesday 20 March, unless required sooner. Potentially a smaller ODESC meeting to consider the question of social connectedness and social cohesion specifically. section 6(a) [Redacted] | DPMC (ODESC Secretariat) |

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ODESC

Officials' Committee for Domestic
and External Security Coordination

Operation DEANS – ODESC #4 Agenda

| Date | 20 March 2019 | Time | 1300 |
|-----------------|--|---|------------------------------------|
| Location | National Crisis Management Centre, The Beehive | | |
| Invitees | DPMC (Chair) Police (Lead Agency) Corrections Crown Law Customs DIA GCSB | MBIE MCDEM MFAT MoD MoE MoH MoJ | MoT NZDF NZSIS SSC TSY |
| Item | Topic | Lead | |
| 1. | Introduction | Chair | |
| 2. | Situation and Intelligence update | Police/NZSIS | |
| 3. | Health update | MOH | |
| 4. | International context | MFAT | |
| 5. | NCMC update | MCDEM | |
| 6. | Watch Group report | DPMC | |
| 7. | Next Steps | Chair | |
| 8. | Strategic Communications | Chair | |
| 9. | Next meeting | Chair | |

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ODESC

Officials' Committee for Domestic
and External Security Coordination

Operation DEANS – ODESC #4 Minutes

20 March 2019, 1300-1430 hours

National Crisis Management Centre, the Beehive

Attendees

| Agency | Attendee |
|-----------------------------|---|
| DPMC (Chair) | Brook Barrington (Chair), s6(d), s9(2)(a) (Watch Group Chair), s6(d), s9(2)(a) Hillyer, Catriona Robinson, Cecile |
| Police (Lead Agency) | DC Mike Clement |
| Corrections | Rachel Leota |
| Crown Law | Una Jagose |
| Customs | Bill Perry |
| DIA | Paul James |
| GCSB | Andrew Hampton |
| MBIE | Carolyn Tremain, Greg Patchell |
| MCDEM | |
| MFAT | Chris Seed, Heath Fisher |
| MoD | Helen Quilter |
| MoE | Zoe Griffiths |
| MoH | Ashley Bloomfield |
| MoJ | Caroline Greaney |
| MoT | Peter Mersi |
| MSD | Marama Edwards, Debbie Power |
| NZDF | Air Marshall Kevin Short, Ant Blythen |
| NZSIS | Rebecca Kitteridge |
| SSC | Peter Hughes |
| Treasury | Gabriel Makhlouf |

Introduction

1. The Chair thanked agencies for their forbearance and hard work during the last few days. Although people around agencies were starting to feel the impact of long hours and tight deadlines, it was pleasing to see such a high degree of professional courtesy and goodwill.
2. Over the coming weeks, agencies would increasingly move into the recovery phase. This would require some significant policy development work (some of which was already

underway). Agencies should remember this was “a marathon, not a sprint,” and should be alert to signs of stress among their people (and support them accordingly).

3. It was important for ODESC to maintain a strategic view of emerging risks, for agencies to communicate quickly with each other, and ensure efforts were coordinated. This would become increasingly important as agencies and community groups stepped up their efforts to help.

Agency updates (significant developments only)

Police

4. Police were planning to lay an additional 49 murder charges against the alleged offender, and would most likely lay additional charges under the Terrorism Suppression Act (TSA).
5. All autopsies were complete. Twenty-three of the deceased victims had been returned to their families, and the first burial had occurred that morning.

NZSIS

6. The status of the Terrorism Threat Level was reviewed yesterday, with the decision that it would remain at “high” until further notice. ODESC supported this.
7. NZSIS had received a number of investigative leads since Friday – these were being triaged and worked through accordingly. NZSIS was working 24/7 s6(a)
8. NZSIS and Police were working together on a strategic assessment that would look out to the section 6(a)
The assessment would be updated throughout the coming weeks as new information arose.
9. s6(a)

Health

10. Around 30 people remained in hospital, some of whom were still in the ICU. Consideration would soon need to be given to managing a backlog of other surgeries (such as cancer-related surgeries) – other DHBs stood ready to assist with this.
11. Over 3,200 helpline sessions had been undertaken since Friday, with the average call time being about 40 minutes (the usual average is 10 minutes). s9(2)(a)
s6(a)
MoH was working with Spark and others to prevent any cyber-related issues (such as denial of service).

MFAT

12. New Zealand's international profile had increased significantly in the last few days, [redacted] s6(a) [redacted]. The Islamic world was paying close attention to New Zealand's treatment of victims' families and communities, and there was significant interest in how justice would be served here. section 6(a) [redacted]].

13. A large number of foreign governments and groups had indicated they wished to send delegations to New Zealand – to meet with Muslim groups or to attend the national memorial service (details TBC). Indications were that the number of visitors would be greater than that expected for APEC Leaders' Week s6(a) [redacted]

NCMC (the Chair spoke on behalf of MCDEM)

14. Operation DEANS community support structures in Christchurch were being adjusted to ensure alignment of effort between central government, local government, Ngāi Tahu and members of the Islamic community. s9(2)(g)(i) [redacted]

Watch Group Report

15. ODESC had already discussed much of the Watch Group content. A key concern from the Watch Group was that a further attack remained likely, and any warning of an imminent attack was likely to be minimal.

Risks & considerations

Returning the deceased to their families

16. section 9(2)(g)(i) [redacted]

s6(a) [redacted]

s6(a) [redacted]

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Screening of domestic aircraft passengers

18. section 6(a), section 9(2)(f)(iv)

Public safety at large gatherings

19. ODESC **noted** the large number of people (likely in the thousands) intending to attend burials, vigils and other public gatherings in the coming days. Although people coming together was important for strengthening community cohesion during such a challenging and tragic time, it was difficult to ensure crowd safety at every event. s6(a)

Official memorial event(s)

20. ODESC **agreed** that an official national memorial event(s) should only occur after all of the burials had taken place, and after extensive engagement with affected families. Sensitivity about timing would need to be balanced extremely carefully with planning considerations. ODESC **agreed** that:

- a. CTAG would prepare a threat assessment to assist with options development, and
- b. An interdepartmental working group would be convened to assist DIA with preliminary planning considerations.

Management of donations

21. ODESC **agreed** to establish a sub-committee to coordinate the management of the various donation streams, and to ensure the public had reassurance that donations would be used appropriately. DIA and Justice would lead this.

22. s6(a)

Social Media

23. The complex issue of social media being used as a platform to publish offensive content required a nuanced and coordinated approach. There were no easy answers to this problem, but initial scoping of current settings and possible options was underway. ODESC would consider this issue in more depth at an appropriate time in the coming weeks.

Social cohesion

24. s9(2)(g)(i) [Redacted]

Other points of note

25. s6(a), s9(2)(g)(i) [Redacted]

- 26. ODESC **agreed** that the Joint Intelligence Group would prepare an assessment to assist with security-related decision-making.
- 27. ODESC **noted** that CTAG would prepare a threat assessment for Anzac Day commemorations (as per usual process), and that the Major Events Security Committee had met that morning.
- 28. ODESC **noted** that the cordons in Christchurch might be adversely impacting local businesses. MBIE would consider the legislative provisions related to compensation and report advice back to ODESC.

Next Meetings

29. The next ODESC meeting would be held on Monday 25 March, unless there was an escalation before then.

Action items

| Action | Lead |
|--|--------------------------|
| To convene a meeting between MoT, CAA, NZDF, Police, NZSIS and GCSB on the question of AVSEC settings for regional passenger screening [complete]. | DPMC (ODESC Secretariat) |
| s6(a) [Redacted] | Police |
| To complete a strategic assessment on the threat picture for the national commemorative event. | <u>Police</u> & NZSIS |
| To engage with the Muslim community around thoughts on timing for the national commemorative event. | DIA |
| CEs to have an initial discussion about inter-departmental structure to arrange the national commemorative event. | DIA & <u>DPMC</u> |
| s6(a) [Redacted] | NZSIS |

| | |
|--|--------------------------|
| s6(a) [Redacted] | DPMC (ODESC Secretariat) |
| To confirm leadership and coordination of disbursement of donations. | MoJ & DIA |
| CEs to have an initial discussion about social inclusion and then engage with the Chair of ODESC about convening a meeting of relevant agencies. | DIA & MSD |
| s6(a), s9(2)(g)(i) [Redacted] | Customs & MFAT |
| s9(2)(g)(i) [Redacted] | DPMC (ODESC Chair) |
| s6(a) [Redacted] | DIA |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS ODESC #5 Agenda

| | | | |
|------------------|--|---|--|
| Date | 25 March 2019 | Time | 1700 hours |
| Location | PHoP, s6(a) | | |
| Invitees | DPMC (Chair) Police (Lead Agency) Corrections Crown Law Customs DIA GCSB | MBIE MCDEM MFAT MoD MoE MoH MoJ | MoT MSD NZDF NZSIS SSC Treasury |
| Clearance | SECRET | | |

Purpose: To provide Chief Executive-level coordination of decision-making, strategic risk management and policy oversight for Operation DEANS.

| Item | Topic | Lead |
|------|---|---------------------------------|
| 1. | Introduction | Chair |
| 2. | Situational Updates (notable developments only) <ul style="list-style-type: none"> • Police • NZSIS • NCMC • Health • Others | Police NZSIS MCDEM MOH |
| 3. | Watch Group Update | WG Chair |
| 4. | National Threat Level – review | Chair |
| 5. | Op Unity – National Remembrance Service (Friday, 29 March at 1000) | DIA |
| 6. | Key issues, risks, implications <ul style="list-style-type: none"> • section 6(a) [Redacted] • section 6(a) [Redacted] – ODESC • XRW – ODESC • Crusaders Rugby • Social inclusion | Chair |

| | | |
|-----|--|-------|
| 7. | Support and resourcing | Chair |
| 8. | Advice to Ministers | Chair |
| 9. | Communications and messaging | Chair |
| 10. | ODESC decisions and action items | Chair |
| 11. | Next meetings Watch Group ODESC | Chair |

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ODESC

Officials' Committee for Domestic
and External Security Coordination

Operation DEANS – ODESC #5 Minutes

25 March 2019, 1700-1815 hours

Cabinet Committee Room, the Beehive

Attendees

| Agency | Attendee |
|-----------------------------|--|
| DPMC (Chair) | Brook Barrington (Chair), s6(d), s9(2)(a) Catriona Robinson (Watch Group Chair), s6(d), s9(2)(a) , Cecile Hillyer, s6(d), s9(2)(a) |
| Police (Lead Agency) | DC Mike Clement |
| Corrections | Rachel Leota |
| Crown Law | Una Jagose |
| Customs | Bill Perry |
| DIA | Paul James |
| GCSB | |
| MBIE | Carolyn Tremain, Senta Jehle |
| MCDEM | Sarah Stuart-Black |
| MFAT | Chris Seed, Katy Donnelly |
| MoD | Helene Quilter |
| MoE | Iona Holsted |
| MoH | Ashley Bloomfield |
| MoJ | Andrew Kibblewhite |
| MoT | Kirstie Hewlett, Peter Mersi (latter part of the meeting) |
| MSD | Debbie Power |
| NZDF | Air Marshall Kevin Short, Ant Blythen |
| NZSIS | s6(a) |
| SSC | Erik Koed |
| Treasury | Jeremy Salmond, Gabriel Makhlof (latter part of the meeting) |

Introduction

1. The Chair advised that ODESC would need to straddle both response and recovery for at least another week (i.e. until after the National Remembrance Service on 29 March). However, there would be increasing demands on agencies to develop a strategic policy response to Operation DEANS-related considerations (some of which had already come to the fore).

Agency updates (significant developments only)

Police

2. The criminal investigation was well-advanced, and Police was close to presenting a full list of charges to the alleged offender. The 15 March attack had prompted increased reporting of extreme right wing (XRW) activity around New Zealand, and this would have a range of implications for Police and other agencies.
3. Police was very focused on support to the National Remembrance Service (NRS), scheduled for 1000 hours on Friday 29 March. Beyond that, managing the next 5-6 weeks s6(a) would require considerable effort. ODESC noted the Chair would convene an ODESC meeting soon after after the NRS to consider the strategic management of these and other upcoming events.
4. The Chair thanked Police for the "excellent" and helpful intelligence summaries that had been provided to agencies since 15 March.

NZSIS

5. s6(a)
6. ODESC noted the Chair would convene a XRW ODESC meeting once agency efforts had moved more fully into the recovery phase (likely in mid-late April). This meeting would likely involve a subset of the current Operation DEANS ODESC membership.
7. ODESC noted that the National Terrorism Threat Level remained at "high".

MCDEM

8. The efforts of the National Crisis Management Centre (NCMC) (and Christchurch-based teams) continued to focus on support services. s9(2)(g)(i) ODESC agreed that agencies would promptly advise the NCMC of any emerging issues relevant to the provision of family and community support.

MoH

9. As at today, there were still 25 people in Christchurch hospital with attack-related injuries. Two people also remained in hospital in Auckland.
10. MoH was working closely with Canterbury DHB to identify and address the likely short and long-term psychosocial needs of victims and their families, first responders, the Islamic community, and the wider Christchurch community. Planning was also turning towards the lengthy and intensive rehabilitation needs of the injured. MoH would advise the Chair of further developments and likely implications.
11. ODESC agreed that psychosocial support considerations would become a standing item in Operation DEANS Watch Group agendas going forward.

MFAT

12. s6(a), s9(2)(g)(i)

13. "NZ Inc." settings offshore were changing and needed constant monitoring – s6(a)

MoT

- 14. Screening of domestic passengers at Christchurch Airport would continue until Saturday 30 March, after which time new security measures would be established at major regional airports across the country (as per a Cabinet decision, these would be lower-level than the current screening, but additional to the measures in place before 15 March).
- 15. Christchurch Airport had expressed concern about the long queues that had frequently occurred over the last week. This issue would likely worsen as Friday approached [*please see paragraph 19 below for more detail*].

Watch Group Report

16. There had been five ODESC meetings (including this one) and nine Watch Group meetings since the attack occurred on 15 March [*Secretary's note: Watch Group minutes are reported separately and thus are not detailed here*].

National Remembrance Service planning

17. DIA was leading planning for the NRS. Although DIA was experienced in coordinating national-level events of a similar scale to the NRS, the short timeframe and security-related uncertainty presented some challenges.

18. s9(2)(g)(i)

19. MBIE and MFAT would coordinate to manage the screening of overseas VIPs. In addition, MoT and MFAT would coordinate with airports (Christchurch in particular) to do whatever was possible to ease the arrival and transit of passengers (overseas and domestic), and to plan the berthing and housing of private aircraft. MFAT and DIA were already working closely with Police, to help plan staff deployment according to likely demand.

20. s9(2)(g)(i)

21. The Chair noted there would be a meeting tomorrow with Prime Minister's Office (PMO) staff to discuss the arrangements made to date, and related considerations.

Risks and considerations

Supporting staff who are experiencing distress

22. People in a number of agencies were struggling with what had happened. Some (but not all) were first responders. Some were supervisors of people who were also experiencing distress. Others were directly supporting victims and their families, and were distressed by accounts of their experiences. s9(2)(a)

23. MoE noted that some teachers were also personally affected by the events of 15 March, while at the same time trying to manage behavioural challenges presented by children s9(2)(ba)(i). Trauma teams were working with schools as needed, and MoE's CE had talked with Principals whose schools had lost students to the attack (or who were otherwise directly impacted).

24. ODESC **noted** that some people would need more intensive support than that provided by standard agency support services. MoH would provide guidance to agencies about how to support their people, and information about escalation pathways if more specialised support was needed.

25. ODESC members would also share (via the Secretariat) any insights gathered that might help agencies to support their people more effectively.

Reporting of bullying and harassment

26. MBIE had received increased reports of workplace bullying and harassment since the attack. It was possible this was due to people feeling more emotional, and/or feeling safer about raising these issues. Agencies would factor the possibility of increased reporting into the provision of support for their people.

Loved ones visiting New Zealand to provide support

27. Customary Islamic mourning periods could last three months or longer. ODESC was alert to the needs of victims' families and loved ones, some of whom would have travelled from overseas to provide support. Some visitors might wish to extend their initial stay in order to continue providing that support. Immigration New Zealand had already received a number of visa applications, some of which included children who would need to attend school in New Zealand. ODESC **noted** this. MBIE would work proactively with MoE to minimise stress to visa applicants and the New Zealand families they were supporting.

Implications for 2019/20 Wellbeing Budget

28. Although the 2019/20 budget process was well-advanced, ODESC **agreed** that members would revisit agency budget bids in light of the priorities and needs that had surfaced since 15 March. The delivery of effective psychosocial support – possibly for an extended period – would be one of several key considerations.

29. The Chair would speak with CE Treasury separately to identify any budget-related considerations of which agencies should be aware.

Social Cohesion

30. ODESC agreed that maintaining and strengthening social cohesion would be a significant challenge as New Zealand moved into the recovery phase. DIA and MSD would work together to provide advice to the Chair about how to frame this issue, and to propose a list of agencies to work together on initial social cohesion work programme planning. The Chair was anxious to start this process as soon as possible.

Resourcing

Agencies

31. Police’s policy team was under significant pressure, due to the requirement to progress firearms-related legislative change under urgency. Police had already circulated a request for policy resource assistance. It was likely a range of agencies would seek experienced policy advisors as the recovery work programme ramped up. Experienced intelligence analysts would also likely be needed. ODESC members agreed to advise the Secretariat of any specific resource needs, so that efforts could be coordinated.

32. The Chair strongly encouraged agencies to ensure their people had opportunities to rest. Agencies should “lean in” to the backfilling and forward deployment of staff. Recovering from this event would be long-term and complex, and taxing on all of those involved. Agencies should actively encourage their people to seek support, and should do everything possible to provide an environment conducive to this.

Managing Official Information Act requests

33. Some agencies had already received Official Information Act (OIA) requests related to Operation DEANS. It was likely the number of OIA requests would increase significantly over coming weeks and months, and this would put further stress on already stretched agency resources. The Chair would speak with the Chief Ombudsman in due course, together with the Solicitor General, to identify the best approach to manage this, while ensuring consistency with OIA requirements and principles. Advice would be provided to agencies accordingly, to ensure coordinated and consistent efforts across the system.

Next Meetings

34. The next Operation DEANS Watch Group would be held at 1100 hours on 26 March. The next ODESC would be held on Tuesday 2 April unless an issue requiring urgent CE-level consideration arose in the meantime.

Action items

| Action | Lead |
|--|--------------|
| Engage with MCDEM (for the NCMC) if you sense an issue within your agency that could become a wider concern prior to the National Remembrance Service. | All agencies |
| Proactively advise DIA regarding planned communications with Christchurch stakeholders that could impact National Remembrance Service coordination. | All agencies |

| | |
|--|------------------------|
| Share best practice and lessons learned while managing agency health and safety to assist with effectiveness across the system. | All agencies |
| Review 2019-20 budget submissions in recognition that events of 15 March may have an impact. | All agencies |
| Engage with Christchurch Airport regarding logistics for foreign delegations that are likely to travel to New Zealand, particularly on their own aircraft (e.g. management of security screening, berthing of planes). | MFAT |
| Provide guidance on attendance at the National Remembrance Service by public sector officials. | DIA & SSC |
| CEs to engage with the Chair of ODESC to convene a meeting with relevant agencies for social inclusion work. | DIA & MSD |
| Provide advice on management of staff health and resilience to DPMC (ODESC Secretariat) for distribution to ODESC and wider agencies, to guide consistency of approach across the system. | MoH |
| Review the 2019-20 psychosocial budget bid to ensure it has adequate provision following events of 15 March. | MoH |
| Engage with the Ombudsman regarding management of Official Information Act requests. | CE DPMC & CE Crown Law |
| Psychosocial support to be inserted as a standing item on the agenda for future Op DEANS Watch Group meetings. | ODESC Secretariat |
| Further ODESC meetings to be arranged: <ul style="list-style-type: none">• section 6(a) [Redacted] | ODESC Secretariat |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS ODESC #6 Agenda

| | | | |
|-----------------------|--|----------------------------|---------------------|
| Date | 27 March 2019 | Time | 1700 hours |
| Location | Pipitea House on Pipitea St, s6(a) | | |
| Teleconference | N/A | | |
| Invitees | DPMC (Chair) Police (Lead Agency) Crown Law DIA GCSB | MFAT MoD MoH NZDF | MoJ NZSIS SSC |
| Clearance | **SECRET** | | |
| Papers | N/A | | |

Purpose: To discuss an operational development with Op DEANS that may require urgent high-level coordination [N.B. this meeting is limited to the above agencies].

| Item | Topic | Lead |
|------|--|-----------------|
| 1. | Introduction | Chair |
| 2. | Situation/Intelligence update <ul style="list-style-type: none"> • Police • NZSIS | Police NZSIS |
| 3. | Report from Watch Group Chair | WG Chair |
| 4. | National Terrorism Threat Level and the emerging threat-scape | NZSIS |
| 5. | Implications for National Remembrance Service | Chair |
| 6. | Additional issues, risks, implications: <ul style="list-style-type: none"> • Personal Security • AVSEC • Easter and ANZAC • Other | Chair |

| Item | Topic | Lead |
|------|--|-------|
| 7. | Support and resourcing <ul style="list-style-type: none">• Police• NZSIS• Partner support• Other | Chair |
| 8. | Advice to Ministers | Chair |
| 9. | Communications and messaging | Chair |
| 10. | ODESC decisions and action items | Chair |
| 11. | Next meetings | Chair |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS – ODESC #6 Minutes

27 March 2019, 1700-1815 hours

Pipitea House, Wellington

Attendees

| Agency | Attendee |
|----------------------|--|
| DPMC (Chair) | Brook Barrington (Chair), s6(d), s9(2)(a) |
| | [Redacted] Cecile Hillyer (Watch Group Chair), s6(d), s9(2)(a) |
| Police (Lead Agency) | DC Mike Clement |
| Crown Law | Una Jagose |
| CTAG | s6(a) |
| DIA | Paul James |
| GCSB | Andrew Hampton |
| MFAT | Chris Seed |
| MoD | Tony Lynch |
| MoH | Ashley Bloomfield |
| MoJ | Andrew Kibblewhite (until 1730) |
| MoT | Peter Mersi |
| NZDF | Air Marshall Kevin Short |
| NZSIS | Rebecca Kitteridge |
| SSC | Peter Hughes |

Introduction

1. The Chair advised that the meeting had been sought by Police to discuss overnight events and the related risk management implications for the National Remembrance Service (NRS), scheduled for 29 March.

Operational Update

2. Police briefed ODESC s6(a) [Redacted] Police located firearms, s6(a) [Redacted] at the address s6(a) [Redacted] Person of Interest (POI). The POI s6(a) [Redacted] was subsequently located. Police detained the POI after protracted negotiations, but he died of self-inflicted injuries.
3. s6(a) [Redacted]

s6(a)

4. The Watch Group Chair had nothing to add to the operational update.

Threat Level

5. The Combined Threat Assessment Group (CTAG) continued to keep the National Terrorism Threat Level (“the Threat Level”) under constant review. The Threat Level remained at “high”. There was no specific intelligence to change that assessment. ODESC noted this.
6. s6(a)
7. CTAG took care to explain that a threat assessment referred to the *likelihood* of an event occurring. It was not CTAG’s role to provide an analysis of possible consequences and mitigations – these considerations and related decisions more properly rested with operational agencies and Ministers.

Issues, risks and implications

Logistics

8. ODESC’s primary concern was the very short timeframe in which to prepare for the NRS. Planning for an event of a similar scale and complexity to the NRS would normally take several years of effort. In effect, agencies had just over a week to prepare for an APEC-sized event.

The current threat context

9. s6(a)

10. s6(a)

11. s6(a)

Consequence management

12. s6(a)

s6(a)

13. s6(a)

14. ODESC **asked** Police to consider this matter further overnight and agreed ODESC would meet tomorrow to discuss. s6(a)

Next Meetings

15. ODESC would next meet tomorrow (28 March) at midday, to discuss matters raised in paragraphs 13 and 14, above. The Watch Group scheduled for 1100 hours tomorrow would be cancelled.

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ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS ODESC #7 Agenda

| | | | |
|-----------------------|--|----------------------------------|----------------------|
| Date | 28 March 2019 | Time | 1200 hours |
| Location | Pipitea House on Pipitea Street | | |
| Teleconference | N/A | | |
| Invitees | DPMC (Chair) Police (Lead Agency) Crown Law DIA GCSB | MFAT MoD MoH MoJ MoT | NZDF NZSIS SSC |
| Clearance | **SECRET** | | |
| Papers | N/A | | |

Purpose: To explore and test National Remembrance Service planning within the current threat context.

| Item | Topic | Lead |
|------|--|--------|
| 1. | Introduction | Chair |
| 2. | Threat Assessments <ul style="list-style-type: none"> National Threat Level Event(s) Threat Level | CTAG |
| 3. | Current operational posture | Police |
| 4. | Possible contingencies & other mitigations <ul style="list-style-type: none"> De-scaling the national footprint Alternative venues Other options | Chair |
| 5. | Confirmation of decision-points and authority | Chair |
| 6. | Communications, messaging & advice to Ministers | Chair |
| 7. | Next meetings | Chair |



ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS – ODESC #7 Minutes

28 March 2019, 1200-1250 hours

Pipitea House, Wellington

Attendees

| Agency | Attendee |
|----------------------|--|
| DPMC (Chair) | Brook Barrington (Chair), s6(d), s9(2)(a) s6(d), s9(2)(a), Cecile Hillyer, s6(d), s9(2)(a) |
| Police (Lead Agency) | DC Mike Clement, Supt. Chris Scahill, Insp. Bryan Buck |
| Crown Law | Una Jagose |
| CTAG | s6(a) |
| DIA | Paul James, Maria Robertson |
| GCSB | Andrew Hampton |
| MCDEM | Sarah Stuart-Black |
| MFAT | Chris Seed, Ken Ryan |
| MoD | Helene Quilter |
| MoH | Kate Crawford |
| MoT | Peter Mersi |
| NZDF | Air Marshall Kevin Short, CPCAPT Tim Evans |
| NZSIS | Rebecca Kitteridge |
| SSC | Peter Hughes |

Introduction

1. The purpose of the meeting was to test the operational posture for the National Remembrance Service (NRS), scheduled for tomorrow (Friday 29 March).

Threat assessment

2. The National Terrorism Threat Level remained at HIGH and was under constant review.
s6(a)

Current operational posture

3. s6(a)

s6(a)

4. Police, NZDF and DIA tabled several A3 documents that illustrated the planning undertaken to date. *Electronic copies may be requested directly from the responsible agencies.*

Possible contingencies & other mitigations

Continue as planned

5. ODESC **noted** Police's position that the NRS would proceed as planned. This position took into account the current threat levels, available intelligence and the status of operational plans.

6. s6(a)

(please see paragraphs 15-16 below).

s6(a)

7. s6(a)

8. s6(a)

9. s6(a)

10. s6(a)

s6(a)

11. s6(a)

12. s6(a)

13. s6(a)

Related points

14. s6(a)

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s6(a)

15. s6(a)

Other contingencies

16. s6(a)

17. s6(a)

18. s6(a)

19. s6(a)

20. s6(a)

21. s6(a)

22. s6(a)

Next meetings

23. The next ODESC meeting would be held early next week, unless events required members to meet earlier.

24. A Watch Group had been scheduled for tomorrow afternoon (29 March), but might be cancelled if the NRS ran smoothly).

Action items

| Action | Lead |
|------------------|--------------|
| s6(a) [Redacted] | DIA |
| s6(a) [Redacted] | DIA |
| ■ [Redacted] | DIA |
| ■ [Redacted] | DIA |
| ■ [Redacted] | DIA & Police |
| ■ [Redacted] | DIA & Police |
| s6(a) [Redacted] | Police |
| s6(a) [Redacted] | MCDEM |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS ODESC #8 Agenda

| | | | |
|-----------------------|---|---|--|
| Date | 3 April 2019 | Time | |
| Location | Pipitea House on Pipitea, s6(a) | | |
| Teleconference | N/A | | |
| Invitees | DPMC (Chair) Police (Lead Agency) Corrections Crown Law Customs DIA GCSB | MBIE MCDEM MFAT MoD MoE MoH MoJ | MoT MSD NZDF NZSIS SSC Treasury |
| Clearance | SECRET | | |
| Papers | N/A | | |

Purpose: To provide Chief Executive-level coordination of decision-making, strategic risk management and policy oversight for Operation DEANS.

| Item | Topic | Lead |
|------|--|----------|
| 1. | Introduction | Chair |
| 2. | Report from Watch Group Chair | WG Chair |
| 3. | Situation/Intelligence update (notable developments only) <ul style="list-style-type: none"> • Police • NZSIS • NCMC • Others | Chair |
| 4. | Key issues, risks, implications | Chair |
| 5. | Support and resourcing | Chair |
| 6. | Advice to Ministers | Chair |
| 7. | Communications and messaging | Chair |
| 8. | ODESC decisions and action items | Chair |

| Item | Topic | Lead |
|------|----------------------|-------|
| 9. | Next meetings | Chair |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Operation DEANS – ODESC #8 Minutes

3 April 2019, 1100-1230 hours

Pipitea House, Wellington

Attendees

| Agency | Attendee |
|----------------------|---|
| DPMC (Chair) | Brook Barrington (Chair), s6(d), s9(2)(a) (Watch Group Chair), s6(d), s9(2)(a) s6(d), s9(2)(a) Cecile Hillyer |
| Police (Lead Agency) | DC Mike Clement |
| Corrections | Rachel Leota |
| Crown Law | Una Jagose, |
| Customs | Bill Perry |
| CTAG | s6(a) |
| DIA | Peter Murray |
| GCSB | Andrew Hampton |
| MBIE | Nicola Hogg, Senta Jehle |
| MCDEM | Sarah Stuart-Black, Jenna Rogers |
| MFAT | Chris Seed |
| MoD | Helene Quilter |
| MoE | Iona Holsted |
| MoH | Ashley Bloomfield |
| MoJ | Rajesh Chhana |
| MoT | Nick Brown |
| MSD | Debbie Power |
| NZDF | AVM Tony Davies, Ant Blythen |
| NZSIS | Rebecca Kitteridge |
| SSC | Erik Koed |
| Treasury | Gabriel Makhoulouf |

Introduction

1. The Chair wished to formally record the “absolutely outstanding” efforts of agencies around the ODESC table, and the “calmness and effectiveness” of their leadership since 15 March.
2. The Chair noted in particular the work undertaken by Police and DIA to deliver the National Remembrance Service on 29 March.

- ODESC efforts would increasingly turn from response to recovery, and the meeting agenda and discussion reflected this.

Agency Updates

Police

- The alleged offender would next appear in Court on Friday 5 April. Additional charges were likely, and no one else was sought by Police in connection with the investigation.
- Police was working closely with Crown Law to make all reasonable efforts to ensure a fair and robust trial. This included making efforts to avoid any circumstances which might (however inadvertently) lead to a mistrial.
- National arming of frontline Police officers was still in place until further notice. However, work was underway behind the scenes to support a step back from this stance at the appropriate time.
- s9(2)(g)(i)

NZSIS

- NZSIS remained on a 24/7 footing, and continued to work closely with Police to triage and investigate the large number of operational leads that had been received since 15 March.
- section 6(a)
- section 6(a)

MoH

- Use of the #1737 mental health support line appeared to be reverting to normal (pre-15 March) levels. The delivery of psychosocial services to affected communities was a priority, and would remain so for some time, noting that latent needs would likely arise.
- Canterbury District Health Board (CDHB) was providing cultural competence and language training to appropriate CDHB staff. CDHB and MoH were working closely together to support local staff – at all levels of seniority – who had been involved in the initial response. section 9(2)(a)

MFAT

- New Zealand's response to the attack, and the Prime Minister's leadership in particular, had generated positive comments overseas. There was great interest in what New Zealand's formal posture on terrorism might look like henceforth.
- s6(a)

15. s6(a), s6(b)(i)

NCMC

16. The NCMC was deactivated on Monday 1 April. Daily updates would continue to be circulated from Bowen House for now.

Watch Group Report

17. The Watch Group Chair gave a brief summary of the discussion, noting Watch Group's view that the Counter Terrorism Coordination Committee (CTCC) would provide a good mechanism to address many of the issues raised since 15 March. [Please see minutes for Watch Group #13 for more detail].

National Terrorism Threat Level

18. The National Terrorism Threat Level remained at "high". This was under formal review, and related advice would likely be circulated by the end of the week. NZSIS and DPMC would work together to develop communications for any change to the Threat Level.

Issues, risks & implications

Meeting demand for Official Information Act requests

19. Agencies expected to receive a large number of Official Information Act (OIA) requests related to Operation DEANS. The Solicitor-General and Chair ODESC met (at their initiative) with the Chief Ombudsman on 3 April to discuss the most appropriate way to meet expected public and media demand for information covered by the OIA. The Chief Ombudsman had encouraged all agencies to (a) ensure their OIA staff understood their legal obligations, and (b) recognise they could contact his office for guidance as needed (ideally sooner rather than later in each case). ODESC **noted** this.

20. ODESC **noted** there were "pockets of expertise" around government, in which OIA requests were managed extremely well. ODESC **agreed** to draw on this expertise by establishing a centralised capability to manage and coordinate responses to Operation DEANS-related OIA requests (relating to both classified and unclassified information). This would take the form of a virtual community, rather than co-locating staff. ODESC **noted** it would also be helpful to include at least one person with strategic communications expertise [The action items related to this discussion are noted on page 5].

Support to Christchurch

21. ODESC **agreed** it would be sensible to help Operation DEANS-affected communities by using existing psychosocial support mechanisms in Christchurch, rather than setting up something new. Many of the support services originally developed to help recovery from the Canterbury earthquake sequence were equally applicable to the current situation. Additional needs could be met as they arose, using a mix of existing and new relationships (and service delivery initiatives) as appropriate.

22. ODESC **noted** the importance of allowing the Christchurch community and local agencies to lead the recovery, with appropriate central government support. In particular, the

Christchurch Leaders' Group (CLG), chaired by MSD, had built up a strong network of local relationships, and had systems in place to identify community needs and track service delivery against these needs. MSD advised ODESC that it would be best to "let them get on with it", while noting they would be well-equipped to help a number of people in Christchurch who were still to present with psychosocial needs.

23. ODESC **agreed** that MSD would pose two questions to the CLG, on behalf of ODESC. These questions were: (1) how can central government best support efforts on the ground in Christchurch, and (2) how can central government gain visibility of the efforts underway between agencies and groups at the local level? The Chair asked MSD for an initial indication of CLG thinking by Friday 5 April, with the understanding that more considered advice would follow later next week.

Strategic policy and planning

24. ODESC **noted** that four key security-related streams of work had (so far) arisen from Operation DEANS, these were:

- a. Ensuring the National Security and Intelligence Priorities (NSIPs) reflect the threat-scape.
- b. Security-related planning for upcoming events.
- c. Consideration and possible resetting of airport security measures.
- d. The impending Royal Commission of Inquiry.

25. ODESC also **noted** the four key policy priorities so far generated by Operation DEANS, these being:

- a. Arms (Prohibited Firearms, Magazines, and Parts) Amendment Bill (to amend the Arms Act 1983).
- b. Counter-Terrorism specific projects (e.g. a revisit of the Counter Terrorism Playbook, consideration of XRW-related issues).
- c. Social media considerations.
- d. Social inclusion.

26. Police raised the issue of there being no framework within the Terrorism Suppression Act (TSA) to allow preventative action to be taken against a terrorism suspect. The Chair indicated that MoJ was aware of this, and would take this into consideration in any review of the TSA.

Other matters

27. The Prime Minister had indicated to Cabinet there would be a debrief of the Operation DEANS response (separate to the Royal Commission, which would capture events up to the time of the first attack but not beyond this). ODESC **noted** that Police, NZSIS, DPMC (lead national security system agency) and MCDEM (lead agency for NCMC activation) would each undertake a "hot wash" debrief for their respective roles and activities, and this would provide appropriate detail to Chair ODESC (by 30 April), for collation into an ODESC report to be passed to the Prime Minister.

28. It would be helpful if the above would include consideration of the following subjects:

s9(2)(g)(i) [Redacted]

29. ODESC noted that these agency debriefs would not cut across the Royal Commission process – the Royal Commission would address matters up to attack on 15 March, whereas the debriefs would consider events and efforts in response to and following the attack.

Next Meetings

30. It was agreed by CEs this would be the last Operation DEANS ODESC meeting. Meetings related to matters arising from Operation DEANS would henceforth be treated as separate subjects in their own right.

31. The Chair requested a Watch Group, followed by an ODESC, during the week of 15 April. s6(a) [Redacted]

Action items

| Action | Lead |
|---|----------------------------------|
| DPMC to establish a 'virtual hub' to centrally coordinate OP DEANS-related OIA requests and responses, and to identify a strategic communications point of contact. All agencies to identify a suitable point of contact with OIA expertise to build a 'community of competence' around the hub. | DPMC |
| Questions to be put to the Christchurch Leaders' Group: (1) how can central government best support efforts on the ground in Christchurch, and (2) how can central government gain visibility of the efforts underway between agencies and groups at the local level? Initial advice by 5 April, with more detailed advice to follow. | MSD |
| Noting agencies would be conducting internal debriefs on their Op DEANS operational responses as per usual practice post major events, with particular focus on the categories below as appropriate. Subject to confirmation by Chair ODESC, those reports to be sent to ODESC Secretariat (nssd@dpmc.govt.nz) for Chair of ODESC by 30 April. - s9(2)(g)(i) [Redacted] [Redacted] [Redacted] [Redacted] | Police, NZSIS, DPMC, MFAT, MCDEM |
| The next scheduled Watch Group and ODESC meetings will be in the week of Monday 15 April, s6(a) [Redacted] | DPMC (ODESC Secretariat) |

An opportunity for New Zealand to come together in unity, aroha and compassion for those who lost their lives, and all of us affected by it

WHO

NZ PRIME MINISTER

- NZDF flight arrives Thursday PM
- Departs Commercial Flight Friday PM
- Bilat w/ AUS Friday

NZ GOVERNOR GENERAL

- Arrives Thurs PM
- Returns NZDF Plane Friday PM
- Lunch w/ Pacific Leaders Friday

PUBLIC

On Site Security

- Open Public event (pedestrian access) and planned road closures
- Managed Entry from the North of Hagley Park
- Visible Security presence (both Police and Private Security)
- Large Venue space with full range of amenities and support services, including St John's Ambulance and youth workers
- Free public transport to and from the venue
- Renowned International and Local Artists performing
- Large community participation in the service

INTERNATIONAL GUESTS

Police

- Australian and Saudi Arabian delegations arrive Thursday PM and travel to separate accommodation
- Pacific Islands Country Leaders arriving Thursday and Friday
- International representation from 61 delegations

NEW ZEALAND VIPs / OFFICIALS

Police

- Majority will be on NZDF Flight Friday AM
- All officials will be transported from Christchurch Airport to the venue
- They will be transported by Coach
- Majority returning Friday PM
- Others have made own arrangements
- Around 40 representatives

CHRISTCHURCH VIPs

On Site Security

A key focus for the event is ensuring the service meets the needs of the families of victims and the local community. Of 900 spaces allocated for VIPs, there are:

| | |
|--|---|
| <ul style="list-style-type: none"> 200 for Family members of the deceased 100 Injured 100 Local School Reps 106 First Responders | <ul style="list-style-type: none"> 50 Mana Whenua Reps 40 Muslim Leaders 150 Community Reps, Senior Local Officials and Community Partners |
|--|---|

MEDIA

- Over 100 national and international journalists and camera operators
- All police-vetted and accredited
- TVNZ and RNZ live broadcasting nationwide

WHAT

ORDER OF SERVICE

- Karanga Ngāi Tūāhuriri (Ngāi Tahu)
- Mihi Whakatau
- Words of Welcome
- Waiata
- Muslim Invocation - Du'A
- Reading of the Names
- Musical Performance
- Address – Governor General of New Zealand
- Address – the Prime Minister of New Zealand
- Musical Performance
- The National Anthem
- Mihi Whakakapi
- Waiata – He Hōnore

SECURITY / SAFETY

- Extensive Health, Safety and Security around this event
- Situational plans for a vast range of events
- Extensive onsite security (all areas)
- Fencing upgraded (to 6ft) around the perimeter of North Hagley Park, and a 6ft barrier erected around the VIP area, separating the VIPs from the rest of the venue
- 6(a)
- All roads around North Hagley Park are to be closed to vehicle traffic, Park Ave will be closed to foot traffic.
- 6(a)
- Police National Control Centre directly monitoring and linked to event control centre, DIA and MFAT key decisions located in both sites. Clear decision escalation points
- All International VIPs travel and security screened on arrival in New Zealand. All local VIPs accredited before entry into the event. High security and VLO support to facilitate this.

TAILORED ARRANGEMENTS

- Australia and Saudi Arabia have a fully facilitated visit programme
 - Australian VIPs to breakfast with NZ Governor General Friday AM at the George Hotel
- Governor General hosted lunch at the George Hotel for Pacific Countries' Leaders
- MFAT Chief Executive hosted lunch at the George Hotel for the Diplomatic Corps
- Call to Prayer at North Hagley (supported by the event, including staging and security)
- PM bilateral with Australia
- Clear contingency plans in place for weather, transport 6(a)

WHERE

NORTH HAGLEY EVENT AREA

- Road closures surrounding North Hagley Park:
 - Riccarton Avenue
 - Harper Avenue
 - Deans Avenue
 - Park Avenue
- Park Avenue will also be closed to foot traffic




VIP AREA



REMEMBRANCE SERVICES ACROSS NEW ZEALAND

The National Remembrance Service centre on Christchurch will be simultaneously telecast at assemblies in Eden Park in Auckland, Waitangi Park in Wellington, and the Town Hall in Dunedin. These assemblies will carry out events before and after the telecast.



Many councils are holding low key local events at the same time. Police are linked with these, and will have a presence at the following locations:

Hamilton City Council, Whangarei District Council, Whanganui District Council, Gore District Council, Tauranga City Council/Western Bay of Plenty District Council, Rangitikei District Council, Marlborough District Council, Waikato District Council, Waimakariri District Council, Far North District Council, and the Palmerston North City Council.

An opportunity for New Zealand to come together in unity, aroha and compassion for those who lost their lives, and all of us affected by it

THURSDAY 28 MARCH

- 12.15am** Australia VIP – PM Spouse arrives VA139 – travel to Novotel
- 1.15pm** RNZAF NZB786 departs Wellington
- 2.00pm** Australia VIP – PM Spouse arrives EK412 – Travel to Crowne Plaza
- 2.10pm** RNZAF NB786 arrives Christchurch
- 2.20pm** RNZAF passengers depart Christchurch Airport for various locations Samoa VIP party arrives NZ543 – Transport to [TBC Hotel]
- 3.00pm** Organisation of Islamic Cooperation (OIC) Party arrives JQ223 – Travel to Ramada Hotel
- 4.40pm** Fiji VIP party arrives JQ237 – Transport to Ibis
- 5.25pm** Tokelau VIP Party arrives NZ539 – Transport to Novotel
French Polynesia VIP Party arrives NZ555 – Transport to Novotel
- 5.50pm** Saudi VIP Party arrives Christchurch Jet Terminal – Transport to Commodore
- 11.45pm** Australia VIP – PM Party arrives Air Movements flight RAAF BBJ – Transport to Crowne Plaza
- 11.55pm** Australia VIP – Opposition Leader arrives Christchurch Airport VA99 – Transport to Crown Plaza

SATURDAY 30 MARCH

Timings A range of commercial and private departures.
TBC

FRIDAY 29 MARCH

0600 - 0900

- 12.20am** Australia VIP – Governor General Part arrives NZDF Air Movements flight RAAF Challenger
- 6.45am** Passengers assembled and security screened at RNZAF Rongotai Air Movements
- 7.45am** RNZAF NZB799 departs Wellington LOs join transport to Airport for RNZAF Passenger collection
- 8.30am** VIPT to collect Pacific Islands Heads of State and Government from Hotels and deliver direct to VIP Waiting Area (transport by Coach)
- 8.35am** RNZAF NZB799 arrives Christchurch
- 8.50am** RNZAF passengers depart for Hagley Park VIP entry at Riccarton Avenue
- 9.00am** VIP Marquee open for morning tea (Non-RNZAF / VIP arrival to event)

0900 - 1200

- 9.00am onwards** VIP Marquee opens for morning tea: Non RNZAF/VIP arrival to event (George Hotel – entrance via Peterborough Street)

Guests escorted from VIP Hagley Park waiting area to VIP Seating (staged departures)
- 10.00am** Christchurch Remembrance service
- 11.30am** VIP Guests hosted morning tea (1 hour)
- 12.00pm** Formal Event Concludes

Departures from National Remembrance to the George Hotel via Armagh Street

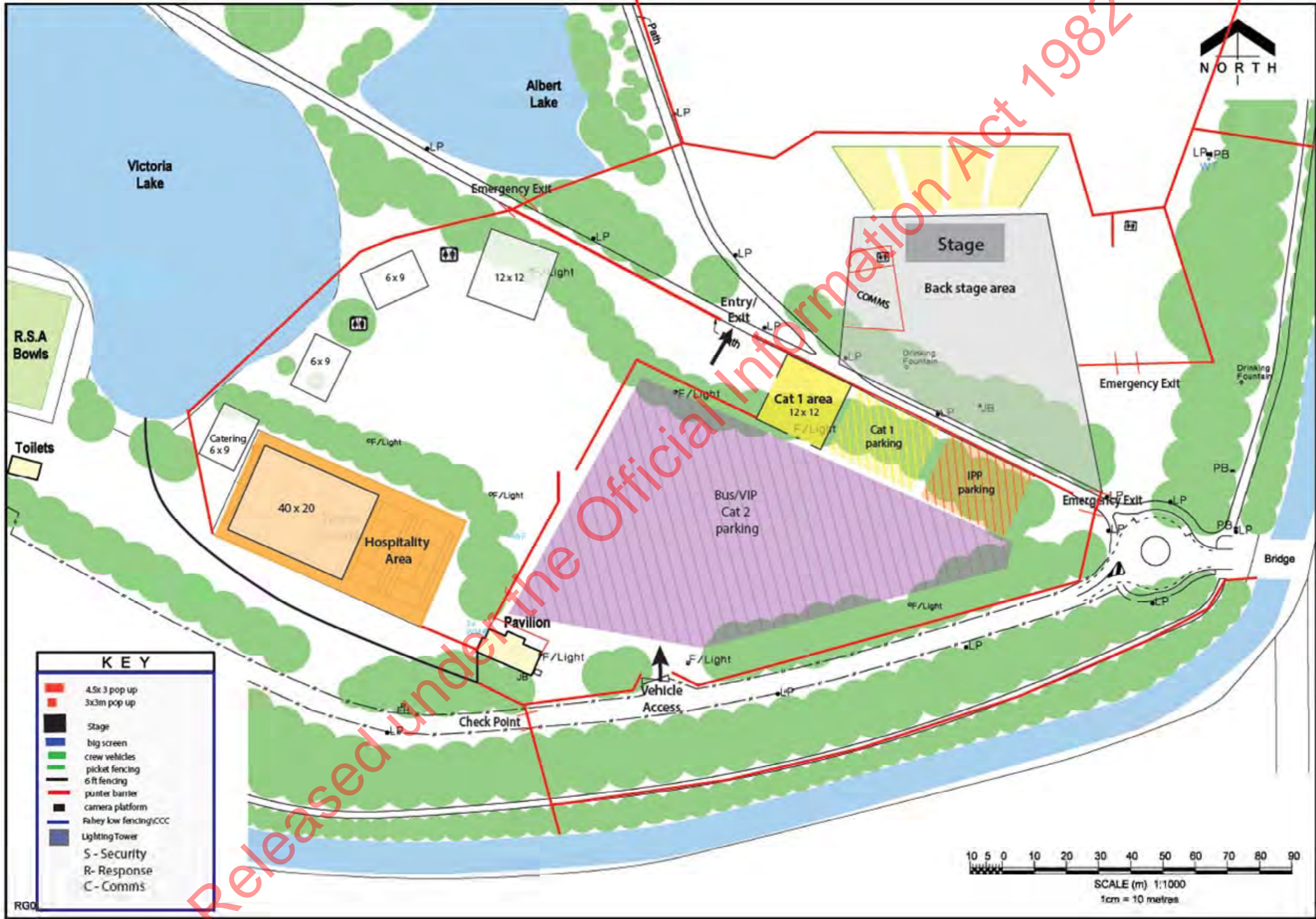
1200 - 1700

- 12.00pm** Governor General hosted lunch with Pacific Leaders (12.00pm – 1.30pm)

MFAT Chief Executive lunch with Diplomatic Corps (12.00pm – 1.30pm)
- 1.00pm** Australia VIP – Governor General Party departs NZDF Air Movements flight RAAF Challenger
- 1.01pm** Saudi VIP Party departs Christchurch Jet Terminal
- 1.36pm** Friday Prayers (held within the North Hagley Park event area)
- 2.30pm** VIP Guests attending Prayers and travelling on RNZAF flight collected by VIPT from Salisbury Street Bridge
- TBC** TBC – RNZAF Passengers depart the George Hotel for Christchurch Airport
- TBC** TBC – RNZAF Passengers arrive Christchurch Airport
- TBC** TBC – More commercial / private departures being updated

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RESTRICTED



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POPOP & MARQUEE AL LOCATIONS

- 2 - Event Storage
- 3 - Site Office
- 4 -
- 5 -
- 6 -
- 7 -
- 8 - Lighting BOH Pop up
- 9 - Crew Mess
- 10 - Security Command Unit
- 11 - St John (and 8m x 4m tent)
- 12 -
- 13 - Images to screen Vehicle
- 14 - 20ft Fencing Container + SL LED Screen
- 15 - 20ft Conatiner + SR LED Screen
- 16 - FOH Op Sound
- 17 - Lighting FOH OP
- 18 - Followspot Scissor Lift
- 19 - Info Tents
- 20 - St Johns Event Campervan and Golf Cart
- 21 - Youth Workers
- 22 -
- 23 -
- 24 -
- 25 - Slab Inc Tractor Unit
- 26 - 10 ft Containers
- 27 - St Johns Fundrasier Pop Ups x 2
- 28 -
- 29 -
- 30 -
- 31 - Bounce NZ BOH Pop up
- 32 - St John Events Mobile First Aid Units

KEY

- 6ft Fencing
- Aisles
- Picket Fencing
- Crowd Barriers
- Lighting Tower
- P - Police
- G - Generator
- F - Fire and Emergency Vehicle



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RESTRICTED

North Hagley Park Layout

10 5 0 10 20 30 40 50 60 70 80 90
 SCALE (m) 1:1000 SCALE - 1:1000 when printed
 1cm = 10 metres @A3 Site Plan v. 2.0



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NZDF Support to OP UNITY: National Remembrance Service on 29 March 2019



Correct with effect 1030 28 March 2019

The Briefing provides a summary of the support NZDF is providing to the All of Government activity to enable the National Remembrance Service for victims of the Christchurch Terror attack to be held at 1000 in Christchurch on 29 March 2019. It further details of the support NZDF are providing to additional services in key locations concurrently in Auckland, Wellington, Dunedin and Hamilton at the request of NZ Police (as lead for security planning) and Department of Internal Affairs (as lead for the coordination of the services themselves). Please note that requests are still being fielded from Other Government Agencies and so this detail may not be the final list and that support to OP DEANS (initial response to Christchurch Terror Attack) is ongoing in parallel with other resources. All NZDF FE that are required outside of home locations will be in place no later than 1700 28 March 2019.

Items in bold below are increased support levels discussed at ODESC yesterday we are waiting to confirm by 1300 28 Mar 2019 (but can all be in place if directed today)

Key Risks

Nil strategic risks identified at this time requiring further treatment.

- All tasks requested within capability of NZDF to support with available assets
- All Emergency Response Groups will remain in NZDF establishments unless activated.
- All Air tasks have a back up aircraft available at this time



Agreed Support and Positioning of Standby Force Elements Broken Down by Location

Auckland: Eden Park

- 6(a)
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Wellington: Waitangi Park

- 6(a)
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Dunedin: Town Hall

- 6(a)
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Hamilton: Claudelands Stadium

- 6(a)
- [Redacted]
- [Redacted]
- [Redacted]

Manawatu: Stand By

- 6(a)
- [Redacted]
- [Redacted]

Christchurch: Hagley Park

- 6(a)
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]



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Restricted
National Remembrance Service - Operation Unity
 Key facts and figures (as at 28/03 1000 hrs)



Mission of the operation is to ensure that all people attending the National Remembrance Service are safe, feel safe and are treated with respect.

Event summary

Overall attendance for National Remembrance Service across New Zealand is expected to be between **140-165,000** people.
 Across **12** districts, **23** events will take place which will be protected by **6(a)** New Zealand Police staff, supported by **6(a)** Australian Police staff and **6(a)** NZDF staff.
 Additionally, New Zealand Police continue to provide an armed Police presence at mosques and major Police stations throughout the country.

VIP and IPP visitors

To date, 122 VIPs delegates (6 of which with IPP status) from approximately 60 countries have indicated they will attend the Service.
 Countries:
Australia (Prime Minister (PM), Governor General, Opposition Leader), **Saudi Arabia** (FM), **Diplomatic Corps** (52 reps), **Organisation of Islamic Cooperation** (3 reps) , Pacific Islands: **Cook Islands** (PM), **French Polynesia** (President), **New Caledonia** (President), **Tokelau** (ULU), **Fiji** (President)

Security forces deployed

| Location | Venue | Estimated attendance | District constables | Specialists AOS/STG/PS/PSU /SSG/etc.* | Total NZP staff | AFP specialists | NZDF staff | TOTAL staff |
|--------------------------|--------------------------------|----------------------|---------------------|---|-----------------|-----------------|-------------|-------------|
| Christchurch | Hagley Park | 60-80,000 | 6(a) | 6(a) | 6(a) | 6(a) | 6(a) | 6(a) |
| Auckland | Eden Park | 50,000 | | | | | | |
| Wellington | Waitangi Park | 15,000 | | | | | | |
| Hamilton | Claudlands Events Centre | 6,500 | | | | | ** | |
| Dunedin | Town Hall | 5,000 | | | | | | |
| Queenstown, Wanaka, Gore | Earnslaw Park, Waterfront, tbc | 450 | | | | | | |
| Mt Maunganui | Bay Park Area | 4,000 | | 6(a) | | | | |
| Gisborne | Library | 30 | | | | | | |
| Wairoa | Gaiety Theatre | | | | | | | |
| Palmerston Nth | The square | 300 | | | | | | |
| Wanganui | Regional museum | | | | | | | |
| Levin | Village green | | | | | | | |
| Northland | 9 venues | 150 | | 6(a) | | | | |
| Blenheim | ASB Theatre | 700 | | | | | | |
| Total | | 140-165,000 | 6(a) | 6(a) | 6(a) | 6(a) | 6(a) | 6(a) |

* 6(a) ** 6(a)

Partner support

6(a)

6(a)

Police controlled area (No Pedsetrians Vehicles or access)
9 Buses

No vehicles on
-Deans Ave
-Harper Ave
-Riccarton Ave (West of hospital)
17 Buses required

Pedestrian protection
for flower wall
9 buses

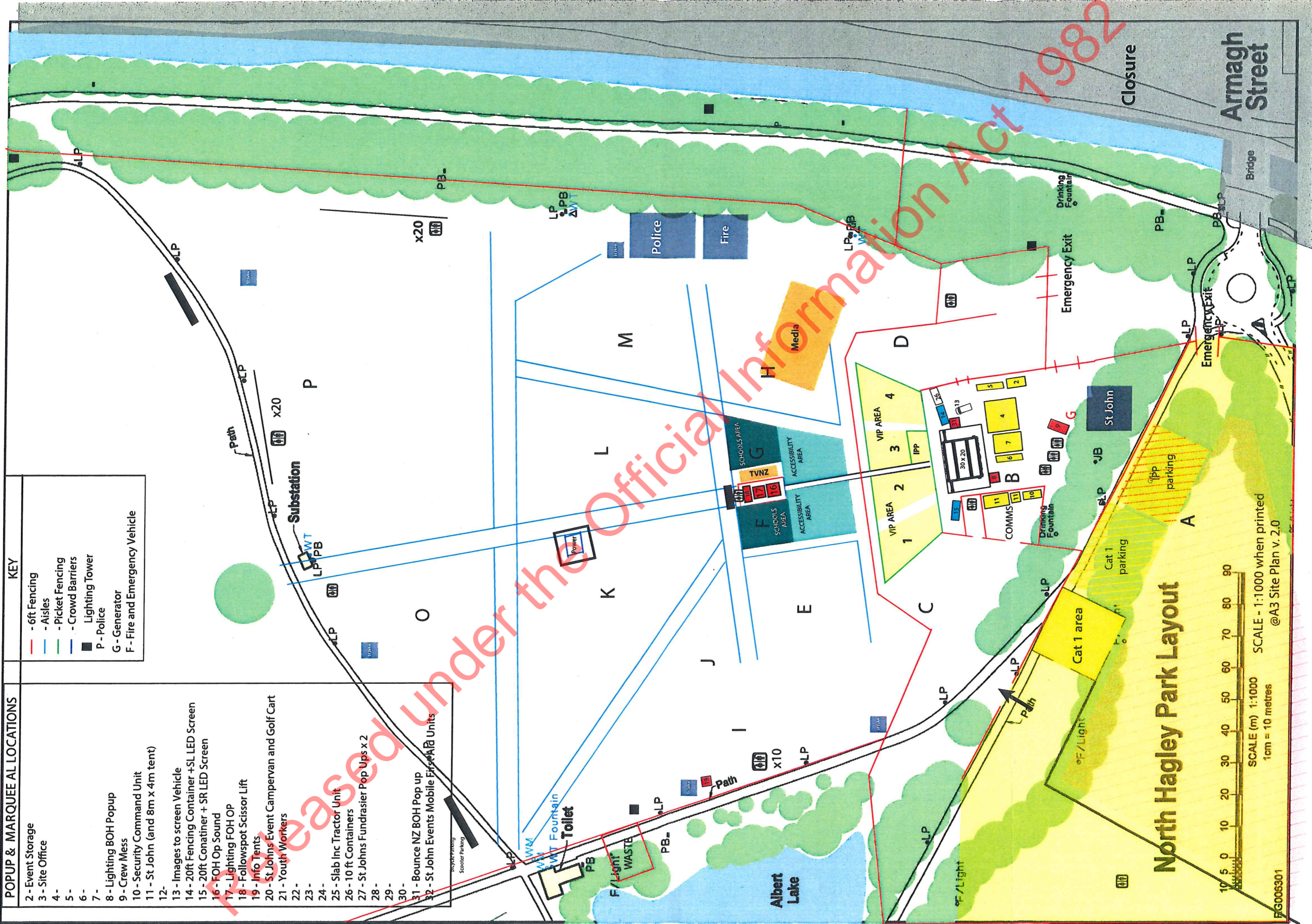
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POPU & MARQUEE AL LOCATIONS

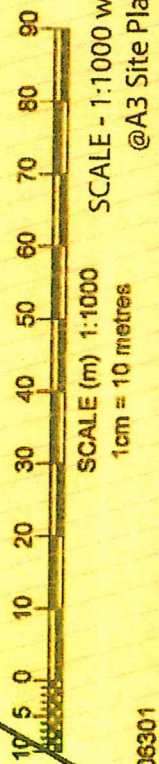
- 2 - Event Storage
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- 28 -
- 29 -
- 30 -
- 31 - Bounce NZ BOH Pop up
- 32 - St John Events Mobile First Aid Units

KEY

| | |
|---------------------------------------|--------------------------------|
| — | - 6ft Fencing |
| — | - Aisles |
| — | - Picket Fencing |
| — | - Crowd Barriers |
| ■ | Lighting Tower |
| ■ | P - Police |
| ■ | G - Generator |
| ■ | F - Fire and Emergency Vehicle |



North Hagley Park Layout



PG006301

From: [Catriona Robinson \[DPMC\]](#)
To: s9(2)(g)(ii) [DPMC]; s9(2)(g)(ii) [DPMC]; s9(2)(g)(ii) [DPMC]; 9(2)(g)(ii) 1: @9(2)
Subject: FW: Notes for PM conversation ()
Date: Friday, 15 March 2019 5:34:07 pm
Attachments: [image001.png](#)

From: s9(2)(g)(ii) [DPMC]
Sent: Friday, 15 March 2019 5:33 PM
To: Brook Barrington [DPMC] <xxxxx.xxxxxxxx@xxxx.xxxx.xx>; s9(2)(g)(ii) [DPMC] <s9(2)(g)(ii)@dpmc.govt.nz>; Cecile Hillyer [DPMC] <xxxxxx.xxxxxxx@xxxx.xxxx.xx>
Subject: Notes for PM conversation

-

Actions from ODESC

- The national domestic terrorist threat level has been moved to HIGH (a terrorist attack is assessed as very likely).
 - This will likely have immediate operational consequences for some agencies (there are no automatic consequences – it is a matter for Chief Executives based on the specific context and risk)
 - The Watch Group will keep this in close scrutiny including ensuring calibration of movements across the system
 - The ODESC noted a possibility that the Prime Minister might announce the change in threat level, and to signal that people may see operational / increased security changes as a result.
 - Police strongly advise that the PM not/not travel to Christchurch tonight.
- The threat situation in Christchurch remains significant.
 - There may be at least one other perpetrator still at large.
 - Officials will give consideration tonight about the question of declaring a local state of emergency – relevant factors to take into account include a number of major events this weekend (eg Bangladesh-NZ cricket test match; Pride parade; Womad); as well as managing incoming tourists / aircraft.
 - Chair ODESC will test with the Prime Minister her appetite for seeking to cancel specific events [NB the cricket is understood to have been cancelled already]
- ODESC will meet again tomorrow, preceded by a Watch Group tomorrow morning. There is an open question as to when Ministers might meet.
- Comms from Police, DPMC and PMO to remain very closely joined up.
- Police Commissioner has the lead on communication about the operation
- The WG to pay close attention to community engagement, particularly specific community groups
- A comprehensive intelligence operation is underway, s6(a)
- The Explosive Ordinance Team is investigating a possible Vehicle Borne IED.
- Police and NZDF continue to work on potential Defence Force assistance to Police (this may require the PM's approval; template paperwork has already been prepared)
- ODESC will consider which senior reps should visit Chch, and when, at a point in the

future. Want to demonstrate care, but not overwhelm the operation.

Other matters you may wish to raise

- How does the PM feel about a local state of emergency?
- The PM may be asked to approve NZDF assistance to Police – the Defence Act requires this if NZDF is to be deployed with Police powers (not envisaged at this point).
- MFAT have engaged with local diplomats already and will send public messaging to posts.

s 9(2)(g)(ii)

Director, National Security Systems
National Security Group
Department of the Prime Minister and Cabinet

P +64 s9(2)(a)

M +64s9(2)(a)

E s9(2)(g)(ii) [@dpmc.govt.nz](mailto:s9(2)(g)(ii)@dpmc.govt.nz)

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ODESC

*Officials' Committee for Domestic
and External Security Coordination*

| | |
|----------------|--|
| To | The Prime Minister |
| | Deputy Prime Minister |
| | Minister of Corrections |
| | Minister of Finance |
| | Minister of SIS and GCSB |
| CC | Attorney-General |
| | Minister of Police |
| | Minister of Ethnic Communities |
| | Minister of Civil Defence |
| | Parliamentary Under-Secretary to the Minister for Ethnic Communities |
| From | Brook Barrington, Chair of ODESC |
| Date | 17 March 2019 |
| Subject | Op DEAN (Christchurch shootings) |

Key points

- The national threat level remains at HIGH, but is under daily review.
- section 9(2)(g)(i) [redacted] section 9(2)(g)(i) [redacted] Officials are actively working to ameliorate this.
- The National Crisis Management Centre (NCMC) was activated at 18h00 Saturday 16 March to manage a longer-term integrated national security system response, complementary to the operational response being led by Police.

Background

1. The second ODESC meeting on the Christchurch mosque shootings, Op DEANS, was held on 16 March 2019. The meeting had three primary purposes:
 - a. To maintain ODESC's close scrutiny of the national threat level.
 - b. To test the effectiveness of system arrangements.
 - c. To progress swiftly the advice you have directed that ODESC provide to Cabinet on 18 March.

Details

National threat level

2. ODESC confirmed the national threat level remained at HIGH. This will remain under daily review. For now, however, the situation is uncertain; it is not yet clear whether there might still be perpetrators at large.

s9(2)(g)(i)

3. ODESC discussed timeframes for the release the bodies to families. The Chief Coroner, the Chief Pathologist and senior Police are working to see what acceleration might be possible. Andrew Kibblewhite, CE of the Ministry of Justice is representing the Government's sense of urgency on this matter. There have since been some signs of progress
4. Police are also taking all possible steps to complete their investigative processes as quickly as is possible.
5. An additional issue is the challenge that will face the families and Islamic community in properly managing the number of bodies in accordance with their faith. We are investigating how we can assist in this matter.

Better system integration

6. ODESC has activated the National Crisis Management Centre (NCMC), noting that Police will continue to lead on the operational response. The NCMC, under MCDEM leadership, will be ensure an integrated government response over the longer term, in recognition that the government's involvement with this event will continue long after the Police-led operational response has concluded. Particular areas of attention for the NCMC will be all-of-government communications, international engagement, integration with local authorities and agencies, and community engagement.
7. Agencies will begin to gather in the NCMC from 18h00 tonight, with the NCMC being fully activated tomorrow morning. A shadow NCMC is being established in Christchurch to manage the all-of-government response. This coordinating hub, likely to be collocated with Police in the CJESP, will be up and running on Sunday, 17 March.

Community engagement

8. Police is leading on engagement with affected communities in Christchurch, but several other agencies have a role. Police and MCDEM will work together to ensure that community engagement efforts are well integrated, and that sufficient resources (translators, cultural navigators) are available.

Financial pressures

9. I have not yet involved Treasury in the ODESC process but it is my intention to do so from now. This will provide ODESC with advice on the fiscal impacts of Op DEANS, ensuring that line agencies can expense funds in response to need. (Agencies are beginning to incur unbudgeted expense – eg by an intensified screening regime at regional airports). It will also assist Treasury to understand the implications of the national security and wider government response. ODESC will provide to you and Ministers advice on the funding implications and pressures of the response.

Advice to you and Cabinet

10. You have directed ODESC to provide you and Ministers with advice on specific issues at the Cabinet meeting on Monday. ODESC has initiated the necessary work programme.

Next steps and advice to Ministers

11. I provided you last evening with an oral update on the outcome of this ODESC meeting. From Sunday 17 March, we will commence a daily rhythm of updates for you and Ministers:
- a. An NCMC sitrep (provided three times per day at 06h00, midday, and 18h00)
 - b. PM's media talking points (provided three times per day, and as required)
 - c. An ODESC note (provided after each ODESC meeting)
12. ODESC will meet again tomorrow, 17 March at 13h00.

NOTED / TO DISCUSS



Brook Barrington, Chair of ODESC



Rt Hon Jacinda Ardern, Prime Minister

Date: 23 / 3 / 2019

Released under the Official Information Act 1982



ODESC

Officials' Committee for Domestic
and External Security Coordination

| | |
|----------------|---|
| To | The Prime Minister |
| From | Brook Barrington, Chair of ODESC |
| Cc | Deputy Prime Minister Minister of Corrections Minister of Finance Minister of NZSIS and GCSB Attorney-General Minister of Police Minister for Ethnic Communities Minister of Civil Defence Parliamentary Under-Secretary to the Minister for Ethnic Communities <i>Relevant Chief Executives</i> |
| Date | 17 March 2019 |
| Subject | Op DEANS (Christchurch shootings) |

Key points

- The national threat level remains at HIGH.
- As the tempo of the Police operation reduces, ODESC's focus is moving to prioritising the medium- and long-term considerations.
- The effectiveness of the all-of-government effort in supporting communities both in Christchurch and nationally is one of the system's highest priorities.

Background

1. The third ODESC meeting on Op DEANS, was held on 17 March 2019. The primary purpose of the meeting was to progress the operational and policy imperatives that you have outlined.
2. ODESC reviewed the threat environment and confirmed that the national threat level remains at HIGH. This will remain under review.

Details

Coronial process and engagement with families

3. The Secretary of Justice is anticipating that the coronial process will be completed by the close of play on Wednesday 20 March. The Secretary has assured the coroner that additional resources are available in support of the coronial process, **section 6(a)**
section 6(a)

4. The coroner advised the Secretary that the extended work hours which coronial staff (currently 0800-2200 per day) were the maximum hours recommended for the complex investigative work that was required. Running the coronial process overnight was considered unsafe. ODESC noted this position, s6(a)

The Secretary will keep the timeline under review.

5. An informal list of the names of the deceased has been provided to the families. s6(a)

The formal list will be generated by the New Zealand government through the DVI (disaster victim identification) process.

Community support

6. A workshop was held in the National Crisis Management Centre (NCMC) on Sunday, which began to map the different kinds of support required, and identify the relevant agencies that should be present in Christchurch. ODESC recognised the complexity of community support efforts, both locally and nationally. Promoting social cohesion will be a key focus for ODESC as we move from operational to recovery responses.

Your current policy imperatives

7. I advised ODESC of the policy imperatives that you have requested to receive ahead of Cabinet on 18 March.

8. Separate to the advice for Cabinet, work is underway on multilateral engagement options to tackle the problems of social media use. There may be opportunities to undertake New Zealand-relevant work on how social media platforms are used and impacts on behaviour.

Next steps and advice to Ministers

9. Ministers will be briefed at Cabinet on 18 March.

10. The next ODESC meeting is tentatively scheduled for Wednesday 20 March.

NOTED / TO DISCUSS



Brook Barrington, Chair of ODESC



Rt Hon Jacinda Ardern, Prime Minister

Date: 23 / 3 / 2019



ODESC

*Officials' Committee for Domestic
and External Security Coordination*

| | |
|----------------|---|
| To | The Prime Minister |
| From | Brook Barrington, Chair of ODESC |
| Cc | Deputy Prime Minister Minister of Corrections Minister of Finance Minister of NZSIS and GCSB Attorney-General Minister of Police Minister for Ethnic Communities Minister of Civil Defence Parliamentary Under-Secretary to the Minister for Ethnic Communities <i>Relevant Chief Executives</i> |
| Date | 20 March 2019 |
| Subject | Op DEANS: ODESC #4, 20 March 2019 |

Key points

- The national threat level remains at HIGH.
- We anticipate the national commemorative event will require a significant effort to plan and deliver, particularly with respect to the expected attendance of visiting foreign VIPs.
- ODESC has had a preliminary conversation about initiating work on social cohesion.

Background

1. The fourth ODESC meeting on the Christchurch mosque shootings, Op DEANS, was held on 20 March 2019. The meeting considered immediate pressure-points, and held an initial discussion on some of the longer-term considerations which ODESC and agencies will need to address.
2. ODESC reviewed the threat environment and confirmed that the national threat level remains at HIGH.

Details

Christchurch

3. section 9(2)(g)(i)

section 9(2)(g)(i) ODESC recognised again the significant resources and dedication that have been put into making this process as swift and effective as possible.

4. section 9(2)(g)(i) [redacted] ODESC noted that a stronger structure had now been created, co-locating central and local agencies alongside Ngāi Tahu in the Council buildings to improve service integration. The Islamic are invited to be represented.
5. The Director of Civil Aviation has extended screening of passengers on regional flights at Christchurch airport to midnight Friday¹. Questions have been raised about whether such screening is also required in other locations; DPMC will convene a group of relevant officials to consider AvSec settings more broadly.
6. Up to 50 nations have signalled that they will send dignitaries to attend the national commemorative event in Christchurch. The Chief Executive of DIA and I will establish an inter-departmental planning team for the event to ensure that all relevant considerations – including foreign policy, security, community and civic considerations – are appropriately captured.

International

7. s6(a) [redacted]

Longer-term considerations

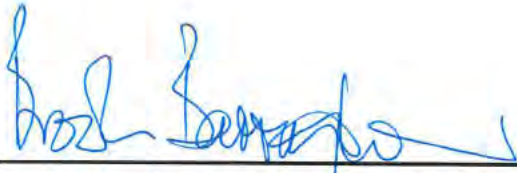
8. DPMC will lead a small team of experienced national security officials to engage with relevant partners s6(a) [redacted] to draw on their experience in streamlining their respective national security process following similarly large-scale and unexpected terror attacks. Another line of effort will be to assess offers made by senior officials in s6(a) [redacted] to improve access to data and other forms of information sharing with New Zealand counterparts.
9. Significant sums are being donated to assist the victims of Christchurch. There are a number of implications that now need to be considered, such as how the money is disbursed, by whom, and how to ensure that recipients of donations aren't disadvantaged by unanticipated impacts on benefits or tax. The Ministry of Justice, in consultation with relevant agencies, is considering these matters.
10. ODESC had a preliminary conversation about initiating strategic thinking on social cohesion/social inclusion. Chief Executives of MSD and DIA will discuss this further once the immediate pressure have eased, then advise me on their recommended next steps.

¹ Passengers on flights covering the main domestic routes and international destinations are screened as a matter of course.

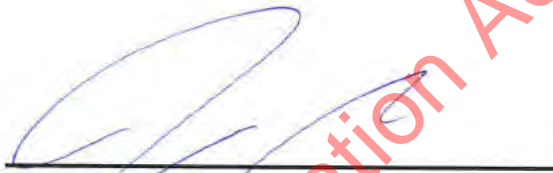
Next steps and advice to Ministers

- 11. I will continue to provide oral updates on a daily basis.
- 12. The next ODESC meeting is scheduled for the afternoon of Monday 25 March.

NOTED / TO DISCUSS



Brook Barrington, Chair of ODESC



Rt Hon Jacinda Ardern, Prime Minister

Date: 24/3/2019

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ODESC

Officials' Committee for Domestic
and External Security Coordination

| | |
|----------------|---|
| To | The Prime Minister |
| From | Brook Barrington, Chair of ODESC |
| Cc | Deputy Prime Minister Minister of Corrections Minister of Finance Minister of NZSIS and GCSB Attorney-General Minister of Police Minister for Ethnic Communities Minister of Civil Defence Parliamentary Under-Secretary to the Minister for Ethnic Communities <i>Relevant Chief Executives</i> |
| Date | 25 March 2019 |
| Subject | Op DEANS: ODESC #5, 25 March 2019 |

Key points

- The national threat level remains at HIGH.
- While the weight of ODESC deliberations is turning from the immediate operational response to longer-term considerations, there are some key events in the coming months to which we must pay attention **s6(a)**

Background

1. The fifth ODESC meeting on the Christchurch mosque shootings, Op DEANS, was held on 25 March 2019. The meeting considered key risks, and held an initial discussion about commissioning work on social inclusion.
2. ODESC reviewed the threat environment, noting the national threat level remains at HIGH.

Details

National Remembrance Service

3. ODESC considered some of the risks that will need to be addressed in planning for the National Remembrance Service. The likely pressures on Christchurch International Airport were noted and DIA, with support from MFAT, was asked to ensure that airport authorities were given an early heads-up about incoming foreign delegations, particularly those arriving in their own aircraft. **s6(a), s9(2)(g)(i)**

4. Broadly, ODESC was satisfied that the risks inherent in running such a significant event at short notice were being managed by the lead agencies, and did not require specific ODESC intervention at this stage. I have asked the senior officials of the national security Watch Group to keep this under observation over the rest of this week.

ODESC's focus from here

5. The Op DEANS ODESC group will meet again on Tuesday 2 April.
6. More broadly, I intend to convene two additional ODESC meetings on specific topics in the coming weeks(s):
 - a. Security agencies only, to discuss significant events in the coming months:
 - i. s6(a) [redacted]
 - ii. s6(a) [redacted]
 - iii. s6(a) [redacted]
 - b. Security and social agencies together, to discuss issues related to right-wing extremism.
7. Furthermore, when MSD's and DIA's initial work on a social inclusion work programme has reached a useful point, I will convene a meeting of appropriate Chief Executives to take that forward. I will ensure that PMO remains closely engaged in the shaping of this work, and anticipate that DPMC might take a leading role, at least initially.
8. Finally, I have asked my ODESC colleagues to consider the budget bids that they have submitted, to check that nothing has been missed or requires re-evaluation in light of 15 March; and to engage directly with the Secretary of the Treasury if amendments are required. I expect, however, that at this late stage of the Budget process few if any changes will be sought.

Next steps and advice to Ministers

9. After your briefing on 26 March, I expect that my next opportunity to brief you on Op DEANS will be on or after Wednesday 3 April.

NOTED / TO DISCUSS



Brook Barrington, Chair of ODESC



Rt Hon Jacinda Ardern, Prime Minister

Date: 29 / 3 / 2019

Key points from ODESC #7 (Op UNITY) on 28 March at midday

- **Note** CTAG's assessment of the National Threat Level remains HIGH, s6(a)
[REDACTED]
[REDACTED] The Threat Level assessments remain under constant review, but have not changed.
- s6(a)
[REDACTED]
- **Note** the A3 material provided by Police, which details the number of staff being deployed, including additional capability from supporting agencies and AFP.
- **Note** that Police have the ability to surge resources at any time up to and during events.
- s6(a)
[REDACTED]
- **Note** the consolidation of multiple events into fewer locations in Auckland and Northland.
- **Note** the request from Chair ODESC to CE DIA to reinforce with Territorial and Local Authorities the desirability of event consolidation where possible.
- **Note** the operational posture of Christchurch health services has been calibrated in conjunction with Police operational planning, and work is underway to do the same in Auckland.
- **Note** contingency planning on an alternate venue in Christchurch with broadcasting capability, in the event that this proves necessary, is being explored by DIA in conjunction with Police.
- s6(a)
[REDACTED]
- **Note** the following decision rights were registered by ODESC:
 - The Commissioner of Police has overarching operational decision-making rights.
 - The current position is that, s6(a)
[REDACTED] the National Remembrance Service in Christchurch and events nationwide can proceed.
 - Any decision to fall-back to any alternate venue is to be made by the Commissioner of Police in conjunction with the CE of DIA – with the Chair of ODESC to be advised as soon as practicable.

- Any decision to cancel the National Remembrance Service is at the discretion of the Commissioner of Police; with the Chair of ODESC is to be advised of such a decision as soon as practicable.

- s6(a)



Note the following communications arrangements are in place or are being developed:

- The combined DIA/NZ Police communications team is developing contingency communications.
- The last possible moment for taking a decision to fall-back to any alternate venue will be 0735 on Friday 29 March – the scheduled time of departure of the NZDF aircraft transporting VIPs to Christchurch for the National Remembrance Service. Communications on this decision would be led by DIA.
- A decision to cancel the National Remembrance Service or evacuate the Hagley Park venue could be taken at any time up to or during the event. Police would lead communications, including drawing on existing MCDEM emergency alert channels.
- In the event of cancellation of the National Remembrance Service or evacuation of the Hagley Park venue, arrangements would be made for the Prime Minister to address the nation as soon as practicable, once her personal safety has been assured.

A handwritten signature in blue ink, appearing to read 'Brook Barrington'.

Brook Barrington
Chair ODESC

At 1630 on 28 March 2019

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ODESC

Officials' Committee for Domestic
and External Security Coordination

| | |
|----------------|--|
| To | The Prime Minister |
| From | Brook Barrington, Chair of ODESC |
| Cc | Deputy Prime Minister |
| | Minister of Corrections |
| | Minister of Finance |
| | Minister of NZSIS and GCSB |
| | Attorney-General |
| | Minister of Police |
| | Minister for Ethnic Communities |
| | Minister of Civil Defence |
| | Parliamentary Under-Secretary to the Minister for Ethnic Communities |
| | <i>Relevant Chief Executives</i> |
| Date | 05 April 2019 |
| Subject | Op DEANS: ODESC #8, 3 April 2019 |

Key points

- The national threat level remains at HIGH.
- The national security system is moving from response to recovery. As part of that change, agencies are working through how best to support the affected families, Christchurch City Council, and local agencies in this transition period.

Background

1. The eighth ODESC meeting on Op DEANS was held on 3 April 2019. The meeting covered operational updates, ongoing engagement between central and local agencies, and mechanisms for ODESC agencies to review their operational activity following the events of 15 March 2019.

Operational transition

Operational Updates

2. Key operational agencies - NZ Police, NZSIS, MoH, MFAT and MCDEM - provided an update on their respective operational activity. In general, all agencies are transitioning to a more sustainable operational tempo, consistent with the assessed national threat level and the respective demands and outputs.

Threat Level

3. ODESC noted the national threat level remains at HIGH.

4. The Combined Threat Assessment Group is undertaking a formal review of the national threat level. This will be completed on 5 April.
5. I will notify you of the outcomes of this review and discuss options for how this might, if necessary, be publicised.

Engagement with Christchurch

6. MSD case management of affected families is continuing – a comprehensive database of those requiring assistance is being developed, drawing on a wide-range of sources. MSD are working with community representatives to provide appropriate support to those in need. MSD advise that:
 - a. All families that have suffered bereavement are receiving 1:1 case management.
 - b. Those identified as injured are also receiving individual support – this group is growing as injured identify themselves.
 - c. As others affected come forward, MSD are making referrals to service providers or developing plans for long-term support based on need.
7. ODESC agencies discussed how best to continue support of affected families, Christchurch City Council, and local agencies as we transition from response to recovery.
8. MSD undertook to discuss with the Christchurch Leaders Group how ODESC agencies can best continue to coordinate the delivery of required services and the sharing of information between central and local government agencies. Formal feedback on this will be provided to me on 12 April.

Operational reviews

9. Internal debriefs by operational agencies of their responses to Op DEANS have begun, including on issues such as:

- a. s6(a), s9(2)(g)(i)
- b.
- c.
- d.
- e.

10. ODESC agencies have been commissioned to provide this advice to me for a consolidated assessment of lessons learned, to be completed by mid-May.

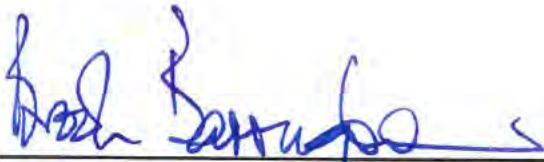
Requests under the Official Information Act

11. Agencies involved with Op DEANS are expecting to receive a significant number of OIA requests. Agencies will work together to establish a consistent approach to managing and responding to these requests, meeting our obligations under the Official Information Act while also preserving the integrity of any reviews and legal proceedings.

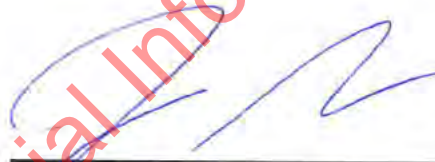
Next steps and advice to Ministers

12. Chief Executives have agreed that, absent any unexpected developments, there is no further requirement to meet as an ODESC on Op DEANS. This will, therefore, be my last note to you in this series of Op DEANS updates.
13. I have, however, scheduled an ODESC for 15 April s6(a)
[REDACTED]
14. I will continue to keep you updated on the implications for our operational posture and tempo in light of the national threat level.

NOTED / TO DISCUSS



Brook Barrington, Chair of ODESC



Rt Hon Jacinda Ardern, Prime Minister

Date: 8 / 4 / 2019

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ODESC

Officials' Committee for Domestic and External Security Coordination

Christchurch Shooting Watch Group #1 Agenda

| | | | |
|-----------------------|---|--|--------------------------------|
| Date | 16 March 2019 | Time | 10.00 am |
| Location | Room s6(a), Pipitea House, 1-15 Pipitea Street, Thorndon | | |
| Teleconference | | | |
| Invitees | Crown Law CTAG DIA DPMC FENZ GCSB MBIE MCDEM | MFAT MoD MoH MoJ MoT NZCS | NZDF NZSIS Police SSC |
| Classification | RESTRICTED | | |
| Papers | Counter Terrorism Playbook | | |

Purpose: To confirm Government response to the Christchurch shooting response is comprehensive and coordinated

| Item | Topic | Lead |
|------|--|--------------------------|
| 1. | Introduction | Chair |
| 2. | Situation update | Police, |
| 3. | Intelligence Update | NZSIS, Police |
| 4. | Key issues, risks, implications <ul style="list-style-type: none"> Public reassurance Threat to New Zealanders and New Zealand interests overseas | All |
| 5. | Operational response <ul style="list-style-type: none"> Outline of agency/sector response | All |
| 6. | Communications and messaging <ul style="list-style-type: none"> Community engagement strategy International atmospherics | DPMC, Police, MFAT |

| Item | Topic | Lead |
|------|--|-------|
| | <ul style="list-style-type: none">• News cycle - calibration of response• VVIP, visitor management on the ground in Christchurch | |
| 7. | Support requirements and resources <ul style="list-style-type: none">• Activation of legislation and plans• Integration of agencies into operational response• Tasking of additional resources if required• Activation of specialist support if required• s6(a) | Chair |
| 8. | Advice to ODESC <ul style="list-style-type: none">• Matters arising from briefing of PM• Cabinet on Monday• Parliamentary statement | Chair |
| 9. | Watch Group decisions and Action items | Chair |
| 10. | Next meetings | Chair |

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ODESC

Officials' Committee for Domestic
and External Security Coordination

Christchurch Mosque Shooting Watch Group #1 Minutes

16 March 2019

Room section 6(a), Pipitea House

Attendees

| Agency | Attendee |
|-------------|--|
| DPMC | Catriona Robinson (Chair) |
| | Cecile Hillyer <small>section 9(2)(a), section 6(d)</small> |
| | |
| AVSEC | |
| CAA | |
| Corrections | |
| Crown Law | |
| CTAG | s6(a) s6(a) |
| Customs | |
| DIA | |
| FENZ | |
| GCSB | s6(a) s6(a) |
| MBIE | |
| MCDEM | |
| MFAT | |
| MNZ | |

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| | |
|-----------------|----------|
| MOD | s9(2)(a) |
| MOH | s9(2)(a) |
| MOT | |
| MSD | |
| NZ Police | |
| NZDF | |
| NZIC | |
| Oranga Tamariki | |
| SSC | |

Introduction

1. The Chair highlighted that ODESC is meeting at 1300 today.
2. The PM has been briefed this morning and subsequently spoken to media. She will speak again following ODESC.

Situation

3. s9(2)(a) (NZ Police) began by acknowledging those killed, injured and grieving.
4. Photos of some of the weaponry used were distributed. These highlight both the seriousness of the attacks and the types of people involved.
5. s9(2)(a) (NZ Police) gave a high-level update on the mass shooting that occurred in Christchurch on 15 March.
 - a. 49 people have been killed and 42 injured.
 - b. The number of deceased could increase due to the serious nature of injuries. All agencies are warned to avoid talking about numbers for this reason.
 - c. Police are working to establish whether TARRANT is the only suspect in the attacks.
 - d. This uncertainty around TARRANT's associates is currently the key issue. Police do not know whether the event is over at this time or what might come next. There is a high risk of further incidents, including the possibility of unconnected or inspired attacks. Police will continue to maintain a high security posture.
 - e. TARRANT demonstrated both ideology and clear objectives for the attacks. Prior to the attacks, TARRANT sent out a mass email including a manifesto drawing on modern extremist white supremacist ideology.
 - f. A further key issue is managing the aftermath of the attacks that have occurred. Police have launched a significant effort in Canterbury to manage the community impacts. s9(2)(g)(i)
 - g. s6(a)

- h. The attacks have a nexus to Australia. s6(a)
 - i. s6(a)
 - j. Foreign media will be arriving in Christchurch.
 - k. In summary, the Police Commissioner is focused on five objectives in response to the attacks:
 - i. Public safety
 - ii. Intelligence and investigative efforts
 - iii. Managing impacts and risks to victims, families and communities
 - iv. Providing support to staff
 - v. Managing the media
6. s9(2)(a) (MFAT) provided an update on the strong international response to the attacks.
- a. s6(a)
 - b. s6(a)
 - c. s6(a), s9(2)(g)(i)
 - d. MFAT is ramping up its social media engagement with positive messages of support to the Muslim community.
 - e. Verification of the victims of the attack and their nationalities is a pressing and difficult issue, with increasing demand from the Diplomatic Corp. Resolving this will be key to delivering a credible international response.
 - f. s6(a), s9(2)(g)(i) Turkey has confirmed its Vice-President and Foreign Minister will be visiting New Zealand tomorrow.
 - g. MFAT are also working internationally to get footage of the attack removed from the internet where possible.
 - h. MFAT give their thanks for providing the +64 number in addition to the 0800 number.
7. s9(2)(a) (CAA) shared that CAA have initiated screening requirements of all domestic flights out of Christchurch.
- a. This is about risk management, supporting public confidence and allowing Air New Zealand to mitigate disruptions to the national aviation system.
 - b. s6(a)
 - c. section 6(a), section 6(c)
8. s9(2)(a) (DIA) spoke about DIA's work around arriving foreign dignitaries and requests to begin planning for memorials.
- a. MCDEM have also been speaking to officials in Australia about the timing of commemorations.

Released under the Official Information Act 1982

14. The Watch Group discussed the key issue of providing public reassurance:

- a. s6(a), s9(2)(g)(i) [REDACTED]
- b. s6(a), s9(2)(g)(i) [REDACTED]
- c. s6(a) [REDACTED]
- d. s9(2)(a) [REDACTED] (Police) further commented that leaders in New Zealand religious communities were aware of similar events having occurred overseas.
- e. s9(2)(a) [REDACTED] (DIA) commented that DIA will provide additional support through the Office of Ethnic Communities.
- f. Police will provide a key contact for community liaison.
- g. s6(a) [REDACTED]

15. s9(2)(a) [REDACTED] (MCDEM) highlighted the issue of staff welfare, with particular emphasis on Emergency Management staff in Christchurch, who have responded to a string of traumatic events in recent years.

- a. The question was raised of what we can do to support these people.
- b. s9(2)(a) [REDACTED] (Police) commented that they have sent people to Christchurch to manage staff welfare.
- c. s9(2)(a) [REDACTED] (MCDEM) commented also that the focus of the response might change from the immediate event to wider consequences. One of these consequences to manage will be the traumatisation of people who have viewed the online footage.
- d. s9(2)(a) [REDACTED] (MOH) highlighted that the DHB is pulling together a planning group focused on psychosocial support. There is well-proven material available for delivering this. The DHB is working through resourcing requirements.
- e. DIA are also providing additional support to Beehive staff.
- f. s9(2)(a) [REDACTED] (DIA) raised the question of whether there is a mechanism for organising Measles boosters for staff who will be deployed to Christchurch.

16. The PM is visiting Christchurch today on an NZDF aircraft, accompanied by the Deputy PM, other Senior Ministers and the Leader of the Opposition. No media advisory has been given about their itinerary.

- a. There will be a high level of interest in visiting Christchurch from a range of other dignitaries s6(a) [REDACTED]. DIA, DPMC, MCDEM, MFAT and Police agreed to meet to determine a plan for organising this.

- b. On a similar note, s9(2)(a) (MBIE) highlighted a need to get advice out from Government around tourism and travel to New Zealand. MBIE will lead development of this. MFAT will also be engaged to share advice through diplomatic posts.

17. s6(a)

- 18. s9(2)(a) (MCDEM) recommended that Officials work together to anticipate questions that the PM is likely to ask in coming days and generate proactive advice. DPMC confirmed it would be coordinating inter-agency work on immediate information needs and medium/long-term policy advice.

Operational response

- 19. s9(2)(a) (MOT) highlighted resourcing pressure on NZTA contractors who are managing road blocks in Christchurch, with members of the public wanting to get through.
- 20. All agencies were requested to send to NSSD information on additional resourcing that they may have available to support Christchurch.

Communications and messaging

- 21. NZSIS/GCSB have received large volumes of requests about terrorism watch lists, highlighting the need for agencies to have consistent guidance around how to respond.
 - a. Agencies were requested to identify their key communications people to NSSD.
 - b. DPMC will look to give advice around deadlines for briefing the PM.
 - c. PMO will triage information for Ministers' offices to ensure consistency.
- 22. Drawing on the experience of the Canterbury earthquakes, s9(2)(a) (MOH) mentioned that Officials should anticipate the need to trespass international media from places of interest such as the Hospital, working with Police.
- 23. The Watch Group agreed on a broader need to develop a stance around proactive messaging to international media.
 - a. Led by Police, communications teams in all agencies were requested to consider strategic communications positioning.
- 24. s9(2)(a) (Crown Law) commented that questions could be expected soon about the nature of charges against the suspect, including whether the Terrorism Suppression Act is being used, and the conditions in which he and others are being held.

Support requirements and resources

- 25. The Chair emphasised that s6(a)

Advice to ODESC

- 26. s9(2)(a) (Police) stated that the Commissioner saw no need to invoke an emergency power provision.
- 27. Cabinet will meet on Monday solely to discuss Christchurch. Topics will include recovery planning and right-wing extremism.
- 28. A Parliamentary statement will be made on Tuesday.

29. The Chair canvased matters arising from the briefing given to the PM.
- a. Three 'whole-of-system' updates will be given to seniors and Ministers each day. Led by DPMC, these will be concise and action-oriented, focusing on what has happened and what is going to happen.
 - b. While Ministerial updates will highlight 'what we know', separate communications updates for PMO will focus on 'what we can say'.
 - c. Agencies are requested to submit material for these updates by **0600, 1100 and 1600** respectively.
30. s9(2)(a) (MFAT) emphasised that they need key information and talking points around foreign nationals before these go out to the media.
31. s9(2)(a) (Police) commented that they were taking a firm approach to record keeping while responding to this event. Scribes have been attached to key decision-makers in order to record every decision, consideration and action taken.

Action items

| Para | Action | Lead |
|-------|--|-----------------------------|
| 29.c. | <ul style="list-style-type: none"> • DPMC will be providing three daily situation summaries to the Prime Minister's Office. Information from agencies is required daily by 6.00am, 11.00am and 4.00pm. • The first deadline today (16/3) is 4.00pm and should be sent to s9(2)(k). • These should be bullet points that can be used as talking points. • Information should include: <ul style="list-style-type: none"> ○ information about what has been done by your agency – carrying on additional developments since the previous update; and ○ what may be coming up in the next 24 hours, e.g. additional support staff, new support function set up. • Please state if there is no change. • Send through the name of your main communications contact and a communications roster, if you have one. | All agencies |
| 18. | To consider and anticipate likely questions that agencies may receive from the Prime Minister's Office and prepare potential responses. | All agencies |
| 23.a. | Communications teams to think about strategic communications positioning, for instance to support proactive messaging to international media. | All agencies, led by Police |
| 5.b. | Request from Police that agencies avoid discussing casualty numbers. | All agencies |
| 6.e. | Provide information on nationalities of casualties and deceased for MFAT engagement with Diplomatic Corps s6(a), s9(2)(g)(i) | Police |
| 8.b. | To coordinate about memorial events prior to Prime Minister's Office meeting with CE DPMC. | MCDEM & DIA |
| 18. | Profile of right wing extremism for the Prime Minister, including a preliminary brief for tomorrow (by 1200 hrs on 17 March) and more fulsome brief for the Cabinet meeting (by 1900 hrs on 18 March). | NZSIS |

| | | |
|-------|---|-------------------------------------|
| 14.g. | To consider resourcing requirements and/or availability of resource that could be diverted and advise 9(2)(k) [redacted] in order to collate and match. | All agencies |
| 12.c. | To circulate consistent messaging on what the raised threat level means for agencies, so that this may be used in external communications. | DPMC |
| 12.b. | Provide operational details of how agencies are responding to the increased national terrorism threat level to 9(2)(k) [redacted] | All agencies |
| 13. | Review a number of its recent threat assessments s6(a) [redacted] | NZSIS (CTAG) |
| 14.f. | Provide details of Police POC on community engagement for use by the other agencies with engagement responsibilities in Christchurch. Action on all agencies to ensure that they are intimately joined up with Police on this on community engagement. | Police |
| 15.f. | In the context of the measles outbreak in Christchurch, agencies that may forward deploy staff to Christchurch to give early consideration to vaccinating for measles (noting the two week timeframe following inoculation before it will be effective). | Relevant agencies |
| 16.a. | To consider resourcing for VIP visits and logistics to ensure attention isn't diverted from operational activities. | DPMC with DIA, MCDEM, Police & MFAT |
| 17. | s6(a) [redacted] | NZSIS & MFAT |
| 16.b. | s6(a), s9(2)(g)(i) [redacted] | MBIE |
| 18. | To lead a small cross-agency group, supported by NSP, to look forward and identify likely non-operational information requirements (i.e. of a policy, regulatory, strategic nature) to support the response (including information for the Prime Minister and Ministers). | DPMC/Specialist Coordinator |

Next meetings

32. The next Watch Group will take place on 17 March at 1000 in Room s6(a) [redacted], Pipitea House.



ODESC

Officials' Committee for Domestic and External Security Coordination

Christchurch Mosque Shooting Watch Group #2 Minutes

17 March 2019

Room s6(a), Pipitea House

Attendees

| Agency | Attendee |
|-------------|--|
| DPMC | Catriona Robinson (Chair) section 6(d), section 9(2)(a) |
| AVSEC | 9(2)(a) |
| CAA | 9(2)(a) |
| Corrections | 9(2)(a) |
| Crown Law | 9(2)(a) |
| CTAG | s6(a) s6(a) |
| Customs | 9(2)(a) |
| DIA | 9(2)(a) |
| FENZ | 9(2)(a) |
| GCSB | s6(a) 9(2)(a) |
| MBIE | 9(2)(a) |
| MCDEM | 9(2)(a) |
| MFAT | 9(2)(a) |
| MNZ | 9(2)(a) |
| MOD | 9(2)(a) |
| MOH | 9(2)(a) |
| MOT | 9(2)(a) |
| MSD | 9(2)(a) |
| NZ Police | 9(2)(a) |

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| | |
|-----------------|----------|
| | s9(2)(a) |
| NZDF | |
| NZTA | |
| Oranga Tamariki | |
| SSC | |

Introduction

1. The Chair welcomed attendees.
2. Future Watch Groups will be held in the ODESC room at the National Crisis Management Centre (NCMC).
3. The Chair provided a back-brief on yesterday's meeting of ODESC.
 - a. ODESC identified two additional major risks:
 - i. section 9(2)(g)(i)
 - ii. Fiscal impacts of the Government's response.
 - b. ODESC activated the NCMC to support an integrated all of government response as the focus moves beyond the immediate operation.
 - c. The Chair encouraged agencies to consider implications for existing policy processes, and/or new policy issues that may arise as a result of the Op DEANS incident, including potential any budget implications.
 - d. Community engagement remains a key focus for ODESC.
4. The Chair provided a back-brief on the most recent briefing, of the Prime Minister. A key output of this was the direction to produce rapid policy advice on a selection of issues.

Situation

5. Police provided a high-level update:
 - a. The death toll has now risen to 50.
 - b. The suspect has been charged on one count of murder. Three additional individuals arrested are not connected to the attacks. Police have yet to confirm whether the suspect was acting alone, although this appears increasingly likely.
 - c. section 6(a), section 6(c)
 - d. section 9(2)(g)(i), section 9(2)(a)
 - e. Burials of deceased victims of the attacks are expected to begin today and could be completed as early as Tuesday.
 - e. Police are experiencing a number of additional challenges, including:
 - i. Reports of similar incidents
 - ii. Threatening statements made against the PM and others
 - iii. Statements made in support of the attacks
 - iv. Information about the suspect emerging online
 - v. s6(a)
 - f. s6(a)

s6(a)

g. s6(a), s9(2)(g)(i)

h. Police's high level objectives remains unchanged. These are:

- i. Public safety
- ii. Intelligence and investigations
- iii. Support for victims, families and communities
- iv. Support for staff
- v. Managing media interest

i. MFAT provided an update of the international dimension to the response. A Turkish delegation, including the Deputy President and Foreign Minister, is going ahead with its visit to Christchurch. They are expected to bring a substantial media contingent.

j. s9(2)(a)

6. NZIC provided an update of a briefing of Chief Security Officers. Agencies were given a high-level briefing on the implications of the threat level. The responses to date of most agencies have been appropriate and proportionate; the key message from PSR is that the high threat level does not have to mean a high alert level in all public sector agencies. PSR will email all Watch Group agencies with a summary of advice given.

7. The Watch Group discussed the question of how best to communicate to all stakeholders –including non-public sector employers – about the implications of the high threat level. The Watch Group concluded that planned communications by Police and/or the Prime Minister were probably the best vehicle for this, and tasked DPMC comms for clarifying this with relevant comms partners.

8. MCDEM updated the Watch Group on the NCMC activation. Leads have been assigned as follows:

- i. International – MFAT
- ii. Community support – MSD
- iii. All-of-Government communications – DPMC
- iv. Connecting Central and Local Government – MCDEM
- v. SITREPS (three daily) – MCDEM

b. A workshop had been arranged to work through the complexity of community support and begin planning.

9. CAA gave an update on aviation security operations.

a. Domestic security screening contingencies are continuing unchanged, until agencies receive intelligence to prompt a change. s6(a)

b. Goodwill is high amongst the public at Christchurch airport, despite the queues created by putting twice the normal volume of passengers through screening. Airport security has been made available for the arriving Turkish plane.

Intelligence

10. The national terrorism threat level remains at HIGH.

11. There are still significant gaps in the intelligence picture, including around:

- i. Support given for the suspect of the attacks
 - ii. How the suspect obtained weaponry used in the attacks
 - iii. Association of the suspect with specific groups
 - b. Availability online of the attack footage remains a significant issue. In New Zealand the censor has classified the footage as objectionable, making it an offence to hold or share the material.
 - c. There continues to be a risk of 'copy-cat' or 'revenge' attacks.
12. CTAG agreed to give agencies warning if the threat level is to be raised from HIGH to EXTREME. [COMMENT: There are standard processes to ensure this.]
13. DPMC will distribute to Watch Group agencies CTAG's assessment on threats to New Zealand's interests abroad.

14. s6(a)

15. s6(a)

Key issues, risks, implications

16. The Major Events Security Committee (MESCC) will consider s6(a) closer to the event.
17. DPMC gave an overview of policy work underway to respond to the PM's stated priorities:
- i. A timeline/sequence of events, which will be submitted to the Chair of ODESC by 4pm today.
 - ii. Advice on strengthening four key areas
 - 1. firearms,
 - 2. border controls,
 - 3. s6(a)
 - 4. any practical reinforcement of our watch list processes.
 - iii. Advice on removal of online content, with a clear international scope
- b. The current focus is about understanding what the existing settings are and where opportunities to strengthen these might lie. It is not a forensic analysis.
18. The Specialist Coordinator for CT, DPMC, commented that there may be a requirement in due course for policy advice on CT legislation reform, as well as other issues and that proactive work was underway to prepare for this. A key strategic piece will be required around social connectedness and social cohesion in the wake of the attacks. The Watch Group asked the chair to raise this latter point with ODESC.

Communications and messaging

19. DPMC gave an update on communications and messaging.
- a. DPMC has set up a strategic communications function in the NCMC and is reaching out to agencies for specific people to provide support.
 - i. This function is running from 0500-2000 daily.
 - b. The Public Information Management (PIM) function remains with Police at PNHQ.
 - c. PMO is still triaging communications to other Ministers offices.

Advice to ODESC

20. The Chair summarised the key messages to give to ODESC
- a. The national terrorism threat level remains HIGH.

- b. s6(a)
- c. The complexity of community support requirements, both locally and nationally, poses a key risk.
- d. s6(a)

Action items

| Para | Action | Lead |
|------|---|--|
| 3.c. | Consider broader implications and/or new policy issues that may arise following the Op DEANS incident, including potential budget implications. | All agencies |
| 5.f. | Contact Police if there are any additional requests or considerations around Police security posture following the Op DEANS incident s9(2)(a) | All agencies |
| 7. | DPMC (comms) to engage with Police (comms) to coordinate public safety messaging. | DPMC |
| 9.a. | s6(a) | CAA & CTAG |
| 13. | CTAG assessment to be distributed to Watch Group agencies. | CTAG & DPMC |
| 16. | To consider implications for major events, s6(a) following Op DEANS incident. | Major Events Security Committee (MESC) |

Next meetings

1. The next Watch Group will take place on 18 March at 1300 in the ODESC room of the NCMC.



ODESC

Officials' Committee for Domestic and External Security Coordination

Op DEANS Watch Group #3 Agenda

| | | | |
|-----------------------|---|---|---------------------------------------|
| Date | 18 March 2019 | Time | 1300h |
| Location | ODESC Room, NCMC | | |
| Invitees | Crown Law CTAG DIA DPMC FENZ GCSB MBIE MCDEM | MFAT MoD MoE MoH MoJ MoT NZCS | NZDF NZSIS Police SSC TSY |
| Classification | RESTRICTED | | |

Purpose: To confirm Government response to the Christchurch terrorist incident is comprehensive and coordinated

| Item | Topic | Lead |
|------|--|--------------------|
| 1. | Introduction <ul style="list-style-type: none"> The response to the Christchurch mosque shootings, as we move from response to recovery. This meeting will be held at RESTRICTED. | Chair |
| 2. | ODESC back brief and status of actions | Chair |
| 3. | Police operational update | Police |
| 4. | Intelligence Update | NZSIS, Police |
| 5. | Key issues, risks, implications | All |
| 6. | Communications | DPMC, Police, MFAT |
| 7. | Support requirements and resources | Chair |
| 8. | Advice to ODESC | Chair |
| 9. | Next meetings | Chair |



ODESC

Officials' Committee for Domestic
and External Security Coordination

Christchurch Mosque Shooting Watch Group #3 Minutes

18 March 2019

ODESC Room, NCMC, the Beehive

Attendees

| Agency | Attendee |
|-------------|---|
| | Catriona Robinson (Chair) s9(2)(a) (secretary) |
| DPMC | [Redacted] |
| AVSEC | [Redacted] |
| CAA | [Redacted] |
| Corrections | [Redacted] |
| Crown Law | [Redacted] |
| CTAG/NZSIS | s6(a) |
| Customs | [Redacted] |
| DIA | [Redacted] |
| FENZ | [Redacted] |
| GCSB | s6(a) |
| MBIE | [Redacted] |
| MCDEM | [Redacted] |
| MFAT | [Redacted] |
| MNZ | [Redacted] |
| MOD | [Redacted] |
| MOE | [Redacted] |
| MOT | [Redacted] |
| NZ Police | [Redacted] |

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| | |
|-----------------|----------|
| | s9(2)(a) |
| NZDF | |
| NZIC | s6(a) |
| Oranga Tamariki | |
| SSC | |
| TSY | |

Introduction

1. The Chair welcomed attendees.
2. The Chair provided a back-brief on yesterday's meeting of ODESC, which has shifted its focus to the medium and long term. Effectiveness of the All-of-Government effort in crisis remains a high priority, with ODESC recognising the complexity of providing community support. The Chair commented that ODESC has been impressed by work to fast-track the coronial inquiry. section 6(a)
3. DPMC updated the Watch Group on several policy priorities that Cabinet are meeting to discuss today:
 - a. Firearms legislation and gun control
 - b. Commemorations, led from Christchurch but streamed to events in Wellington and Auckland. Something will take place this Friday but the full commemorations are expected to be scheduled for Friday next week.
 - c. An inquiry focused on understanding 'what happened and why?'
 - d. CT legislation, led by the Minister of Justice
4. The Chair closed two outstanding action items – for agencies to contact NSSD with any requests for additional resources or details of additional resources they have available, and for agencies to share any additional threat information with CTAG.
5. The next meeting of ODESC will be Wednesday 20 March.

Situation

6. Police provided a high-level update on the event, which is becoming larger. Police are beginning to see major community impacts both nationally and globally.
 - a. 50 victims of the attacks are deceased and 12 victims have serious or critical injuries. There are ongoing complications with identifying the victims, however this is still expected to be completed by COP Wednesday 20th March.
 - b. 9(2)(a)
 - c. The suspect is scheduled to appear in Christchurch High Court on 5 April on numerous charges, possibly including under the Terrorism Suppression Act. Police hope to confirm today whether the suspect was truly acting alone.
 - d. The two scenes of the attacks remain under armed guard and cordon, with pressure on the cordon from members of the public. Police are working to clear the scenes ASAP. The Hagley Park no-fly zone is expected to be lifted at 1400 today.
 - e. s6(a)

s6(a)

f. Anticipated policy changes announced by the PM are already having an impact throughout New Zealand, s6(a)

g. s6(a)

h. s6(a)

High-level objectives remain unchanged and additional actions have been taken to support these:

- i. Standing up an enhanced family liaison service at the Christchurch Hospital
- ii. Establishing a Police operation specifically to provide community reassurance through operational deployments (Op WHAKAHAUMANU).
- iii. s6(a)

i. The Watch Group was also briefed on Police's initial response to the shootings, which has been publically clarified. The first Police armed unit was on scene six minutes after receiving the first 111 call.

- 7. DPMC updated the Watch Group on a discussion with Ministers around logistics and funding of repatriation of the deceased. Customs is the lead agency for delivering this, with Police, INZ and MFAT playing important roles.
 - a. Victim Support continues to act as a single point of contact for families, including those traveling to New Zealand with loved ones. There are eight Victim Support workers on the ground in Christchurch.
 - b. Funding for families is being worked through and there will be further work to look at how support for repatriation.
- 8. DPMC also commented on a piece of work requested and delivered on removal of online content. This is not a problem that New Zealand can solve alone and the PM is looking to take forward advice on how to work with other countries.
- 9. MFAT provided an update on the international dimension to the response.

Intelligence

- 10. CTAG provided an intelligence update. The national terrorism threat level remains at HIGH, with ongoing intelligence gaps and the realistic possibility of inspired attacks.
- 11. s6(a)

12. There is ongoing investigative work into the suspect and associates, including the possibility of broader networks. Unknown individuals remain a risk.
13. s6(a)

Other updates

14. MFAT provided an update on international issues and responses.
- MFAT has established a good working process with Police for informing the Diplomatic Corps as formal identities of the victims are established, before these are made public.
 - Agencies are supporting the Turkish delegation, s6(a) [redacted]. The [redacted] delegation has been delayed in its departure. A Jordanian delegation of 21 people will be arriving on Wednesday and Iraq has signalled intentions to also send a delegation. MFAT is standing up a 'visits' unit and will join up with INZ and Customs to manage the arrivals of delegations.
 - MFAT is keen to provide more proactive messaging into the international domain. s6(a), 6(b)(i) [redacted]. The Prime Minister's 15 March speech has been translated into Arabic for circulation in the Arab-speaking world as a mechanism to counter some of this.
 - MFAT is planning to generate a Safe Travel warning to all New Zealanders addressing the international reaction to the attacks.
 - MFAT is meeting with the Diplomatic Corps in Wellington and Christchurch at 1600 today and expects questions about support to victims and families. DPMC will forward to MFAT the ACC fact sheet that explains entitlements and support available for victims and their families.
 - MFAT is receiving a growing number of international offers of assistance from beyond the security and intelligence community, for instance on policy. MFAT will brief the Watch Group on 19 March on a plan to collate these along with offers received by other agencies.
15. DIA is working with councils to ensure consistency with the Government's plan respecting a national commemorative event.
16. INZ has facilitated a large number of visas in relation to the event and will share statistics on this with MCDEM for use in the All-of-Government SITREP.
17. MCDEM undertook a significant planning session on joined-up support for Christchurch. The outcomes can be grouped into three themes:
- Understanding implications for communities
 - Coordinating support and services
 - Supporting MFAT in informing the international community
18. A DPMC staff member (s9(2)(a) [redacted]) has been tasked with capturing 'hot lessons' from the response and will be engaging with people working in the NCMC and, where relevant, beyond, around this.

Key issues, risks, implications

19. MFAT and Customs will ensure a joined-up response to any indication that a foreign delegation wishes to repatriate deceased nationals.
20. Police is conducting ongoing analysis of online sentiment. Police also raised an additional risk around how international rhetoric on the event might change New

6(a), 6(b)(i)

NZSIS will speak offline with NAB about assessing this risk.

Communications and messaging

- 21. DPMC gave an update on communications and messaging.
 - a. There is a new media rhythm, with the PM returning to political rather than operational messaging. PMO remain happy to receive NCMC SITREPs and may make additional requests.
 - b. Agencies should respond to normal, factual media inquiries and run these past Ministers' offices when sensitive.
 - c. At 1400, the Director CDEM (Sarah Stuart-Black) will deliver an All-of-Government response briefing to media. This afternoon, she will address suggestions that media has been filming grave-digging and emphasise that this is a time for privacy and respect for families. From tomorrow, this briefing will be run in Christchurch. DPMC will provide the talking points for MFAT for use with the Diplomatic Corps.

Support requirements

- 22. Agencies were requested to deliberate the possibility of nominating someone to support domestic VIP visits to Christchurch.
- 23. DIA noted that agencies might be starting to consider temporary substitutes to give Departmental Private Secretaries a rest; and requested that agencies advise Ministerial Services of any changes.
- 24. DIA requested additional media and communications support for commemorations. DPMC will forward to DIA a relevant offer received from PRINZ.

Action items

| Para | Action | Lead |
|-------|---|---------------------|
| 14.e. | Forward to MFAT the ACC fact sheet that explains entitlements and support available for victims and their families. | DPMC |
| 14.f. | To provide MFAT with details of offers of international assistance and MFAT to brief Watch Group #4 on the plan for collating these offers of assistance. | All agencies & MFAT |
| 16. | To provide NCMC with statistics for entry visas that have been issued in relation to Op DEANS. | MBIE (INZ) |
| 18. | Engage with DPMC as required for a 'hot' lessons debrief to ensure lessons can be learned and implemented as the operation progresses. | All agencies |
| 21.c. | To provide MFAT with the talking points for the joined-up (ACC, MSD, Education, Health) media briefing that is taking place today, for MFAT to use at its dip corps briefing. | DPMC (comms) |
| 20. | Assessing any changes in New Zealand's prominence and profile in terms of terrorist threats following the Ops DEANS incident. | NZSIS & NAB (DPMC) |
| 24. | To engage with DIA regarding private sector offer of comms expertise for Op DEANS. | DPMC (comms) |

Next meetings

1. The next Watch Group will take place on Tuesday 19 March at 1000 in the ODESC room of the NCMC.
2. On Tuesday, the House will also rise. On Wednesday there will be a two hour general debate on the Christchurch shootings.
3. The Watch Group will meet again on Wednesday 20 March at 1000.
4. ODESC will meet at 1300 on Wednesday 20 March.
5. The Major Events Security Committee (MESC) will meet on Wednesday 20 March at 1030.
6. A Ministerial meeting on s6(a) is scheduled to take place on Wednesday 20 March at 1730-1800. A Watch Group will be run beforehand, likely at 1100 on 20 March (TBC).
7. An s6(a) Watch Group may be run on Friday this week (TBC).

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ODESC

Officials' Committee for Domestic and External Security Coordination

Op DEANS Watch Group #4 Agenda

| | | | |
|-----------------------|---|---|---------------------------------------|
| Date | 19 March 2019 | Time | 1000h |
| Location | ODESC Room, NCMC | | |
| Invitees | Crown Law CTAG DIA DPMC FENZ GCSB MBIE MCDEM | MFAT MoD MoE MoH MoJ MoT NZCS | NZDF NZSIS Police SSC TSY |
| Classification | RESTRICTED | | |

Purpose: To confirm Government response to the Christchurch terrorist incident is comprehensive and coordinated

| Item | Topic | Lead |
|------|---|--------------------|
| 1. | Introduction <ul style="list-style-type: none"> This meeting will be held at RESTRICTED. | Chair |
| 2. | Police update <ul style="list-style-type: none"> Updates on processes and timing including coronial Community engagement | Police |
| 3. | Intelligence update | NZSIS, Police |
| 4. | Other updates | All |
| 5. | Arising key issues, risks, implications <ul style="list-style-type: none"> Security International Community | All |
| 6. | Communications and messaging <ul style="list-style-type: none"> Making use of the 20 March parliamentary session | DPMC, Police, MFAT |
| 7. | Support requirements and resources | Chair |
| 8. | Advice to ODESC | Chair |

| Item | Topic | Lead |
|------|--|-------|
| 9. | Next meetings <ul style="list-style-type: none">• 1000h daily Watch Group in NCMC• ODESC 1300 20 March• Daily media brief 1400h to be managed by MCDEM• Lunch on 20 March? | Chair |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Christchurch Mosque Shooting Watch Group #4 Minutes

19 March 2019

ODESC Room, NCMC, the Beehive

Attendees

| Agency | Attendee |
|-------------|---------------------------|
| DPMC | Catriona Robinson (Chair) |
| | s9(2)(a) (secretary) |
| AVSEC | [Redacted] |
| CAA | [Redacted] |
| Corrections | [Redacted] |
| CTAG | s6(a) |
| Customs | [Redacted] |
| DIA | [Redacted] |
| GCSB | s6(a) |
| MBIE | [Redacted] |
| MCDEM | [Redacted] |
| MFAT | [Redacted] |
| MNZ | [Redacted] |
| MOD | [Redacted] |
| MOE | [Redacted] |
| MOH | [Redacted] |
| MOT | [Redacted] |

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| NZ Police | s9(2)(a) |
| NZDF | |
| NZIC | NZIC Media s6(a) |
| SSC | |

Introduction

1. The Chair welcomed attendees.

Situation

2. Police provided a high-level update on the event. Police are now into day five of their operational activity, which continues to grow. Police extended their thanks to all agencies for their role in the response thus far. Feedback from the public on this has been heartening.

- a. Police believe that only one gunman was involved in conducting the attack. However the focus of intelligence and investigations continues to be on identifying any possible co-conspirators or supporting associates. s6(a)

This constitutes the largest criminal investigation New Zealand Police have ever undertaken. Police noted that the accused will next appear in Court on April 5th and that people need to be mindful he has not been convicted.

- b. The number of deceased remained at 50. The extensive coronial processes continued to be a challenge. The Coroner had briefed families on why family identification of the deceased is by itself insufficient. Nevertheless, Police still anticipated this being completed by COP Wednesday 20th March. Initial information on countries of birth of the deceased had been provided to MFAT.

- c. s6(c)

- d. s6(a), s6(c)

- e. Internationally, events were also occurring that may have been prompted by the attack. s6(a)

- f. The event had further stimulated social media activity, with a range of issues including:
 - i. Sharing of the footage of the attack, which has already caused serious harms and been classified as Objectionable Material by the Chief Censor.
 - ii. s6(a)
 - iii. Support for the suspect and varying extremist groups, s6(a)
 - iv. s6(a)

- g. s6(a), s6(c)
s6(c)
- h. An outpouring of grief from the public continued, with 20,000 people expected to attend a vigil at Christchurch Cathedral. As well as a reported surge in gun buying, Police noted support from many gun-owners for a proposed tightening of firearms regulations.
- i. Police's objectives for the response remained unchanged. In addition, the Commissioner has launched Op WHAKAHAUMANU, which will be implemented in all 12 Police Districts with a focus on community reassurance and engagement. This will act as a catalyst for activity towards developing greater social cohesion and managing crowded places and major events. Police commented that the shootings would likely have an enduring impact on public sentiment, the threat environment and our security posture.
- j. Police extended their thanks to partner agencies for their continued support.

Intelligence

- 3. CTAG provided an intelligence update. The national terrorism threat level remained at HIGH, s6(a)
CTAG had planned conduct a full review of the threat level at 1600 on 19 March, s6(a)

- 4. s6(a)

Key issues, risks, implications

- 5. s6(a), s6(c)

- 6. s6(c)

- 7. s6(a), s6(c)

- 8. Meanwhile, at the request of the Watch Group, the Major Events Security Committee (MESC) was to meet on Wednesday 20 March at 1030 s6(a)

Watch Group will be briefed on outcomes at its 21 March meeting.

- 9. In the short term, questions around managing security for domestic events should be referred to local Police. s6(a)

10. DIA noted a number of enquiries from Government Departments about taking content off Facebook. DPMC will pick this up as part of the policy work on online content.
11. MOH commented that there had been increased contact to the 1737 mental health helpline, including from first responders and government employees. MOH will refresh advice to agencies on this.
12. MCDEM notified the Watch Group that the output of a community engagement planning session in Christchurch yesterday remained a work in progress. The Watch Group requested further information particularly on gaps and issues identified.
13. INZ was working with Victim Support services to manage the particular circumstances of families. 159 visas had been processed, most within 24 hours. INZ raised the issue of ensuring seamless end-to-end processes s6(a) [redacted] and would connect with the relevant agencies to address this.
14. The PM will visit Christchurch on 20 March. Her office had offered that if there were officials that were also planning to travel to Christchurch on that day, there would likely be space on her plane
15. MFAT provided an update on international issues and responses.
 - a. The immediate tactical focus was on informing the diplomatic corps the deceased were formally identified. MFAT had established a good working process with Police.
 - b. The Turkish visit was regarded as successful, and an opportunity to convey the Government's degree of focus and ongoing efforts in response to the attacks. The PM had passed on her thanks for management of this visit. Upcoming visits include from the Jordan Government, the Turkish opposition, UAE (TBC) and Qatar (TBC), as well as global Muslim leaders.
 - c. MFAT extended their thanks to agencies for work on providing visas for the families of victims. s6(a) [redacted]
 - d. MFAT was also focused on providing diplomatic messaging. A scheduled briefing to the Diplomatic Corps had revealed that their concerns were largely focused on visa processing and the safety of travel to New Zealand. MFAT would have an opportunity to provide further messaging through the Minister of Foreign Affairs' forthcoming travel to Indonesia followed by his attendance at an emergency meeting of the Organisation of Islamic Cooperation in Istanbul.
16. A date for a national commemoration of the attacks is expected to be announced soon – most likely this will be Friday 29 March.
17. s6(a), s6(b)(i) [redacted]
18. MFAT, MCDEM and DPMC will meet to better articulate the end-to-end processes for providing assistance for families of victims that arrive from overseas, as well as the support available for families within New Zealand.
19. DPMC provided an update on the range of policy processes that Ministers and others have asked officials to consider. Topics include firearms, CT legislation and several strands of work on online content that DPMC is looking to pull together. Agencies were requested to email DPMC with information on any additional policy work that has been commissioned in relation to the attacks, or any further issues that have been identified, to enable that the system retains an overview of all relevant work.

Communications and messaging

20. DIA has had an OIA request for all briefings with content related to White Supremacy between 2016 and 2019. Two other OIA requests relate to the removal of online content. The Chairs of the Watch Group and ODESC will discuss how best to advise agencies about the most appropriate way to achieve consistency in responding to OIA requests relating to Op DEANS.
21. DIA made a request to agencies for urgent assistance with cultural advice for major commemorations planning. INZ and Police will speak to DIA about this offline.

Action items

| Para | Action | Lead |
|------|---|--|
| 3. | s6(a) | All agencies |
| 8. | To provide an update to Watch Group #6 (Thursday 21 March) about the implications of the Op DEANS incident for major events involving New Zealand both domestically and internationally. | Major Events Security Committee (MESC) |
| 12. | To provide a brief to Watch Group #5 (Wednesday 20 March) about any issues or gaps in New Zealand Government's community engagement approach following the meeting that occurred in Christchurch. | NCMC |
| 14. | Agencies that were planning to go to Christchurch tomorrow have been offered transport on the plane that the Prime Minister will use to travel to Christchurch. If agencies wish to utilise this opportunity, please contact the Prime Minister's Office at email: s9(2)(a) | All agencies |
| 17. | s6(a), s6(b)(i) | Police & NZSIS |
| 19. | To advise DPMC (National Security Policy Directorate (NSPD)) of any issues or tasking in the national security policy space. Email: s9(2)(k) | All agencies |
| 9. | To commission policy work on providing advice about maintaining security in crowded places. | DPMC (Specialist Coordinator) |
| 21. | To consider the resourcing request from DIA for cultural advisers for its team organising the National Commemoration. | MBIE (INZ) and Police |
| 18. | To better articulate the end-to-end processes for providing assistance for families of victims that arrive from overseas, as well as the support available for families within New Zealand. | MFAT, <u>MCDEM</u> & DPMC |
| 13. | To connect with appropriate agencies regarding end to end processes for managing border issues associated with persons of interest that could impact community welfare. | All agencies |

Next meetings

1. The next Watch Group will take place on Wednesday 20 March at 1000 in the ODESC room of the NCMC. ODESC will then meet there at 1300.



ODESC

Officials' Committee for Domestic and External Security Coordination

Op DEANS Watch Group #5 Agenda

| | | | |
|-----------------------|---|---|---------------------------------------|
| Date | 20 March 2019 | Time | 1000h |
| Location | ODESC Room, NCMC | | |
| Invitees | Crown Law CTAG DIA DPMC FENZ GCSB MBIE MCDEM | MFAT MoD MoE MoH MoJ MoT NZCS | NZDF NZSIS Police SSC TSY |
| Classification | RESTRICTED | | |

Purpose: To confirm Government response to the Christchurch terrorist attack is comprehensive and coordinated

| Item | Topic | Lead |
|------|--|--------------------|
| 1. | Introduction <ul style="list-style-type: none"> This meeting will be held at RESTRICTED. | Chair |
| 2. | Police update | Police |
| 3. | Intelligence update | NZSIS, Police |
| 4. | Other updates | All |
| 5. | Arising key issues, risks, implications <ul style="list-style-type: none"> Security International Community | All |
| 6. | Communications and messaging | DPMC, Police, MFAT |
| 7. | Support requirements and resources | Chair |
| 8. | Advice to ODESC | Chair |
| 9. | Next meetings <ul style="list-style-type: none"> 1000h daily Watch Group in NCMC | Chair |

| Item | Topic | Lead |
|------|---|------|
| | <ul style="list-style-type: none"><li data-bbox="368 271 730 300">• ODESC 1300 20 March<li data-bbox="368 304 1091 333">• Daily media brief 1400h to be managed by MCDEM | |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Christchurch Mosque Shooting Watch Group #5 Minutes

20 March 2019

ODESC Room, NCMC, the Beehive

Attendees

| Agency | Attendee |
|-------------|---|
| | Catriona Robinson (Chair) s9(2)(a) (secretary) |
| DPMC | [Redacted] |
| AVSEC | [Redacted] |
| CAA | [Redacted] |
| Corrections | [Redacted] |
| CTAG | s6(a) |
| Customs | [Redacted] |
| DIA | [Redacted] |
| FENZ | [Redacted] |
| GCSB | s6(a) s6(a) |
| MBIE | [Redacted] |
| MCDEM | [Redacted] |
| MFAT | [Redacted] |
| MNZ | [Redacted] |
| MOD | [Redacted] |
| MOE | [Redacted] |
| MOH | [Redacted] |
| MOT | [Redacted] |

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| | |
|-----------|------------------------------|
| NZ Police | s9(2)(a) |
| NZDF | [Redacted] |
| NZIC | NZIC Media s6(a) s6(a) |
| SSC | [Redacted] |
| TSY | [Redacted] |

Introduction

1. The Chair welcomed attendees.

Situation

2. Police provided a high-level update on the event.
 - a. The number of deceased remained at 50. While everything was being done, including through provision of Police resources, to expedite the coronial processes, these did take time and that remained a source of concern for the victims' families. Police expected the post-mortem to be finished today, but emphasised that this did not mean victim identification would be finished. The risk of mistaken identification and provision of the wrong bodies to families was considered unacceptable. Nevertheless, Police still anticipated that most deceased, if not all of them, would be released to families by COP today.
 - b. The two mosque shooting scenes remained under guard, as did the suspect's home, which would be released later today. Police noted that the Mongrel Mob and Black Power had offered to provide security to other mosques.
 - c. While Police believed only one gunman was involved in conducting the attack, they continued to investigate the possibility of the gunman having received assistance or support.
 - d. s6(a) [Redacted]
 - e. The event had been subject to continued media and social media coverage, with a number of associated risks. s6(a) [Redacted]
 - f. The attacks had been polarising, with a transformation of people's mind-sets and activities in response. Domestically, there had been increased reporting of hate crimes. These tensions had spilled over internationally, s6(a) [Redacted]

However, Police also noted a continued up-swell of

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public sympathy for the victims, support for the PM and a coming together of communities.

- g. Planning continues for a 6 week high-risk period following the attacks. s6(a)
s6(a)
- h. s6(c)
- i. s6(a)
- j. Police had responded to spontaneous planning of vigils and other events, however noted that many pre-planned events had been cancelled.
- k. Police's objectives for the response remained unchanged.

Intelligence

- 3. CTAG provided an intelligence update. CTAG conducted a full review of the threat level on 19 March with the outcome that it remained at HIGH. CTAG indicated that they did not envisage this changing in the short-term, s6(a)
CTAG noted that they would circulate further information on the threat level to agencies by 1200 on Friday. Agencies noted that the expectation that the threat level was unlikely to return to what it was prior to the Christchurch attacks.

Other updates

- 4. section 6(a), section 6(c)
- 5. MOH noted that they had been working to redirect questions from agencies about DVI processes to the Police, and questions about repatriation of bodies to Customs. Use of the national telehealth services had triggered over 3,100 crisis sessions. There had been a considerable outbreak of anxiety and distress in communities, some of which had been triggered by media reporting of offshore threats of retaliation. MOH noted that they were working with the media to alleviate this.
- 6. DPMC notified the Watch Group that the Chair of ODESC had added an item on social inclusion, which was about looking ahead to the medium and long-term, with a focus on polarisation of communities and the reverberations of this through society. The question for ODESC was how agencies could give effect to promotion of social inclusion. The Chair of ODESC was open to any agency views on this topic, while cognisant that ODESC would need to give a proposal to the PM including a 'home' for the broader piece of work.
- 7. s9(2)(g)(i)

s9(2)(g)(i)

8. MCDEM notified the Watch Group that all agencies, along with the Christchurch City Council, had decided to move towards a more integrated community response going forward. The All-of-Government hub would move to the Christchurch City Council, but agencies were invited to the CJESP while this move was being worked through. An inter-agency workshop had led to identification of six priority work-streams:
- Processes related to the deceased, including burials (immediate Council focus)
 - Provision of community support, including financial and psychosocial
 - International visits management
 - Media management
 - Volunteer management
 - Temporary and planned memorials
9. DIA noted that the PM would announce a moment of reflection for this Friday. DIA was leading preparation for a national memorial service, with a central event in Christchurch broadcast to other locations nationwide. The Minister had asked DIA to assist four main centres. A confirmed date for the service was expected to be announced by the end of the day. There had been significant international interest in what would be a high profile event, with many Royal Families and religious leaders planning to attend.
10. MFAT provided an update on international issues and responses.
- The key focus had continued to be on informing the diplomatic corps as the deceased were formally identified.
 - s6(a)
 - s6(a), s9(2)(g)(i)
 - MFAT had been focused on providing diplomatic messaging, with some success, s6(a)
11. MSD commented that they had been working to provide a joined-up financial assistance package. One issue identified was when people were on temporary visas, in which instance most agencies were of the view that no financial assistance was available. MSD's CE would receive advice on how to address this issue today.

Action items

| Para | Action | Lead |
|-------|---|--------------|
| 10.b. | s6(a) | NZSIS (CTAG) |
| 3. | To confirm the status of the national threat level by 1200 hours Friday 22 March. | NZSIS (CTAG) |

| | | |
|----|----------------------------------|--------------|
| 7. | section 9(2)(g)(i) [Redacted] | All agencies |
|----|----------------------------------|--------------|

Next meetings

1. The next Watch Group will take place on Thursday 21 March at 1000 in the ODESC room of the NCMC. The Chair was open to advice from agencies on the need to run a Watch Group on the weekend and agreed to keep this possibility open until Friday.

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ODESC

Officials' Committee for Domestic and External Security Coordination

Op DEANS Watch Group #6 Agenda

| | | | |
|-----------------------|---|---|---------------------------------------|
| Date | 21 March 2019 | Time | 1000h |
| Location | ODESC Room, NCMC | | |
| Invitees | Crown Law CTAG DIA DPMC FENZ GCSB MBIE MCDEM | MFAT MoD MoE MoH MoJ MoT NZCS | NZDF NZSIS Police SSC TSY |
| Classification | RESTRICTED | | |

Purpose: To confirm Government response to the Christchurch terrorist attack is comprehensive and coordinated

| Item | Topic | Lead |
|------|--|--------------------|
| 1. | Introduction <ul style="list-style-type: none"> This meeting will be held at RESTRICTED. | Chair |
| 2. | Police update | Police |
| 3. | Other updates (incl. ODESC) | All |
| 4. | Arising key issues, risks, implications <ul style="list-style-type: none"> Investigation Security Community Intelligence Strengthening the system | All |
| 5. | Communications and messaging <ul style="list-style-type: none"> Sitrep query | DPMC, Police, MFAT |
| 6. | Support requirements and resources | Chair |
| 7. | Advice to ODESC | Chair |
| 8. | Next meetings <ul style="list-style-type: none"> 1000h daily Watch Group in NCMC | Chair |

| Item | Topic | Lead |
|------|--|------|
| | <ul style="list-style-type: none"><li data-bbox="368 271 919 304">• ODESC Monday 21 March (time TBC)<li data-bbox="368 304 1091 338">• Daily media brief 1400h to be managed by MCDEM | |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Christchurch Mosque Shooting Watch Group #6 Minutes

21 March 2019

ODESC Room, NCMC, the Beehive

Attendees

| Agency | Attendee |
|-------------|---------------------------|
| DPMC | Catriona Robinson (Chair) |
| | s9(2)(a) (secretary) |
| AVSEC | |
| CAA | |
| Corrections | |
| CTAG | s6(a) |
| Customs | |
| DIA | |
| FENZ | |
| GCSB | s6(a) |
| MBIE | |
| MCDEM | |
| MFAT | |
| MNZ | |
| MOD | |
| MOE | |
| MOH | |
| MSD | |
| NZ Police | |
| NZDF | |

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| | |
|------|---------------------|
| NZIC | NZIC Media s6(a) |
| SSC | s9(2)(a) |

Introduction

1. The Chair welcomed attendees.

Situation

2. Police noted that, with response in hand, their line of sight was now more forward-looking. The investigation into the attacks – Police’s largest ever – continued to focus on identifying any possible associates, co-conspirators and inciters of the suspect. s6(a)

3. 46 of the 50 deceased victims had been identified and had either been returned or were in processing to be returned to their families. Final identification of the four remaining could take some time, however the effort made so far would significantly alleviate concerns about the process. Police planned to release the Mosque crime scenes tomorrow. These had been cleared, cleaned, plastered and painted within a week.
4. Video footage of the attacks continued to circulate online and in schools. A further video had also emerged allegedly of the Linwood Mosque attack scene prior to emergency services arriving. A portion of society had voiced growing concern that ongoing removal of these videos was unwarranted censorship.

5. s6(a)

6. The national commemorations had been a primary focus for Police, s6(a)

7. While intended reform of firearms legislation would have major public safety benefits in the long-term, the short-term implications including growing concern and tension within some parts of the community. Police cautioned agencies that the start of the deer hunting season would see an increase in transportation and use of firearms nationwide, as well as arrival of additional hunters with weapons from overseas, s6(a)

ODESC update

8. The Chair back-briefed the Watch Group on Wednesday’s ODESC, which had looked at a variety of issues and generated a number of actions.

- a. There had been a conversation on the additional aviation security screening at Christchurch airport. A discussion of CEs on this issue would take place today.

s6(a)

- b. A national commemoration event would attract representatives of up to fifty nations, a wider representation than APEC 2021. CEs of DPMC and DIA would meet to discuss this today.

- c. CE MFAT had gone on the record to commend support received from CTAG.

d. s6(a)

- e. ODESC discussed the need to work through implications of the significant donations received. MOJ and DIA would be engaged in this.
- f. ODESC would next meet on Monday, most likely in the afternoon (TBC).

Key risks, issues and implications

9. DPMC reported back to the Watch Group on a meeting of the Major Events Security Committee (MESC) on the implications of the attacks for events that New Zealand would be hosting domestically and offshore.

- a. Managers of local events in the next few weeks had been advised to talk to local Police.
- b. MBIE, Police and PSR would meet to discuss better communicating PSR advice. MBIE agreed to host the guidelines on its website.

c. s6(a)

d. s6(a)

10. MNZ notified the Watch Group that the maritime security level remained at the lowest of three possible levels. This will be reviewed with a view to releasing additional information to agencies later this week. Any change to the maritime security level would have international implications.

11. s6(a)

12. INZ noted that private planes were requesting approval to access New Zealand airspace for the National Commemoration. Relevant agencies agreed to initiate planning for this and other operational considerations in advance of the event.

13. s6(a), s9(2)(g)(i)

a. s6(a)

- b. s6(a)
 - c. DPMC agreed to consider how to move forward this conversation with the Chair of ODESC
14. MCDEM gave an update on community engagement. The new Christchurch All-of-Government structure was still being worked out. This will likely also lead to changes in the NCMC.
15. s6(a)
16. MFAT provided an update on international risks and issues:
- a. s6(a)
 - b. s6(a), s9(2)(g)(i)
 - c. MFAT emphasised their desire to communicate s6(a) the significance of the investigative and coronial effort. Police agreed to follow-up with MFAT on this.
 - d. MFAT had also been fielding questions from individuals offshore about whether there was a government-endorsed mechanism for making donations. MFAT had been responding that there were several ways to make donations, without endorsing any particular one.
17. Customs had received six requests for repatriation of bodies, out of an anticipated 15-20. MFAT had notified 20 foreign governments of foreign citizens or dual nationals that had been victims in the attacks and expected to notify another 10. INZ had processed 230 visa applications from families of victims.
18. The Chair clarified the purpose of the inquiry, which is to consider what the relevant agencies knew or should have known about the suspect and his activities (including his access to weapons) and therefore been in a position to prevent the attack. Whether there were any impediments (legislative settings or other factors such as the sharing of intelligence) to obtaining that information.
19. While key agencies had been named in the inquiry, this was not an exhaustive list. Agencies raised resourcing concerns of beginning the inquiry while still in a high-risk and high-tempo period of activity. DPMC emphasised that the scope of the inquiry was limited and it would be carried out expeditiously. Cabinet would meet on Monday and was expected to determine the channel of inquiry, nominate a head for the inquiry and confirm a terms of reference at this meeting. Crown Law and DIA hold the pen on the draft terms of reference and would consult agencies on this today.
20. Agencies agreed on the need to discuss a rapid review of the response thus far, so that lessons learned could be fed back into the system.

Communications and messaging

21. Agencies discussed the resource burden of inputting into three NCMC SITREPS daily and the value that these had for decision-makers. Agencies agreed that the early morning SITREP offered little as there were few developments overnight. DPMC agreed

to provide advice to NCMC and Police regarding the situation reporting rhythm and if this could be redirected from three to two situation reports per day.

- 22. Noting that SITREPS go out at RESTRICTED, accompanied by a redacted version, agencies were requested to indicate which part of their input was RESTRICTED when they sent it to the NCMC.

Support requirements

- 23. ODESC would receive advice on managing health and safety of staff working in the response to the event.

Other updates

Advice to ODESC

- 24. s6(a)

Action items

| Para | Action | Lead |
|-------|---|--------------------------------|
| 8.d. | s6(a) | All agencies |
| 12. | Consider operational considerations that are coming apparent (e.g. private planes requesting approval to access New Zealand airspace) for National Commemoration. | Customs, MBIE (INZ) & MFAT |
| 13.c. | s6(a), s9(2)(g)(i) | DPMC (PAG & Chair Watch Group) |
| 16.c. | Provide messaging for MFAT about the significance of the investigative and coronial effort so that these messages can be disseminated offshore. | Police |
| 21. | Provide advice to NCMC and Police regarding the situation reporting rhythm, and if this could be reduced from three to two situation reports per day. | DPMC (Chair Watch Group) |

Next meetings

- 1. The next Watch Group will take place on Friday 22 March at 1000 in the ODESC room of the NCMC.



ODESC

Officials' Committee for Domestic
and External Security Coordination

Op DEANS Watch Group #7 Agenda

| | | | |
|-----------------------|---|---|---------------------------------------|
| Date | 22 March 2019 | Time | 1000h |
| Location | ODESC Room, NCMC | | |
| Invitees | Crown Law CTAG DIA DPMC FENZ GCSB MBIE MCDEM | MFAT MoD MoE MoH MoJ MoT NZCS | NZDF NZSIS Police SSC TSY |
| Classification | RESTRICTED | | |

Purpose: To confirm Government response to the Christchurch terrorist attack is comprehensive and coordinated

| Item | Topic | Lead |
|------|---|--------------------------|
| 1. | Introduction <ul style="list-style-type: none"> This meeting will be held at RESTRICTED. | Chair |
| 2. | Police update | Police |
| 3. | Intelligence update | NZSIS, Police |
| 4. | Other updates | All |
| 5. | Arising key issues, risks, implications <ul style="list-style-type: none"> Security International Community | All |
| 6. | Communications and messaging | DPMC, Police, MFAT |
| 7. | Support requirements and resources | Chair |
| 8. | Advice to ODESC | Chair |
| 9. | Next meetings <ul style="list-style-type: none"> 1300h Watch Group Saturday 23 March PHoP | Chair |

| Item | Topic | Lead |
|------|--|------|
| | <ul style="list-style-type: none">• ODESC Monday 25 March• Daily media brief 1400h to be managed by MCDEM | |

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ODESC

Officials' Committee for Domestic and External Security Coordination

Christchurch Mosque Shooting Watch Group #7 Minutes

22 March 2019

ODESC Room, NCMC, the Beehive

Attendees

| Agency | Attendee |
|-------------|---------------------------|
| DPMC | Catriona Robinson (Chair) |
| | s9(2)(a) (Secretary) |
| | s9(2)(a) |
| | s9(2)(a) |
| | s9(2)(a) |
| | s9(2)(a) |
| | s9(2)(a) |
| | s9(2)(a) |
| AVSEC | s9(2)(a) |
| CAA | s9(2)(a) |
| Corrections | s9(2)(a) |
| CTAG | s6(a) |
| Customs | s9(2)(a) |
| DIA | s9(2)(a) |
| FENZ | s9(2)(a) |
| GCSB | s6(a) |
| MBIE | s9(2)(a) |
| | s9(2)(a) |
| MCDEM | s9(2)(a) |
| MFAT | s9(2)(a) |
| | s9(2)(a) |
| MNZ | s9(2)(a) |
| MOD | s9(2)(a) |
| MOE | s9(2)(a) |
| | s9(2)(a) |
| MOH | s9(2)(a) |
| MOT | s9(2)(a) |
| MSD | s9(2)(a) |
| NZ Police | s9(2)(a) |
| | s9(2)(a) |
| NZDF | s9(2)(a) |
| NZIC | NZIC Media |

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| | |
|-------|----------|
| SSC | s9(2)(a) |
| NZSIS | s6(a) |
| TSY | s9(2)(a) |

Introduction

1. The Chair welcomed attendees and noted that the meeting would be held at restricted.

Situation

2. Police noted that all 50 bodies had been returned to their families. This occurred with unprecedented speed, s6(b)(i) [redacted] The two mosque crime scenes would likely be released on Saturday 23 March.
3. Six people were still in the ICU (two fewer than yesterday). There were seven requests for repatriation.
4. The investigation into the attacks – Police’s largest ever – s6(a) [redacted]
5. s6(a) [redacted]
6. Maintaining community unity was at issue. s6(a), s9(2)(g)(i) [redacted]
7. Police noted that video sharing was still occurring domestically, including in schools.
8. s6(a) [redacted]
9. s6(a) [redacted]

Other updates

10. There were no further updates from Thursday’s OSESC meeting.
11. MOH noted that their free counselling phone number received an increase in calls today after Facebook and Instagram displayed the phone number in a pop-up advert when New Zealander’s logged in this morning. Call centre operators were unaware that the pop-up would be shown and, as such, were not prepared for the increased usage. They requested warning if this were to occur again so they can roster on enough staff. DIA suggested they could provide details of persons in these social media companies to contact.

12. DIA noted that a national memorial would take place on 29 Mar (two weeks on from the attack) at 10am. The PM would announce this on Saturday 23 Mar. Christchurch community groups decided that the event would be called a memorial, as opposed to a commemoration. The event should be referred to as 'National Memorial Service'. DIA said they will need help in planning elements of the memorial. They will let the Watch Group know specifics when they can. A separate project team would manage security at the memorial and international delegations.
13. DIA noted it is managing the all-of-government planning effort for the event.
14. DIA requested that agencies with officials in Christchurch vacate accommodation as much as possible by Wednesday to allow for delegations and visitors as accommodation pressure was likely. MOD noted its International Branch could assist hosting international delegations.
15. NZDF noted that there was also pressure on aviation capacity and advised that officials depart Christchurch by Wednesday, and, if possible, drive home. Requests for NZDF assistance for delegations should be limited to what officials actually need. Planes reserved for individual delegations was not an option.

Arising key risks, issues and implications

16. s6(c), s6(a)

17. Additional aviation security in Christchurch remains in place. The Minister for Transport was meeting at 1130 hours today to discuss timelines for increased security measures. MNZ notified the Watch Group that the maritime security level remained at the lowest of three possible levels

18. MOE reported that they have provided boards of trustees with information packs about objectionable material after a number of children were reported to have viewed the video. MOE were looking into children who have not returned to school since the attack and those that may be struggling. They would tailor individual responses.

19. s9(2)(a), s9(2)(c)

The MSD/DIA piece on social inclusion was going to officials today and would feed into this work.

20. MFAT noted that 32 delegations were planning to visit New Zealand. Its international messaging is adapting to manage queries about the response. This includes queries about the New Zealand justice system. s6(a)

21. On donations, DIA would support funders and noted that many NGOs were not used to such large sums of money. MSD would support those receiving donations and would have a navigation service running by 29 Mar (when victim support finishes). ACC was discussed as another appropriate service that could provide this support. Justice was creating a map of the different funding pages created.

22. s6(a)

23. s6(a)

24. s6(a)

Communications and messaging

- 25. SITREPS are highly likely to be moved to twice a day, possibly at 0700h or 0900h, and 1700h. Changes would be discussed at the next Watch Group.
- 26. Police advised of some unacceptable media activity and DPMC reiterated the importance of basic operational security.

Support requirements

- 27. DIA would let the Watch Group know when they require agency input for the memorial planning.

Advice to ODESC

- 28. ODESC would meet at 1700h Monday 25 March.
- 29. ODESC would discuss on Monday whether to postpone the training exercise scheduled for next week on contingency planning if Wellington was out of action.

Action items

| Para | Action | Lead |
|------|--|--------------|
| 11 | To contact MoH (s9(2)(k) if there is to be large scale promotion that uses the 1737 'Need to Talk' number, so that MoH can ensure sufficient resourcing when the promotion occurs. | All agencies |
| 11 | To provide MoH with contact details for a senior representative within Facebook. | DIA |
| 12 | To use the name 'National Memorial Service' when referring to the upcoming event, following confirmation by DIA that this is the preferred reference following wider consultation. | All agencies |
| 12 | To consider the request from DIA for assistance from other agencies to help manage the National Memorial Service, including the large number of international delegations and media contingents that will attend. Tikanga advisors are also required to provide manaaki and support to our visitors. Contact: s9(2)(a) dia.govt.nz for job descriptions, offers of assistance or additional information. | All agencies |
| 16 | s6(a) | All agencies |

| | | |
|----|-------|--------------|
| | s6(a) | |
| 23 | s6(a) | All agencies |
| 24 | s6(a) | CTAG (NZSIS) |

Next meetings

- 30. The next Watch Group will take place on Saturday 23 March 1300h at Pipitea House on Pipitea.
- 31. Decision on a Sunday 24 March meeting would be decided tomorrow.

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ODESC

Officials' Committee for Domestic and External Security Coordination

Op DEANS Watch Group #8 Agenda

| | | | |
|-----------------------|---|--|---------------------------------------|
| Date | 23 March 2019 | Time | 1300h |
| Location | Pipitea House on Pipitea, s6(a) | | |
| Invitees | Crown Law Corrections CTAG DIA DPMC FENZ GCSB MBIE | MCDEM MFAT MoD MoE MoH MoJ MoT NZCS | NZDF NZSIS Police SSC TSY |
| Classification | RESTRICTED | | |

Purpose: To confirm Government response to the Christchurch terrorist attack is comprehensive and coordinated

| Item | Topic | Lead |
|------|---|--------------------------|
| 1. | Introduction <ul style="list-style-type: none"> This meeting will be held at RESTRICTED. | Chair |
| 2. | Police update | Police |
| 3. | Other updates (incl. ODESC) | All |
| 4. | Arising key issues, risks, implications <ul style="list-style-type: none"> Investigation Security Community International Strengthening the system | All |
| 5. | Communications and messaging | DPMC, Police, MFAT |
| 6. | Support requirements and resources | Chair |
| 7. | Advice to ODESC | Chair |
| 8. | Next meetings | Chair |



ODESC

Officials' Committee for Domestic and External Security Coordination

Christchurch Mosque Shooting Watch Group #8 Minutes

23 March 2019

s6(a) [Redacted], Pipitea House on Pipitea

Attendees

| Agency | Attendee |
|-------------|---------------------------------|
| DPMC | Catriona Robinson (Chair) |
| | s9(2)(a) [Redacted] (Secretary) |
| CAA | [Redacted] |
| Corrections | [Redacted] |
| Customs | [Redacted] |
| DIA | [Redacted] |
| GCSB | s6(a) [Redacted] |
| | s6(a) [Redacted] |
| MBIE | [Redacted] |
| MCDEM | [Redacted] |
| MFAT | [Redacted] |
| MNZ | [Redacted] |
| MoD | [Redacted] |
| MoE | [Redacted] |
| MoH | [Redacted] |
| MSD | [Redacted] |
| NZ Police | [Redacted] |
| NZDF | [Redacted] |
| NZSIS | s6(a) [Redacted] |
| SSC | [Redacted] |

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Introduction

1. The Chair welcomed attendees and noted that the meeting would be held at restricted.

Situation

2. Police commended the coordinated response by all agencies but noted that there was still a long way to go. s6(a)
[Redacted]
3. Police noted that the public were responding well, and Police efforts to engage community before the attack had been holding. Police had engaged with a wide variety of parties through Whakahamanu including schools, places of worship and firearms clubs.
4. Police stressed that agencies need to be vigilant with their language, and should refer to the defendant in the same way that they would others who had been charged with an offence but not convicted.
5. s6(a)
[Redacted]
6. s6(a), s6(c) s6(a)
[Redacted]
7. s6(c), s6(a)
[Redacted]
8. The two mosque crime scenes were to be returned that day.
9. Police reported no domestic incidents from the previous day's call to prayer and National Silence, and predominantly positive sentiment during and around the prayer.

Other updates

10. DIA advised that the accused's manifesto had been classified as objectionable material. Agencies should delete copies. DIA would provide guidance to agencies on how to seek exemptions if required for work purposes.
11. DIA would be able to provide further detail about the National Memorial Service, following community workshops that were taking place on 23 March. A Cabinet paper would be presented on Monday to discuss the memorial, its processes, and finances involved. DIA and MFAT would have daily briefings leading up to the memorial.
12. DIA reiterated that they required staff members on the ground for the event. They required liaison people who had good customer service skills and were affable.

- 13. Security planning for the memorial service was underway. Police compared the scale of the event to APEC. s6(a)
- 14. MFAT would hold the master copy of delegation numbers. They were keeping a record of international dignitaries and a list of VIPs. MFAT's definitions of VIPs may not include all international family members, which is the province of Immigration New Zealand.. MFAT should also share the master list with Police for their information.
- 15. MBIE noted that incoming family members would not receive a visa waiver, and that some might be denied entry. They expected the bulk of visa applications to be received by 27 March. They had already received 262 visa application from family members.

16. s6(a), s9(2)(g)(i)

17. DIA were considering establishing an online condolence book. The Watch Group asked DIA to confirm that appropriate cyber security measures had been established, and suggested that DIA consider archiving messages and posting them once they had been screened, as opposed to being live.

18. s6(a)

Arising key risks, issues and implications

19. s6(a)

20. s6(a), s6(c)

a. s6(c), s6(a)

b. s6(c), s6(a)

21. section 6(a)

22. section 6(a)

23. The Chair noted that it was important to maintain a consistent approach to sectors' response to the assessed threat. A review of aviation setting was already on the work plan and this would be expedited to take place over two to three months. A review of maritime security was also underway.

24. s6(c), s6(a)

Action items

| Para | Lead | Action | Due |
|------|--------------|---|----------------|
| 4 | All agencies | Agencies to take care to ensure the accused is described correctly given our judicial process and the presumption of innocence. | Ongoing |
| 10 | DIA | Provide advice to agencies on implications of the accused's manifesto being classified as objectionable material. | 23 March |
| 11 | DPMC (Comms) | Provide DIA reflections from the Christchurch event (call to prayer and two minutes silence) held on Friday 22 March which may assist with planning for the National Memorial Service. | 25 March |
| 11 | DPMC | Engage with the Prime Minister's Office regarding the date and timing of the National Memorial Service. | 23 March |
| 14 | MFAT | Provide the all-of-government Christchurch VIP Visits Log for the National Memorial Service to the all-of-Government Security Planning Group and DIA. | 23 March |
| 17 | DPMC (Comms) | Provide DIA with relevant advice from work that is underway for future online condolence books. | 25 March |
| 17 | DIA | Confirm that security for the online condolence book for the Op DEANS incident is appropriate. | 23 March |
| 18 | All agencies | s6(a) | 25 March |
| 21 | All agencies | Encouraged as relevant to provide views to their Ministers on the domestic civil aviation brief provided by the Ministry of Transport, which will be raised as an oral item at Cabinet on Monday. | Before Cabinet |
| 24 | DPMC (NSPD) | Clarify the policy streams and timeframes for national security transport sector papers. | 25 March |

Next meetings

25. The next Watch Group will take place on Monday 25 March 1100h in the NCMC room in the Beehive. The next ODESC will meet at 1700h on 25 March, at Pipitea House on Pipitea.
26. The Watch Group agreed that a meeting on Sunday 24 March was not required.

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ODESC

Officials' Committee for Domestic
and External Security Coordination

Op DEANS Watch Group #9 Agenda

| | | | |
|-----------------------|--|--|--|
| Date | 25 March 2019 | Time | 1100h |
| Location | ODESC Room, NCMC | | |
| Invitees | Crown Law CTAG DIA DPMC FENZ GCSB MBIE | MCDEM MFAT MoD MoE MoH MoJ MoT | NZCS NZDF NZSIS Police SSC TSY |
| Classification | RESTRICTED | | |

Purpose: To confirm Government response to the Christchurch terrorist attack is comprehensive and coordinated

| Item | Topic | Lead |
|------|--|--------------------------|
| 1. | Introduction <ul style="list-style-type: none"> This meeting will be held at RESTRICTED. | Chair |
| 2. | Police update | Police |
| 3. | Operation Unity – National Remembrance Service | Police DIA |
| 4. | Arising key issues, risks, implications <ul style="list-style-type: none"> Investigation Security Community International Strengthening the system | All |
| 5. | Communications and messaging | DPMC, Police, MFAT |
| 6. | Support requirements and resources | Chair |
| 7. | Advice to ODESC | Chair |
| 8. | Next meetings <ul style="list-style-type: none"> ODESC Monday 25 March 1700h (S) PHOP <small>section 5(a)</small> 1000h daily Watch Group in NCMC | Chair |



ODESC

Officials' Committee for Domestic and External Security Coordination

Christchurch Mosque Shooting Watch Group #9 Minutes

25 March 2019

ODESC Room, NCMC, the Beehive

Attendees

| Agency | Attendee |
|-------------|---|
| | Catriona Robinson (Chair) s9(2)(a) (secretary) |
| DPMC | [Redacted] |
| AVSEC | [Redacted] |
| CAA | [Redacted] |
| Corrections | [Redacted] |
| CTAG | s6(a) |
| Customs | [Redacted] |
| DIA | [Redacted] |
| FENZ | [Redacted] |
| GCSB | s6(a) |
| MBIE | [Redacted] |
| MCDEM | [Redacted] |
| MFAT | [Redacted] |
| MOD | [Redacted] |
| MOE | [Redacted] |
| MOH | [Redacted] |
| MOT | [Redacted] |
| NZ Police | [Redacted] |
| NZDF | [Redacted] |
| NZIC | NZIC Media |
| SSC | [Redacted] |
| TSY | [Redacted] |

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Introduction

1. The Chair welcomed attendees and stated that the focus of the meeting would be on arrangements for the National Remembrance Service.

Situation

2. Police is looking ahead to the task of building community resilience and considering what their contribution to this might be.
3. s6(a)
[Redacted]
4. s6(a)
[Redacted]
5. s6(a), s6(b)(i)
[Redacted]
6. The response of New Zealand communities to the attack had been extremely positive, providing the best possible counter-message to violent extremism. s9(2)(g)(i)
[Redacted]
7. s6(a)
[Redacted]
8. Police gave an update on Op WHAKAHAUMANU. A mobile application had been developed which enabled Police to track their community engagement, showing for instance that they had made multiple visits to over 500 places of worship.
9. Agencies now faced the challenge of adjusting to the new environment, with questions arising as to how to structure and organise the effort going forward.

Operation Unity – National Remembrance Service

10. DIA gave an update on Operation Unity planning. Project teams were working on planning for the service as well as programming for international VIP visits.
 - a. MFAT was awaiting confirmation on which international VIP's were expected to attend and would feed this information through to DIA. An issue was raised around the limited availability of accommodation in Christchurch; MFAT had been advising delegations to base themselves in Wellington or elsewhere. Border agencies noted that they could manage the demand of incoming planes etc. provided they received proactive information on visits. It was not yet clear whether particular bilateral meetings would be a focus for the PM.
 - b. s9(2)(g)(i)
[Redacted] DIA would return to the Watch

Group with confirmation that associated risks, including visa approval, were being factored into their planning.

- c. The Watch Group also discussed planning for domestic VIP's, noting that Cabinet would be determining the placement of MPs at each of the four main centres. Agencies were requested to contact DIA if they required NZDF support in planning for domestic VIP's.

Key risks, issues and implications

11. In the context of ongoing interest in use of the Terrorism Suppression Act, Police noted that the need for suppression was largely in the prevention space.
12. CTAG noted that they would be releasing a threat assessment for the national remembrance service by the end of the day.
13. MCDEM commented that there was a large national presence at the Christchurch City Council community hub. They agreed to request an update on how well families of the victims were being supported.
14. MSD noted that they were working through the details of implementing a 'navigator' concept in which affected families would have a single point of contact for Government support and services.
15. On strengthening the system, DPMC commented on the need to work through what the medium and long-term response to the attacks would be. This needed to be joined-up by an appropriate inter-agency arrangement. s6(a)

The Chair advised agencies that this strategic piece would be added to the agenda for next Watch Group.

16. MOT noted that a paper with advice on aviation security options went to the Minister yesterday ahead of a Cabinet discussion. This would be a complex area for decision-making.
17. Treasury advised the Watch Group that they had not yet needed to pull together various financing threads as current arrangements were working well. There had not been any material impact on the Budget identified as a consequence of the attacks. The chair of the Economic Advisory Group was monitoring the situation but did not see a need to convene the EAG in support of ODESC as yet.
18. The Watch Group discussed the PM's expectation that officials would work to improve information-sharing between agencies. DPMC advised caution in looking to the Intelligence and Security Act as the solution, as there needed to be a more holistic system-wide conversation. DPMC also noted that Police and MOJ were looking for additional capability to meet 11 April policy deadlines, with a need for people who understood legislative processes. DPMC continued to work on mapping out the various policy processes.

Communications and messaging

19. There is an ongoing need to respond in an agile way to pressure around communications and messaging.

Support requirements

20. The Chair noted a need to retain capability to deal with whatever event may occur next and encouraged agencies to engage in business continuity planning.

Action items

| Para | Action | Lead |
|-------|--|--|
| 11. | To contact s9(2)(a) dia.govt.nz on all matters relating to planning for the National Remembrance Service, including representation at the planning meeting or queries about VIP attendance at events. | All agencies |
| 11. | Note that at Watch Group #7 DIA requested that all agencies use National Memorial Service when referring to the upcoming event. This advice has subsequently been updated and all agencies are now requested to refer to the National Remembrance Service . | All agencies |
| 11.b. | Ensure that the DIA executive is kept informed about risks arising from potential border issues s9(2)(g)(i) [redacted] for the National Remembrance Service. | DIA |
| 16. | Provide an update to Watch Group #10 on planning around medium to long term system strengthening and invite discussion from agencies about potential structural arrangements. | DPMC (Specialist Coordinator) & all agencies |
| 19. | Consider if policy capability, with expertise in progressing legislative reform, could be made available to Ministry of Justice and/or Police. | All agencies |

Next meetings

1. The next Watch Group will take place on Tuesday 26 March at 1100 in the ODESC room of the NCMC.



ODESC

Officials' Committee for Domestic
and External Security Coordination

Op DEANS Watch Group #10 Agenda

| | | | |
|-----------------------|--|--|--|
| Date | 26 March 2019 | Time | 1100h |
| Location | ODESC Room, NCMC | | |
| Invitees | Crown Law CTAG DIA DPMC FENZ GCSB MBIE | MCDEM MFAT MoD MoE MoH MoJ MoT | NZCS NZDF NZSIS Police SSC TSY |
| Classification | RESTRICTED | | |

Purpose: To confirm Government response to the Christchurch terrorist attack is comprehensive and coordinated

| Item | Topic | Lead |
|------|--|--------------------------|
| 1. | Introduction <ul style="list-style-type: none"> This meeting will be held at RESTRICTED. Update from ODESC and Cabinet | Chair |
| 2. | Police update | Police |
| 3. | Operation Unity – National Remembrance Service | Police DIA |
| 4. | CT Strategic Work Programme | DPMC |
| 5. | Key issues, risks, implications | All |
| 6. | Communications and messaging | DPMC, Police, MFAT |
| 7. | Support requirements and resources | Chair |
| 8. | Advice to ODESC | Chair |
| 9. | Next meetings <ul style="list-style-type: none"> TBC – Watch Group Thursday morning, Friday afternoon TBC – ODESC Tuesday 2 April | Chair |



ODESC

Officials' Committee for Domestic and External Security Coordination

Christchurch Mosque Shooting Watch Group #10 Minutes

26 March 2019

ODESC Room, NCMC, the Beehive

Attendees

| Agency | Attendee |
|-------------|---------------------------|
| DPMC | Catriona Robinson (Chair) |
| | s9(2)(a) (secretary) |
| AVSEC | |
| CAA | |
| Corrections | |
| CTAG | s6(a) |
| Customs | |
| DIA | |
| FENZ | |
| MBIE | |
| MCDEM | |
| MFAT | |
| MOD | |
| MOE | |
| MOH | |
| MOT | |
| NZ Police | |

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| | |
|------|------------|
| NZDF | s9(2)(a) |
| NZIC | NZIC Media |
| SSC | |
| TSY | |

Introduction

1. The Chair welcomed attendees and gave an update from meetings of Cabinet and ODESC. Cabinet had decided against having an online condolence book, and the Prime Minister had confirmed that there would a Royal Commission of Inquiry.
2. section 6(a), section 9(2)(f)(iv)

[Redacted]

Cabinet had requested further advice by 11 April and MoT would begin consulting agencies on this the following day.
3. ODESC had discussed planning for the National Remembrance Service, noting increased pressures on Christchurch airport, but conveyed satisfaction with management of the event planning by lead agencies.
4. ODESC would meet next on 2 April. The Chair of ODESC had also announced his attention to hold two additional ODESC meetings within the coming weeks—the first considering s6(a) [Redacted], and the second considering right-wing extremism.
5. DIA and MSD had begun work to look at social inclusion. The ODESC Chair had also encouraged agencies to consider the implications of the attacks on Budget bids.

Situation

6. The investigative element of Operation DEANS continued, but the principal focus for Police had now shifted to Operation UNITY.
7. Police's work on building community resilience had begun to take shape. The Integrated Safety Response (ISR) had provided a good model for the immediate collaborative effort in Christchurch. DPMC noted the need to connect this with social inclusion work by DIA and MSD.
8. The suspect would next appear in Court on 5th April. The full legal and associated processes would take a considerable amount of time s6(a) [Redacted]
9. s6(a) [Redacted]
10. Police continued to provide proactive armed security nationwide and requests from mosques for this presence continued. The public had demonstrated concern about an enduring shift in the threat environment as a result of the attacks and the impact that this would have on major event security more generally.
11. Police noted that the social media response to the Christchurch attacks had been the largest response recorded worldwide to any terrorist attack since monitoring began in

2012. s6(a)

12. s6(a), s9(2)(g)(i)

Operation Unity – National Remembrance Service

13. DIA gave an update on Operation Unity planning. They had been hosting cross-agency planning meetings twice daily with representation from Police, NZDF, SSC and MFAT. DIA was open to other agencies attending these meetings if beneficial. Staff from a range of agencies had also been embedded in project teams. DIA thanked agencies for their offers of additional staffing support and stated that no further support was needed at this time.
14. The key planning input required now was advice from MFAT on which international VIPs would be attending the service. MFAT updated the Watch Group that their consistent messaging on the event's domestic focus had been generally accepted, with fewer numbers of international delegations now planning to attend. Most visitors would be arriving from Australia or the Pacific Islands, however they were awaiting confirmation from a number of countries. MFAT would also confirm at 1400 the numbers of diplomatic corps members attending – indicatively this was at 42.
15. Air New Zealand had made available a significant number of extra seats into Christchurch for the service from Auckland and Wellington with capped fares. SSC noted that they had been encouraging public servants to find a way to participate from their workplaces.

CT Strategic Work Programme

16. DPMC (Specialist Coordinator) noted that at some point the response to the attacks would move from an ODESC-driven phase towards the embedding of a long-term work programme, which needed an overarching structure. There had already been a number of work-streams initiated (e.g. aviation security). The Royal Commission of Inquiry would almost certainly generate further recommendations to be implemented by agencies. Each of these work-streams would sit alongside what was already a comprehensive CT strategic work programme, some new ideas for which had already been generated prior to the attacks.
17. DPMC had suggested that CEs might discuss the implications of the attacks for a refreshed CT Strategic Work Programme at the 10 April SIB meeting. If this was confirmed, the Watch Group would be kept informed and DPMC would proactively reach out to agencies for consultation prior to the SIB meeting.

Key risks, issues and implications

18. s6(a)

19. section 6(a)

section 6(a)

Communications and messaging

20. DPMC noted that All-of-Government communications would be focusing on welfare as a topic at the next media conference in Christchurch.

Support requirements

21. The Chair noted that psychosocial support was available for agency staff and urged that this be kept front of mind during the response.

22. NZDF noted that a planned event in Hamilton timed with the National Remembrance Service was not an official event planned in conjunction with Christchurch, Wellington, Auckland and Dunedin.

23. s6(a)

Action items

| Para | Action | Lead |
|------|--|-------------------|
| 4. | Commence work and assessments to support upcoming ODESC discussions in April: 1. Security CEs: s6(a) 2. Security and social agencies CEs: consideration of extreme right wing. | All agencies |
| 7. | Connect MSD's and DIA's work on social cohesion with Police. | MSD |
| 13. | Consider whether closer links with the planning inter-agency group for the National Remembrance Service would be beneficial – if so, contact s9(2)(a) dia.govt.nz from DIA. | All agencies |
| 17. | Contact s9(2)(a) dpmc.govt.nz and s9(2)(a) dpmc.govt.nz to engage in the medium to longer term wider counter terrorism (CT) framework, work programme, or governance arrangements (strengthening the CT system). | All agencies |
| 21. | Continue to consider health, safety and wellbeing, including psychosocial aspects, for staff. | All agencies |
| 23. | s6(a) | Relevant agencies |
| 23. | Inform ^{9(2)(k)} dpmc.govt.nz of resourcing needs so these can be circulated in the National Security Workforce job board and the National Security System weekly update. | All agencies |

Next meetings

1. The next Watch Group will take place on Thursday 28th March at 1100 in the ODESC room of the NCMC.



ODESC

Officials' Committee for Domestic
and External Security Coordination

Op DEANS Watch Group #11 Agenda

| | | | |
|-----------------------|--|---------------------------|--------------------------------|
| Date | 27 March 2019 | Time | 1400h |
| Location | s6(a) PHOP | | |
| Invitees | Crown Law CTAG DIA DPMC GCSB | MFAT MoD MoH MoJ | NZDF NZSIS Police SSC |
| Classification | (S) | | |

Purpose: To discuss the implications of today's incident in Christchurch on the national security environment.

| Item | Topic | Lead |
|------|--|-----------------|
| 1. | Introduction <ul style="list-style-type: none"> This meeting will be held at (S). | Chair |
| 2. | Situation/Intelligence update <ul style="list-style-type: none"> Police NZSIS | Police NZSIS |
| 3. | National Terrorism Threat Level | NZSIS |
| 4. | Implications for National Remembrance Service | Chair |
| 5. | Additional issues, risks, implications | Chair |
| 6. | Support and resourcing | Chair |
| 7. | Communications and messaging | Chair |
| 8. | Advice to ODESC | Chair |
| 9. | Next meetings <ul style="list-style-type: none"> ODESC Wednesday 27 March 1700 - 1800 (S) Watch Group Thu 28 Mar – 11am Fri 29 Mar – TBC – probably 2.30pm | Chair |



ODESC

Officials' Committee for Domestic and External Security Coordination

Op DEANS Watch Group #11 Minutes 27 March 2019 at 1400hrs Pipitea House

Attendees

| Agency | Attendee |
|-----------|------------------------|
| DPMC | Cecile Hillyer (Chair) |
| | s9(2)(a) (Secretary) |
| Crown Law | |
| CTAG | s6(a) |
| DIA | |
| MFAT | |
| MOD | |
| MOH | |
| MOJ | |
| NZ Police | |
| NZDF | |
| NZIC | NZIC Media |
| SSC | |

Situation

1. Police briefed the Watch Group on the specifics of a risk that had been mitigated overnight in Christchurch, s6(a)

[Redacted]

2. s6(a), s6(c)

s6(a)

[Redacted]

3. This incident highlighted the need to maintain vigilance and a forward-looking security posture. s6(a)

National Terrorism Threat Level

4. CTAG's assessment of the national terrorism threat level remained unchanged. The risk mitigated by Police was consistent with the HIGH threat level (an attack is assessed as very likely). To move the threat level to EXTREME, CTAG would need intelligence that an attack was expected imminently and mitigations were insufficient.

Operation Unity – National Remembrance Service

5. Planning for the National Remembrance Service continued. Whilst the event was occurring in a high threat environment, risk considerations had been factored in and there was a significant security overlay.
6. MFAT noted that VIPs were expected from Australia, a range of Pacific Island Countries, Saudi Arabia, the Organisation for Islamic Cooperation, UNHCR and the Diplomatic Corps.
7. NZDF would be in a state of high readiness, including some proactive deployments into Christchurch in case required.

Support and resourcing

8. s6(a)

9. s6(a)

Communications and messaging

10. The broader communications and messaging remained consistent. However, it was acknowledged that this latest development could make people in Christchurch more nervous about the National Remembrance Service.

Advice to ODESC

11. Watch Group's recommendations to ODESC included noting the importance of continuing to adopt a vigilant, forward-leaning security posture and that Watch Group had been assured that the current security overlay is designed for the high threat environment and remained appropriate.

Next meetings

12. The next Watch Group will take place on Thursday 28th March at 1100hrs in the ODESC room of the NCMC.

Action items

13. No specific actions arose from this Watch Group.



ODESC

Officials' Committee for Domestic and External Security Coordination

Op DEANS Watch Group #13 Agenda

| | | | |
|-----------------------|--|--|---|
| Date | 2 April 2019 | Time | 1100h |
| Location | ODESC Room, NCMC | | |
| Invitees | Crown Law CTAG DIA DPMC FENZ GCSB MBIE | MCDEM MFAT MoD MoE MoH MoJ MoT | NZCS NZDF NZSIS Police SSC TSY |
| Classification | RESTRICTED | | |

Purpose: To confirm Government response to the Christchurch terrorist attack is comprehensive and coordinated

| Item | Topic | Lead |
|------|---|-------------|
| 1. | Introduction <ul style="list-style-type: none"> This meeting will be held at RESTRICTED. | Chair |
| 2. | ODESC report back <ul style="list-style-type: none"> 6(a) OIA | Chair |
| 3. | Discussion <ul style="list-style-type: none"> What is the 'new normal' for NZ's domestic security posture? | Police, All |
| 4. | Key issues, risks, implications | All |
| 5. | Briefing for ODESC <ul style="list-style-type: none"> A3 capturing high level government response | Chair |
| 6. | Psychosocial support | All |
| 7. | Next meetings <ul style="list-style-type: none"> ODESC Wednesday 3 April, 1100h | Chair |



ODESC

Officials' Committee for Domestic and External Security Coordination

Op DEANS Watch Group #13 Minutes

2 April 2019 at 1100hrs

Beehive, NCMC

Attendees

| Agency | Attendee |
|-------------|------------------------|
| DPMC | Cecile Hillyer (Chair) |
| | s9(2)(a) (Secretary) |
| CAA | |
| Corrections | |
| Customs | |
| CTAG | s6(a) |
| DIA | |
| MBIE | |
| MCDEM | |
| MFAT | |
| MOD | |
| MOE | |
| MOH | |
| NZ Police | |
| NZIC | NZIC Media |
| TSY | |

ODESC report back

1. s6(a)

2. Solicitor General Una Jagose has discussed the expected surge in OIAs with the Ombudsman on establishing a consistent approach for responding to OIA. Guidance would be provided to agencies shortly.

Discussion – What is the ‘new normal’ for NZ’s domestic security posture?

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3. Police considered that the National Remembrance Service had been a success for the agencies involved and as an event in general.
4. Police tempo remained high: prosecution preparation was substantial, significant events through to June s6(a) [redacted] and Police had collected a high volume of information that needed analysing. Additionally, Police mentioned that there were public commemoration activities that created security risks and they were working on policies for crowded places. s6(a) [redacted]
5. While the current investigation would continue for at least four to five more weeks, changes throughout Police would be on-going. Police were unsure about what 'normal' would look like. After similar events, some countries never lowered their threat levels again. Police noted that an all of government approach would be necessary. s6(a) [redacted]
6. s6(a), s9(2)(g)(i) [redacted]
7. s9(2)(g)(i) [redacted]
8. s6(a) [redacted]
9. CTAG's assessment of the national terrorism threat level was being evaluated this week. A threat level of either HIGH or MEDIUM would likely be announced on Thursday or Friday. s6(a) [redacted] A paper would be going to Cabinet on the identified threat level. Once a threat level is set, it is up to agencies to decide what this means for them. The narrative around the threat level, and what it means in terms of communicating risk to the public from across government, was discussed as important: the nature of the threat is more important than the category of the threat.
10. Police noted that as New Zealand had now been the victim of a terror attack that the context in which we consider the terror threat has changed significantly. s6(a) [redacted]
11. The Watch Group discussed the question of who takes responsibility for speaking on threat levels. There would be public and media interest on this, especially on the presence of armed Police around the country and the eventual transition from this state.

Briefing for ODESC- A3 on high level government response

12. An A3 on high level government response to the attacks would be circulated at ODESC on Wednesday. **Action: Agencies to provide feedback on the A3 by 3.30pm Tuesday 2 April.**

13. DPMC asked when the move from response mode meetings to meetings in other ways would take place. In terms of ODESC, there are two meetings scheduled, one for significant dates in April, and the second on extreme right wing activities. Action: Agencies to consider conducting their own debrief and DPMC would provide a date for a central debrief.

Next meetings

14. The next ODESC meeting would take place on Wednesday 2 April at 1100hrs.

Action items

| Para | Action | Lead |
|------|--|--------------|
| 11. | Agencies should consider conducting their own debrief. DPMC will provide a date in due course on when we will have the central debrief. | All agencies |
| 11. | Agencies to provide feedback to Chair of Op DEANS Watch Group (via ^{9(2)(k)} dpmc.govt.nz) on A3 (attached) by 3.30pm 2 April: <i>After 15 March – The National Security System’s Work Programme.</i> | All agencies |

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ODESC

Officials' Committee for Domestic
and External Security Coordination

| | |
|----------------|---|
| To | Brook Barrington, Chair of ODESC |
| From | s9(2)(a), Chair of Watch Group |
| CC | s9(2)(a) A/Deputy Chief Executive National Security Anneliese Parkin, Deputy Chief Executive Policy s9(2)(a), PAG s9(2)(a), PAG s9(2)(a), PAG |
| Date | 19 March 2019 |
| Subject | Watch Group Report of 18 March: Christchurch Mosque Shootings |

Key points

- The national threat level remains at HIGH. Police will retain an elevated security posture for six weeks.
- s6(a)
- s6(a)
- The Major Events Security Committee will meet on 20 March to scrutinise arrangements for iconic major events in light of the Christchurch attack.

Details

1. The Watch Group's key areas of concern can be arranged under three main headings: security; international; and community.

Security

2. The national threat level remains at HIGH, although Police underlined that they were increasingly confident that the perpetrator of the mosque shootings had acted alone. They hoped to be able to state this for certain by the end of the day. s6(a)
3. s6(a)
4. There is a heightened security posture at overseas posts. s6(a)

s6(a)

s6(a)

5. Meanwhile MFAT plans to issue a general statement of advice via the 'Safe Travel' website, pointing out some of these issues to New Zealanders abroad and proposing some steps which they can take to keep themselves safe.
6. The Watch Group has commissioned the Major Events Security Committee (MESC) with holding a special meeting to scrutinise upcoming major events, s6(a) [redacted], in light of the Christchurch attack. This will take place on 20 March. The agenda includes a general assessment of threats to New Zealand interests abroad; s6(a) [redacted]. The chair of the MESC will report to the Watch Group on 21 March (or directly to the 20 March ODESC if you prefer).

International

7. s6(a)

8. s9(2)(g)(i)

aircraft was delayed by repairs (a broken window) and was not expected to be ready to depart until the early hours of 19 March. A delegation of 21 Jordanians was expected on 20 March.


9. Meanwhile MFAT offered to collate all the offers of international assistance that are starting to come in from beyond the security and law enforcement communities – eg policy, science.

Community

10. The engagement of the Christchurch mosque families with government officials remains one of the most important priorities for the national security system effort. MCDEM will report to the Watch Group on 19 March on the plan developed by the National Crisis Management Centre (NCMC) to ensure a joined-up effort across all those involved.

11. MFAT and Police confirmed that they had a good process established to notify both families and the diplomatic corps as formal identification of each victim was confirmed, and before the information was released publicly. Police noted that there had been ongoing complications with respect to the disaster victim identification (DVI) process which had slowed the process down, but they were confident that they would still achieve their deadline of Wednesday for completion.

12. s9(2)(g)(i)



Next steps

13. The next Watch Group will meet at 1000 on 19 March, and again on 20 March before the 1300 ODESC meeting.

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ODESC

Officials' Committee for Domestic
and External Security Coordination

| | |
|----------------|---|
| To | Brook Barrington, Chair of ODESC |
| From | s9(2)(a) Chair of Watch Group |
| CC | s9(2)(a) A/Deputy Chief Executive National Security Anneliese Parkin, Deputy Chief Executive Policy s9(2)(a), PAG s9(2)(a), PAG s9(2)(a), PAG |
| Date | 19 March 2019 |
| Subject | Watch Group Report 19 March: Christchurch Mosque Shootings |

Key points

- The national threat level remains at HIGH. s6(a)
- The Director of Civil Aviation has signalled an intention to scale back passenger security screening at Christchurch Airport from the evening of 20 March (subsequently extended to 22 March).
- Requirements for additional policy work on New Zealand's civil aviation security posture, and on security at places of mass gathering in New Zealand, have been proposed.

Details

1. A Watch Group met for the fourth time on the Christchurch mosque shootings on 19 March.

Police and Security

2. New Zealand Police emphasised that, as the Police Commissioner has already stated publicly, this was the largest criminal investigation that Police has ever undertaken. (The NZSIS said the same about its investigative work.) As the investigation continues, it evolves in size and complexity. s6(a)

3. Although Police now believe that only the defendant was involved in committing the actual attack, this does not mean that he was not supported by others. This remains an area of consideration. s6(a)

the national threat level remains at HIGH.

4. The threat level is reviewed daily. s6(a)

5. section 6(a), section 6(c)

6. The Specialist Coordinator (CT) noted that questions of how best to ensure security in places of mass gathering had increased in prominence. While the advice to those responsible for such gatherings in the meantime was to consult with their local police commander, the Specialist Coordinator signalled that he intended to initiate more considered work across the national security system on this question. s6(a), s6(b)(i)

Community

7. Police expected that post-mortem processes would still be completed on Wednesday as forecast, albeit acknowledging the difficulties caused by the slowness of the process. The Chief Coroner has reportedly explained to the families the importance of carrying out the identification process carefully and scrupulously, and that family identification of the victims alone is not sufficient because of the chance of mistaken identification.
8. Police were very aware of the importance of planning for the transition from response to recovery. Police will therefore establish Op WHAKAHAUMANU to enable a focused deployment of police resources focused on community reassurance and engagement, and to provide a catalyst for conversations about social cohesion and other issues of concern to communities. This would be driven out of Police National Headquarters, and delivered in the districts.
9. The Ministry of Civil Defence and Emergency Management provided a brief report on the results of a workshop held in Christchurch to structure community efforts across all relevant stakeholders. These included local government as well as representatives of the Muslim community. MCDEM was not yet able to report on specific issues that came out of the workshop. The Watch Group emphasised that it wanted to keep its focus on any areas of risk which might impact on effective and joined-up provision of support – including end-to-end support for families of the victims coming to New Zealand from offshore - and asked MCDEM to provide a further report to the next Watch Group meeting.

International

10. MFAT thanked all agencies for their support of the visit by the Vice President and Foreign Minister of Turkey, which MFAT characterised as “successful”. New Zealand had an opportunity to clearly deliver its messages as well as to demonstrate the practical support

being provided to the victims and their community. A Jordanian delegation is confirmed, and the UAE and Qatar have also signalled an intention to visit. s9(2)(g)(i)

Next steps

11. I or the A/DCE National Security will discuss with you the most appropriate way to ensure consistency in the way that agencies handle OIA requests arising from Op DEANS.
12. Policy work on a number of issues arising out of the mosque attacks are underway. There may be additional work proposed in due course on matters raised at this Watch Group (ie civil aviation security settings; and security of places of mass gathering).
13. The next Watch Group will meet at 1000 on 20 March, and there will be a 1300 ODESC meeting on the same day.

Released under the Official Information Act 1982



ODESC

Officials' Committee for Domestic
and External Security Coordination

| | |
|----------------|---|
| To | Brook Barrington, Chair of ODESC |
| From | s9(2)(a) Chair of Watch Group |
| CC | s9(2)(a) A/Deputy Chief Executive National Security Anneliese Parkin, Deputy Chief Executive Policy s9(2)(a), PAG s9(2)(a), PAG s9(2)(a), PAG |
| Date | 21 March 2019 |
| Subject | Watch Group Report 21 March: Christchurch Mosque Shootings |

Key points

- The national threat level remains at HIGH.
- s6(a)
- s6(a), s9(2)(g)(i)

Details

1. A Watch Group met for the sixth time on the Christchurch mosque shootings on 21 March.

Police and Security

2. Police reported that 46 of the deceased had been returned or were in the process of being returned to their families, leaving only four complex cases. Police emphasised again the speed with which this had been completed, s9(2)(g)(i), s9(2)(c)
Police were also proud of the swiftness with which the crime scenes had been released after a full investigative process, in time to be cleaned, plastered, painted and made ready for services on Friday 22 March.
3. The Major Events Security Committee (MESC) held a special meeting 20 March to scrutinise implications for domestic and international events. MBIE had been confirmed as lead agency for major events within New Zealand. MBIE will ensure that relevant information, including about security for major events, and health and safety obligations of the organisers, was updated and posted to its website.
4. s6(a)

s6(a)

Community

5. MCDEM reported that the planned new hub at the Christchurch City Council buildings, intended to integrate national and local agencies along with Ngāi Tahu, was not yet fully functional. Central agencies continued to operate out of the Justice and Emergency Services Precinct.

6. s6(a)

7. s6(a), s9(2)(g)(i)

8. s6(a), s9(2)(g)(i)

International

9. MFAT confirmed that a new bespoke process is now in place for offshore security.

Strengthening the system

10. I confirmed to the Watch Group the purpose and focus of the inquiry that the Prime Minister has announced.

Next steps

11. I met with the Ministry of Justice and DIA immediately after the Watch Group, on the donations action item tasked by ODESC. I will update you separately on progress.

12. s6(a)

13. The Watch Group will meet at 1000 on Friday 22 March, and again at 1300 on Saturday 23 March.

14. ODESC will next meet at 1700 on Monday 25 March.



ODESC

Officials' Committee for Domestic and External Security Coordination

| | |
|----------------|---|
| To | Brook Barrington, Chair of ODESC |
| From | s9(2)(a) Chair of Watch Group |
| CC | s9(2)(a) A/Deputy Chief Executive National Security Anneliese Parkin, Deputy Chief Executive Policy s9(2)(a), PAG s9(2)(a), PAG s9(2)(a), PAG |
| Date | 23 March 2019 |
| Subject | Watch Group Report 22 and 23 March: Christchurch Mosque Shootings |

Key points

- The national threat level remains at HIGH.
- There is a high risk of attacks from many quarters. But there have been no incidents to date, despite a large number of significant events – we can be cautiously positive about this.
- Key concerns for the arrangements for the national memorial service at the moment are security, s6(a)
- s6(a)

Details

1. The Watch Group has met twice since my last report to you: on Friday 22 and Saturday 23 March. This report captures key points from both meetings.

Police and Security

2. s6(a)
There is still a high risk in the short-term of attacks, from many quarters. But there have been no incidents to date, despite a large number of significant events which could have been targets – we can be cautiously positive about this.
3. The Watch Group praised the performance of the New Zealand Police and its people, across the multiple and complex aspects of this response. s6(a), s9(2)(g)(i)

s6(a), s9(2)(g)(i)

4. s6(a)

5. Meanwhile the Watch Group officials acknowledged the extraordinary achievement in having the 50 deceased returned so expeditiously to their families, s9(2)(c)

s6(a)

6. section 6(a), section 9(2)(f)(iv)

7. Meanwhile Maritime New Zealand confirmed that the national maritime security level remained at 1. This requires a relatively significant level of security screening before entering ports. (At 3, entry to ports is forbidden.) The national maritime security level was now under review. At the prompting of the Watch Group, MNZ confirmed that the review was being conducted in close sight of the aviation work, and working closely with Police and other relevant agencies.

8. s6(a)

9. DPMC will clarify all the different transport security workstreams, and their delivery dates.

Community

10. The Watch Group has spent some time discussing planning arrangements for the National Memorial Service, including security; VIP arrangements; accommodation and travel pressures; and requests for assistance from NZDF and other agencies. DIA advised that its biggest areas of risk were:

a. Security. Planning is underway for this, in effect rolling out the APEC21 plan. DPMC is involved in the twice-daily planning meetings and related activities.

b. s6(a)

11. The question of schools, and the wellbeing of schoolchildren, was discussed. The Ministry of Education confirmed the very close work underway with schools, principals,

Boards of Trustees and Police to support students in the aftermath of the mosque shootings, especially those who had viewed disturbing content online. Schools were also contacting all students who hadn't returned to school since the shooting, to provide individualised support to those in distress. Meanwhile the Ministry had begun a piece of work to understand what happened during the lockdown period in Christchurch, and what did and didn't work. This will be of national relevance.

International

12. , MFAT reported that, at the first global CT meeting since 15 March, s6(a), s9(2)(g)(i)

[Redacted]

- a. s6(a) [Redacted]
- b. [Redacted]
- c. [Redacted]
- d. [Redacted]

Strengthening the system

13. The need to understand the extreme right-wing (XRW) better, s6(a) [Redacted] is clear and CTAG, supported by NAB and Police, are focusing on this to support the national security system.

14. I expect that the Watch Group's focus for the coming week will be partly on assuring ourselves about risks associated with preparing for the National Memorial Service and, increasingly, on overseeing the number of (sometimes intersecting) policy and other work programmes that may be needed to strengthen our system.

Next meetings

15. The Watch Group will meet again at 1100 on Monday 25 March.

16. ODESC will next meet at 1700 on Monday 25 March.

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The following amended update replaces the update issued at 06:02

Good Morning,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident—any new information is highlighted in red.

This information is correct as of 0600 17 March 2019.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation in relation to the shootings
- The National Crisis Management Centre has been activated to coordinate the all of government response
- A community hub has been established at the Hagley Community College and further ways in which the community can be supported are being explored
- Government agencies and the Canterbury District Health Board have indicated that resourcing is currently adequate

Incident summary

- New Zealand Police is the lead agency for the response to the shootings at Masjid Al Noor on Dean Avenue and Linwood Masjid on Linwood Street in Christchurch on Friday 15 March 2019.
- There are 50 confirmed fatalities (not yet public).
- 40 people are currently being treated in hospitals. There is sufficient clinical capacity.
 - 39 patients remain in Christchurch Hospital. 11 of these are critically ill in ICU.
 - 1 patient in Starship Hospital
- There is strong international interest in this incident. Casualties include migrants to New Zealand.
- Brenton Tarrant was charged with murder in the Christchurch District Court on Saturday 16 March 2019 in relation to the shootings.
- The New Zealand National Terrorism Threat Level has been raised from low to high.
- The investigation into the shootings is ongoing.

The National Crisis management Centre (NCCMC)

- The NCCMC has been activated for all-of-government consequence management coordination.
- Current focus areas of the NCCMC:
 - International
 - Community support
 - All-of-government communications
 - Integration with local agencies
 - Situation reporting
- MCDDEM is establishing a team in Christchurch today to strengthen connections locally and ensure an integrated response.
- The Officials for Domestic and External Security Co-ordination (ODESC) Committee has met twice and will meet today to ensure that the response is coordinated across agencies.

Community support

- A number of agencies are supporting the community hub at Hagley Community College. This includes the New Zealand Red Cross, Canterbury CDEM Group, Ministry of Social

Development, Canterbury District Health Board and Victim Support. There are approximately 30 staff working with around 200 members of the community.

- ACC will have staff on the ground to provide support at the Hagley Community College hub by late afternoon Sunday.
- The 1737 phone/texting counselling service is being actively promoted and has been operating at above average volumes. The last available figures indicate over 380 phone counselling sessions and greater than 330 text counselling sessions. Additional counsellor and psychologist resource is being arranged for the coming week by Compass Health, ProCare Health, East Tamaki Health Care Healthcare and Auckland DHB with a focus on finding staff of Muslim faith.
- Canterbury DHB is assessing psychosocial support needs for the next weeks and months. The Ministry of Health is supporting Canterbury DHB and is reaching out to services with expertise in working with Muslim communities.
- The Ministry of Health has provided information on its website and through media and social media channels for people who may be distressed. Homecare Medical is developing self-care resources which are anticipated to be available on the Ministry of Health website later today.
- The Ministry of Social Development has reinforced that the Muslim community are able to access services at any of its office locations. In addition, there will be two specialist teams which include Muslim staff in the Linwood and Riccarton Service Centres. This support can be expanded if needed.
- Financial assistance and support is available from the Ministry of Social Development and ACC. Community needs will continue to be assessed against available support. ACC is aiming to fast-track claims and reports that it is in contact with Police and Victim Support and this arrangement is working well.
- Oranga Tamariki is contacting caregivers of children in Christchurch to offer support. A 24-hour caregiver helpline is available and a team of 26 social workers are available in Christchurch over the weekend.
- The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund 'Our People, Our City' to help raise money to support the families and Muslim communities impacted by yesterday's tragic events, now and into the future.
- Airbnb has provided an offer of support to those in need. This includes free accommodation for families travelling to Christchurch for hospital visits or funeral services.

International

- section 6(a), section 9(2)(g)(i)
[Redacted]
- There continue to be numerous condolence messages from around the world including offers of assistance.
- The Ministry of Foreign Affairs and Trade and Ministry of Business, Innovation & Employment are communicating an aligned set of messages to international stakeholders. This includes information regarding the attack, travel advice and information on accommodation and venues where visitors can attend to pay their respects and sympathies.
- The Ministry of Foreign Affairs and Trade is working intensively to support the incoming Turkish delegation, scheduled to arrive in Christchurch on Sunday afternoon 17 March 2019. It is understood that this delegation will be led by the Vice President and Foreign Minister of Turkey (not yet public).
- section 6(a), section 9(2)(g)(i)
[Redacted]

All-of-government communications

- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, a priority is being given to designing service delivery to best meet these needs and limit further distress or risk. There are significant challenges and complexities that require specialist expertise and consideration, and this work is being progressed as a priority for all agencies involved in the response.
- Work is also underway to ensure that partnerships are being appropriately developed with community organisations to enhance the services and support that is made available.
- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist will be deployed to Christchurch on Sunday.
- MCDDEM has established a point of contact to assist MPs with enquiries on s9(2)(a). This number will operate between 9am and 9pm daily.

Integration with local agencies

- New Zealand Police is the lead agency for the response, supported by numerous government agencies.
- MCDDEM
- The Auckland Emergency Coordination Centre is partially activated to support community members and to help coordinate information about community events that are occurring around the city.
- The New Zealand Defence Force has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams. Explosive Ordnance Disposal support has been provided in Christchurch, Dunedin, and throughout the country in assisting with increased unrelated callouts.
- The Director of Civil Aviation has directed that screening will apply to all domestic flights departing Christchurch which have 30 passenger seats or above. The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public.

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Good Afternoon,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident—any new information is highlighted in red.

This information reflects the situation as at 1155 17 March 2019.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation in relation to the shootings
- The National Crisis Management Centre has been activated to coordinate the all of government response
- A community hub is operating at the Hagley Community College and further ways in which the community can be supported are being explored
- Government agencies and the Canterbury District Health Board have indicated that resourcing is currently adequate

Incident summary

- New Zealand Police is the lead agency for the response to the shootings at Masjid Al Noor on Dean Avenue and Linwood Masjid on Linwood Street in Christchurch on Friday 15 March 2019.
- There are 50 confirmed fatalities (**now public**).
- 40 people are currently being treated in hospitals. There is sufficient clinical capacity.
 - 39 patients remain in Christchurch Hospital. **12** of these are critically ill in ICU.
 - 1 patient in Starship Hospital
- **Local road closures remain in place around Deans Avenue and Linwood Avenue. Other local road closures have since been lifted and the roads are now open. In particular, Riccarton Avenue is now fully open with full access to Christchurch Public and Christchurch Women's Hospital.**
- There is strong international interest in this incident. Casualties include migrants to New Zealand.
- Brenton Tarrant was charged with murder in the Christchurch District Court on Saturday 16 March 2019 in relation to the shootings.
- The New Zealand National Terrorism Threat Level **remains at high**.
- The investigation into the shootings is ongoing.

The National Crisis Management Centre (NCMC)

- The NCMC has been activated for all-of-government consequence management coordination.
- Current focus areas of the NCMC:
 - International
 - Community support
 - All-of-government communications
 - Integration with local agencies
 - Situation reporting
- MCDEM is establishing a team in Christchurch today to strengthen connections locally and ensure an integrated response.
- The Officials for Domestic and External Security Co-ordination (ODESC) Committee has met twice and will meet today to ensure that the response is coordinated across agencies.

Community support

- A number of agencies are supporting the community hub at Hagley Community College. This includes ACC, the New Zealand Red Cross, Canterbury CDEM Group, Ministry of Social Development, Canterbury District Health Board and Victim Support. There are approximately 30 staff working with around 200 members of the community.
- A community meeting will be held on Monday at 1030hrs, at the Hagley Netball Centre. Attendees will include community leaders and service agencies.
- The 1737 phone/texting counselling service is being actively promoted and has been operating at above average volumes. The last available figures indicate about 400 phone counselling sessions and over 400 text counselling sessions. Additional counsellor and psychologist resource is being arranged for the coming week by Compass Health, ProCare Health, East Tamaki Health Care Healthcare and Auckland DHB with a focus on finding staff of Muslim faith.
- Canterbury DHB is assessing psychosocial support needs for the next weeks and months. The Ministry of Health is supporting Canterbury DHB and is reaching out to services with expertise in working with Muslim communities.
- The Ministry of Health has provided information on its website and through media and social media channels for people who may be distressed. Homecare Medical is developing self-care resources which are anticipated to be available on the Ministry of Health website later today.
- The Ministry of Social Development has reinforced that the Muslim community are able to access services at any of its office locations. In addition, there will be two specialist teams which include Muslim staff in the Linwood and Riccarton Service Centres. This support can be expanded if needed.
- Financial assistance and support is available from the Ministry of Social Development and ACC. Community needs will continue to be assessed against available support. ACC is aiming to fast-track claims and reports that it is in contact with Police and Victim Support and this arrangement is working well.
- Oranga Tamariki is contacting caregivers of children in Christchurch to offer support. A 24-hour caregiver helpline is available and a team of 26 social workers are available in Christchurch over the weekend.
- The Ministry of Social Development is working closely with Housing New Zealand and Police on any housing issues for affected families.
- The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund 'Our People, Our City' to help raise money to support the families and Muslim communities impacted by yesterday's tragic events, now and into the future.
- The Department of Internal Affairs is establishing a project for a national commemoration of the incident.
- The Department of Internal Affairs Digital Safety Group is working with multiple agencies to take down objectionable images from websites. This includes material hosted on international sites.
- Airbnb has provided an offer of support to those in need. This includes free accommodation for families travelling to Christchurch for hospital visits or funeral services.

International

- section 6(a), section 9(2)(g)(i) [REDACTED]
- There continue to be numerous condolence messages from around the world including offers of assistance.

- The Ministry of Foreign Affairs and Trade is actively contacting victims' families and relatives offshore. The Ministry has confirmed that they have the required language skills to manage this process.
- The Ministry of Foreign Affairs and Trade and Ministry of Business, Innovation & Employment are communicating an aligned set of messages to international stakeholders. This includes information regarding the attack, travel advice and information on accommodation and venues where visitors can attend to pay their respects and sympathies.
- The Ministry of Foreign Affairs and Trade is working intensively to support the incoming Turkish delegation, scheduled to arrive in Christchurch on this afternoon 17 March 2019. It is understood that this delegation will be led by the Vice President and Foreign Minister of Turkey (not yet public).
- **A Jordanian Special Envoy is also due to arrive in Christchurch this afternoon.**
- section 6(a)

All-of-government communications

- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, a priority is being given to designing service delivery to best meet these needs and limit further distress or risk. There are significant challenges and complexities that require specialist expertise and consideration, and this work is being progressed as a priority for all agencies involved in the response.
- Work is also underway to ensure that partnerships are being appropriately developed with community organisations to enhance the services and support that is made available.
- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist will be deployed to Christchurch on Sunday.
- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) This number will operate between 9am and 9pm daily.

Integration with local agencies

- New Zealand Police is the lead agency for the response, supported by numerous government agencies.
- The Auckland Emergency Coordination Centre is partially activated to support community members and to help coordinate information about community events that are occurring around the city.
- The New Zealand Defence Force has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams. Explosive Ordnance Disposal support has been provided in Christchurch, Dunedin, and throughout the country in assisting with increased unrelated callouts.
- The Director of Civil Aviation has directed that screening will apply to all domestic flights departing Christchurch which have 30 passenger seats or above. The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public.

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Afternoon,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident – any new information is highlighted in red.

This information reflects the situation as at 1655 17 March 2019.

The next update is due to be issued at 0600 18 March 2019.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation in relation to the shootings
- The National Crisis Management Centre has been activated to coordinate the all of government response
- A community hub is operating at the Hagley Community College and further ways in which the community can be supported are being explored
- Government agencies and the Canterbury District Health Board have indicated that resourcing is currently adequate

Incident summary

- New Zealand Police is the lead agency for the response to the shootings at Masjid Al Noor on Dean Avenue and Linwood Masjid on Linwood Street in Christchurch on Friday 15 March 2019.
- There are 50 confirmed fatalities.
- 40 people are currently being treated in hospitals. There is sufficient clinical capacity.
 - 34 patients remain in Christchurch Hospital (5 patients discharged since our last update) - 12 of these are critically ill in ICU;
 - 1 patient in Starship Hospital, Auckland.
- Local road closures remain in place on Deans Avenue, eastbound on Linwood Ave and some side roads in the vicinity.
- The three Transport Operations Centres in Auckland, Wellington and Christchurch are working with local councils, Police and contractors around the country where larger events or vigils are being held to implement traffic management and ensure the impact of these events are managed effectively.
- There is strong international interest in this incident. Casualties include migrants to New Zealand.
- Brenton Tarrant was charged with murder in the Christchurch District Court on Saturday 16 March 2019 in relation to the shootings.
- The New Zealand National Terrorism Threat Level remains at **high**.
- The investigation into the shootings is ongoing.

The National Crisis Management Centre (NCMC)

- The NCMC has been activated for all-of-government consequence management coordination.
- Current focus areas of the NCMC:
 - International
 - Community support
 - All-of-government communications
 - Integration with local agencies
 - Situation reporting

- MCDEM is establishing a team in Christchurch today to strengthen connections locally and ensure an integrated response.
- The Officials for Domestic and External Security Co-ordination (ODESC) Committee has met three times, including today, to ensure that the response is coordinated across agencies.

Community support

- A number of agencies are supporting the community hub at Hagley Community College. This includes ACC, the New Zealand Red Cross, Canterbury CDEM Group, Ministry of Social Development, Canterbury District Health Board and Victim Support. There are approximately 30 staff working with around 200 members of the community.
- An ACC fact sheet is in the process of being translated into multiple languages, including Arabic, that explains entitlements and support available for victims and their families. They have also made available staff fluent in a range of different languages spoken by victims and their families to support the local engagement.
- A community meeting will be held on Monday at 1030 hours, at the Hagley Netball Centre. Attendees will include community leaders and service agencies.
- The 1737 phone/texting counselling service is being actively promoted and has been operating at above average volumes. The last available figures indicate about 400 phone counselling sessions and over 400 text counselling sessions. Additional counsellor and psychologist resource is being arranged for the coming week by Compass Health, ProCare Health, East Tamaki Health Care Healthcare and Auckland DHB with a focus on finding staff of Muslim faith.
- Canterbury DHB is assessing psychosocial support needs for the next weeks and months. The Ministry of Health is supporting Canterbury DHB and is reaching out to services with expertise in working with Muslim communities.
- The Ministry of Health has provided information on its website and through media and social media channels for people who may be distressed. Homecare Medical is developing self-care resources which are anticipated to be available on the Ministry of Health website later today.
- The Ministry of Social Development has reinforced that the Muslim community are able to access services at any of its office locations. In addition, there will be two specialist teams which include Muslim staff in the Linwood and Riccarton Service Centres. This support can be expanded if needed.
- Financial assistance and support is available from the Ministry of Social Development and ACC. Community needs will continue to be assessed against available support. ACC is aiming to fast-track claims and reports that it is in contact with Police and Victim Support and this arrangement is working well.
- Oranga Tamariki is contacting caregivers of children in Christchurch to offer support. A 24-hour caregiver helpline is available and a team of 26 social workers are available in Christchurch over the weekend.
- The Ministry of Social Development is working closely with Housing New Zealand and Police on any housing issues for affected families.
- The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund 'Our People, Our City' to help raise money to support the families and Muslim communities impacted by yesterday's tragic events, now and into the future.
- The Department of Internal Affairs is establishing a project for a national commemoration of the incident.
- Significant citizenship events are scheduled to take place this week in Christchurch and Auckland. The Department of Internal Affairs is working with Police and councils to consider how best to manage and support these given the heightened threat level.

- The Department of Internal Affairs Digital Safety Group is working with multiple agencies to take down objectionable images from websites. This includes material hosted on international sites.
- Airbnb has provided an offer of support to those in need. This includes free accommodation for families travelling to Christchurch for hospital visits or funeral services.
- The Ministry of Business, Innovation and Employment's (MBIE) Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away.
- The MBIE Visitors' Sector Emergency Advisory Group has been activated and messages promulgated.
- The Department of Internal Affairs' Office of Ethnic Communities (OEC) Language Line was stood up at 1330 hrs and will be operating until 2000 hrs this evening.

International

- section 6(a), section 9(2)(g)(i)
[Redacted]
- There continue to be numerous condolence messages from around the world including offers of assistance.
- The Ministry of Foreign Affairs and Trade and Ministry of Business, Innovation & Employment are communicating an aligned set of messages to international stakeholders. This includes information regarding the attack, travel advice and information on accommodation and venues where visitors can attend to pay their respects and sympathies.
- The Ministry of Foreign Affairs and Trade is working to support the incoming Turkish delegation. A Jordanian Special Envoy is also due to arrive in Christchurch.
- section 6(a)
[Redacted]

All-of-government communications

- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, a priority is being given to designing service delivery to best meet these needs and limit further distress or risk. There are significant challenges and complexities that require specialist expertise and consideration, and this work is being progressed as a priority for all agencies involved in the response.
- Work is also underway to ensure that partnerships are being appropriately developed with community organisations to enhance the services and support that is made available.
- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) [Redacted]. This number will operate between 9am and 9pm daily.

Integration with local agencies

- New Zealand Police is the lead agency for the response, supported by numerous government agencies.

- The Auckland Emergency Coordination Centre is partially activated to support community members and to help coordinate information about community events that are occurring around the city.
- The New Zealand Defence Force has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams. Explosive Ordnance Disposal support has been provided in Christchurch, Dunedin, and throughout the country in assisting with increased unrelated callouts.
- The Director of Civil Aviation has directed that screening will apply to all domestic flights departing Christchurch which have 30 passenger seats or above. The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public.

Kind regards,

Sarah Stuart-Black

Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Morning,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident – any new information is highlighted in red.

This information reflects the situation as at 0600 18 March 2019.

The *next update* is due to be issued at 1200 18 March 2019.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation in relation to the shootings.
- The National Crisis Management Centre has been activated to coordinate the all of government response.
- A community hub is operating at the Hagley Community College and further ways in which the community can be supported are being explored.
- **An all-of-government hub led by the Ministry of Civil Defence & Emergency Management is being established at the Christchurch Justice and Emergency Services Precinct.**
- Government agencies and the Canterbury DHB have indicated that resourcing is currently adequate.

Incident summary

- New Zealand Police is the lead agency for the response to the shootings at Masjid Al Noor on Dean Avenue and Linwood Masjid on Linwood Street in Christchurch on Friday 15 March 2019.
- There are 50 confirmed fatalities.
- 35 people are currently being treated in hospitals. There is sufficient clinical capacity.
 - 34 patients remain in Christchurch Hospital - 12 of these are critically ill in ICU;
 - 1 patient in Starship Hospital, Auckland.
- **Some of the local road closures in Christchurch have now been lifted with the remaining being Deans Avenue, Eastbound on Linwood Avenue and some side roads in the vicinity.**
- There continues to be strong international interest in this incident.
- The New Zealand National Terrorism Threat Level remains at high.
- The investigation into the shootings is ongoing.

The National Crisis Management Centre (NCCM)

- The NCCM has been activated for all-of-government consequence management coordination.
- Current focus areas of the NCCM:
 - International
 - Community support
 - All-of-government communications
 - Integration with local agencies
 - Situation reporting
- **MCDEM is establishing an all-of-government hub at the Christchurch Justice and Emergency Services Precinct.**
- The Officials for Domestic and External Security Co-ordination (ODESC) Committee is meeting regularly, to ensure that the response is coordinated across agencies. A Watch Group will be held today.

Community support

- A number of agencies are supporting the community hub at Hagley Community College. This includes ACC, the New Zealand Red Cross, Canterbury CDEM Group, Ministry of Social Development, Canterbury District Health Board and Victim Support. There are approximately 30 staff working with around 200 members of the community.
- An ACC fact sheet is in the process of being translated into multiple languages, including Arabic, that explains entitlements and support available for victims and their families. They have also made available staff fluent in a range of different languages spoken by victims and their families to support the local engagement.
- A community meeting will be held on Monday at 1030 hours, at the Hagley Netball Centre. Attendees will include community leaders and service agencies.
- Homecare Medical continues to see a large demand for counselling and support through both Healthline and calls or texts to 1737. Call volumes are dropping overall but do increase following media conferences. The service is well resourced. Callers are able to be referred directly to primary care counselling services as well as Victim Support. The last available figures indicate 1,087 counselling sessions have been provided in total. Counsellors with extensive experience working with the Muslim community are available on all shifts.
- Canterbury DHB is assessing psychosocial support needs for the next weeks and months. The Ministry of Health is supporting Canterbury DHB and is reaching out to services with expertise in working with Muslim communities.
- The Ministry of Health has provided information on its website and through media and social media channels for people who may be distressed. Specific self-care guidelines have been released on the Ministry of Health website. These are currently being translated into multiple languages.
- The Ministry of Social Development is well connected with the Federation of Islamic Associations of New Zealand, which it expects will be heavily involved in supporting the community. The Ministry of Social Development has reinforced that the Muslim community are able to access services at any of its office locations. In addition, there will be two specialist teams which include Muslim staff in the Linwood and Riccarton Service Centres. This support can be expanded if needed.
- Financial assistance and support is available from the Ministry of Social Development and ACC. Community needs will continue to be assessed against available support. ACC is aiming to fast-track claims and reports that it is in contact with Police and Victim Support and this arrangement is working well.
- The Ministry of Social Development is working closely with Housing New Zealand and Police on any housing issues for affected families.
- Oranga Tamariki is contacting caregivers of children in Christchurch to offer support. A 24-hour caregiver helpline is available and a team of 26 social workers are available in Christchurch over the weekend. There has been no noticeable increase in call outs.
- The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund 'Our People, Our City' to help raise money to support the families and Muslim communities impacted by yesterday's tragic events, now and into the future.
- The Department of Internal Affairs is establishing a National Memorial Service for the incident.
- Significant citizenship events are scheduled to take place this week in Christchurch and Auckland. The Department of Internal Affairs is working with Police and councils to consider how best to manage and support these given the heightened threat level.
- The Department of Internal Affairs Digital Safety Group is working with multiple agencies to take down objectionable images from websites. This includes material hosted on international sites.

- 9(2)(c) [REDACTED]
- Airbnb has provided an offer of support to those in need. This includes free accommodation for families travelling to Christchurch for hospital visits or funeral services.
- The Ministry of Business, Innovation and Employment's (MBIE) Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away.
- The MBIE Visitors' Sector Emergency Advisory Group has been activated and messages promulgated.

International


- section 6(a), section 9(2)(g)(i) [REDACTED]
- There continue to be numerous condolence messages from around the world including offers of assistance.
- The Ministry of Foreign Affairs and Trade and Ministry of Business, Innovation & Employment are communicating an aligned set of messages to international stakeholders. This includes information regarding the attack, travel advice and information on accommodation and venues where visitors can attend to pay their respects and sympathies.
- The Ministry of Foreign Affairs and Trade is working intensively to support the Turkish delegation which arrived in Christchurch yesterday evening. The delegation comprises 50+ personnel and is led by the Vice President and Foreign Minister of Turkey. The delegation has made a number of requests including attendance at funerals, visiting victims in hospital and that New Zealand attend an emergency meeting of the Organisation of Islamic Cooperation (OIC) in Istanbul on Friday 22 March, specifically convened in response to the attack. These requests are all under consideration.
- Jordan is sending a 21-person delegation from the Royal Court to Christchurch led by HRH Prince Hassan of Jordan on behalf of the King of Jordan (not yet public).
- Iraq has advised the Ministry of Foreign Affairs and Trade it also intends to send a government delegation.
- The Ministry of Foreign Affairs and Trade anticipates that as foreign delegations are confirmed that there may be interest from other countries in visiting New Zealand. With the Prime Minister announcing the commemorative event yesterday this could also likely attract a number of high-level visits.
- s6(c) [REDACTED]

All-of-government communications

- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, a priority is being given to designing service delivery to best meet these needs and limit further distress or risk. There are significant challenges and complexities that require specialist expertise and consideration, and this work is being progressed as a priority for all agencies involved in the response.
- The customary approach to funeral practices is that bodies are washed and prepared and then buried within 24 hours. There is then three days of mourning. s6(a) [REDACTED]

- The Ministry of Social Development is reporting that around the country there is a lot of fear in the Muslim community. Children have expressed fear of going to school, and women have expressed fear of leaving the house.
- Work is also underway to ensure that partnerships are being appropriately developed with community organisations to enhance the services and support that is made available. The community has mixed levels of trust of government agencies, which may affect how services need to be delivered.
- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDEM has established a point of contact to assist MPs with enquiries on 04 494 6926. This number will operate between 9am and 9pm daily.

Integration with local agencies

- New Zealand Police is the lead agency for the response, supported by numerous government agencies.
- There are ongoing vigils or similar events throughout the country. All events involve a large amount of Police Protection support and attendance. A large number of people have attended these events and no significant issues have been reported.
- section 9(2)(a), section 9(2)(g)(i)

- The Auckland Emergency Coordination Centre is partially activated to support community members and to help coordinate information about community events that are occurring around the city.
- The New Zealand Defence Force has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams. Explosive Ordnance Disposal support has been provided in Christchurch, Dunedin, and throughout the country in assisting with increased unrelated callouts.
- While there is no indication that aviation is a specific target, for the time being the Director of Civil Aviation has directed that screening will apply to all domestic flights departing Christchurch which have 30 passenger seats or above. The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public.

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Good Afternoon,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident – any new information is highlighted in red.

This information reflects the situation as at 1200 18 March 2019.

The *next update* is due to be issued at 1700 18 March 2019.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation in relation to the shootings. The National Crisis Management Centre has been activated to coordinate the all of government wider consequence management.
- A community support hub is currently operating at the Hagley Community College. **The support hub will be moving today to Canterbury Horticultural Centre at 57 Riccarton Ave (near the Cricket Oval at Hagley Park) so that Hagley College can re-open on Tuesday.**
- A national all-of-government hub led by the Ministry of Civil Defence & Emergency Management has been established at the Christchurch Justice and Emergency Services Precinct (CJESP). **The purpose of this hub is to facilitate a link between national agencies operating out of Wellington and relevant connections in Christchurch, where required. The following agencies are currently represented in the CJESP all of government hub: MCDEM, MFAT and all-of-government communications.**
- Government agencies and the Canterbury DHB have indicated that resourcing is currently adequate.

Incident summary

- New Zealand Police is the lead agency for the response to the shootings at Masjid Al Noor on Dean Avenue and Linwood Masjid on Linwood Street in Christchurch on Friday 15 March.
- There are 50 confirmed fatalities. **33 patients remain in Christchurch Hospital - 9 of these are in the ICU and 5 are still critical. 1 patient who is suspected of being a relative of the child at Starship has been transferred to Auckland. 1 patient in Starship Hospital, Auckland.**
- Some of the local road closures in Christchurch have now been lifted with the remaining being Deans Avenue, Eastbound on Linwood Avenue and some side roads in the vicinity.
- There continues to be strong international interest in this incident.
- The New Zealand National Terrorism Threat Level remains at **high**.

The National Crisis Management Centre (NCCM)

- A Watch Group and the Officials for Domestic and External Security Co-ordination (ODESC) Committee is meeting regularly, to ensure that the response is coordinated across agencies.
- The NCCM has been activated for all-of-government consequence management coordination.
- **An interagency community response workshop was held on Sunday. The focus of this workshop was to:**
 - **Understand impacted communities to ensure that support and services meet their needs and is culturally appropriate.**
 - **Ensure support and services are coordinated, this includes services being delivered locally, regionally, and nationally.**
 - **Support MFAT to keep the international community updated and informed.**
- **Key actions that are underway include:**

- Senior MCDEM, MSD, and MBIE (Immigration NZ) staff are in Christchurch today to gain an improved understanding of what arrangements are in place for supporting affected communities and ensuring these are in line with national arrangements.
- Police continue to have family liaison teams in place for all victims and this mechanism will support families not only this immediate response, but also with regards to their longer term needs.
- Agencies are coordinating with regards to the process for receiving families arriving from overseas and supporting them whilst they are in Christchurch.
- Ministry of Education, Oranga Tamariki and Ministry of Health held a meeting at 1000 to discuss psychosocial impacts to children in schools.
- Customs NZ are working with NZ Police to ensure the repatriation process of bodies is efficient and appropriate.
- ACC, Ministry of Justice and DIA are working through funding of funeral arrangements and coverage of associated administrative fees.

Community support

- A number of agencies are supporting the community support hub at Hagley Community College. This includes ACC, the New Zealand Red Cross, Canterbury CDEM Group, Ministry of Social Development, Canterbury District Health Board and Victim Support.
- An ACC fact sheet that explains entitlements and support available for victims and their families is available and is being translated into multiple languages, including Arabic. They have also made available staff fluent in a range of different languages spoken by victims and their families to support the local engagement.
- Homecare Medical continues to see a large demand for counselling and support through both Healthline and calls or texts to 1737. Call volumes are dropping overall but do increase following media conferences.
- Canterbury DHB is assessing psychosocial support needs for the next weeks and months. The Ministry of Health is supporting Canterbury DHB and is reaching out to services with expertise in working with Muslim communities.
- The Ministry of Health has provided information on its website and through media and social media channels for people who may be distressed. Specific self-care guidelines have been released on the Ministry of Health website and are being translated into multiple languages.
- The Ministry of Social Development is well connected with the Federation of Islamic Associations of New Zealand and have reinforced that the Muslim community are able to access services at any of its office locations. Two specialist teams with Muslim staff are operating from the Linwood and Riccarton Service Centres.
- Financial assistance and support is available from the Ministry of Social Development and ACC. Community needs will continue to be assessed against available support. ACC is aiming to fast-track claims and reports that it is in contact with Police and Victim Support and this arrangement is working well.
- The Ministry of Social Development is working closely with Housing New Zealand and Police on any housing issues for affected families.
- Oranga Tamariki is contacting caregivers of children in Christchurch to offer support. A 24-hour caregiver helpline is available. There has been no noticeable increase in call outs. Contingency planning is being developed for scenarios that may affect resources as a precaution.
- The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund 'Our People, Our City' to help raise money to support the families and Muslim communities impacted by yesterday's tragic events, now and into the future.
- The Department of Internal Affairs is establishing a National Memorial Service for the incident.

- Significant citizenship events are scheduled to take place this week in Christchurch and Auckland. The Department of Internal Affairs is working with Police and councils to consider how best to manage and support these given the heightened threat level.
- The Department of Internal Affairs Digital Safety Group is working with multiple agencies to take down objectionable images from websites. This includes material hosted on international sites.
- Airbnb has provided an offer of support to those in need. This includes free accommodation for families travelling to Christchurch for hospital visits or funeral services.
- The Ministry of Business, Innovation and Employment's (MBIE) Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away.
- The MBIE Visitors' Sector Emergency Advisory Group has been activated and messages promulgated.

International

- The Disaster Victim Identification (DVI) process is well underway with a strong focus on release the deceased for burial as quickly as possible. A meeting will be held with the families of the deceased on Monday evening 18 March to explain what is happening and the timeframes and process.
- There continue to be numerous condolence messages from around the world including offers of assistance.
- The Ministry of Foreign Affairs and Trade and Ministry of Business, Innovation & Employment are communicating an aligned set of messages to international stakeholders. This includes information regarding the attack, travel advice and information on accommodation and venues where visitors can attend to pay their respects and sympathies.
- MFAT continues to respond to a number of confirmed and potential incoming high-level visits. MFAT is working with Immigration New Zealand on a visa process that expedites relevant visa applications section 6(a)
- The Ministry of Foreign Affairs and Trade is working intensively to support the Turkish delegation which arrived in Christchurch Sunday evening. The delegation comprises 50+ personnel and is led by the Vice President and Foreign Minister of Turkey.
- Jordan is sending a 21-person delegation from the Royal Court to Christchurch led by HRH Prince Hassan of Jordan on behalf of the King of Jordan (not yet public).
- Iraq has advised the Ministry of Foreign Affairs and Trade it also intends to send a government delegation.
- The Ministry of Foreign Affairs and Trade anticipates that as foreign delegations are confirmed that there may be interest from other countries in visiting New Zealand. With the Prime Minister announcing the commemorative event yesterday this could also likely attract a number of high-level visits.

All-of-government communications

- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, a priority is being given to designing service delivery to best meet these needs and limit further distress or risk. There are significant challenges and complexities that require specialist expertise and consideration, and this work is being progressed as a priority for all agencies involved in the response.
- The customary approach to funeral practices is that bodies are washed and prepared and then buried within 24 hours. There is then three days of mourning. section 6(a)

- The Ministry of Social Development is reporting that around the country there is a lot of fear in the Muslim community. Children have expressed fear of going to school, and women have expressed fear of leaving the house.
- Work is also underway to ensure that partnerships are being appropriately developed with community organisations to enhance the services and support that is made available. The community has mixed levels of trust of government agencies, which may affect how services need to be delivered.
- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) [REDACTED]. This number will operate between 9am and 9pm daily.
- **Stand-up media briefings are being planned for this afternoon and moving forward. Stand ups will focus on the all-of-government response (not police operations).**

Integration with local agencies

- New Zealand Police is the lead agency for the response, supported by numerous government agencies.
- There are ongoing vigils or similar events throughout the country. All events involve a large amount of Police Protection support and attendance. A large number of people have attended these events and no significant issues have been reported.
- section 9(2)(a), section 9(2)(g)(i) [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- The Auckland Emergency Coordination Centre is partially activated to support community members and to help coordinate information about community events that are occurring around the city. The Canterbury
- The New Zealand Defence Force has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams. Explosive Ordnance Disposal support has been provided in Christchurch, Dunedin, and throughout the country in assisting with increased unrelated callouts.
- While there is no indication that aviation is a specific target, for the time being the Director of Civil Aviation has directed that screening will apply to all domestic flights departing Christchurch which have 30 passenger seats or above. The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public.

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Good Afternoon,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident – any new information is highlighted in red.

This information reflects the situation as at 1700 18 March 2019.

The *next update* is due to be issued at 0600 19 March 2019.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation in relation to the shootings. The National Crisis Management Centre has been activated to coordinate the all of government wider consequence management.
- A community support hub is being moved to the Canterbury Horticultural Centre at 57 Riccarton Ave (near the Cricket Oval at Hagley Park) to allow Hagley College to re-open. **The Horticultural Centre is expected to be fully operational by 1900 today (Monday 18 March).**
- A national all-of-government hub led by the Ministry of Civil Defence & Emergency Management has been established at the Christchurch Justice and Emergency Services Precinct (CJESP). The purpose of this hub is to facilitate a link between national agencies operating out of Wellington and relevant connections in Christchurch, where required.
- Government agencies and the Canterbury DHB have indicated that resourcing is currently adequate.

Incident summary

- Shootings occurred at Masjid Al Noor on Dean Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people injured. **33** people remain in hospital:
 - **31** patients in Christchurch (9 of these are in the ICU and 5 are still critical)
 - 2 patients in Auckland (1 child remains in Starship and their father has been transferred from Christchurch to Auckland Hospital to be nearer to them).
- Local roads around the vicinity of Masjid Al Noor on Dean Avenue and Linwood Masjid on Linwood Avenue remain closed.
- On-going vigils and other events across the country continue to have a strong police presence. No significant issues have been reported.
- There continues to be strong international interest in this incident.
- The New Zealand National Terrorism Threat Level remains at high.

Community Support

- The NCMC facilitated an interagency community response workshop on Sunday to:
 - Understand impacted communities to ensure that support and services meet their needs and is culturally appropriate.
 - Ensure support and services are coordinated, this includes services being delivered locally, regionally, and nationally.
 - Support MFAT to keep the international community updated and informed.
- Key actions that are underway include:
 - Senior MCDEM, MSD, and MBIE (Immigration NZ) staff are in Christchurch today to gain an improved understanding of what arrangements are in place for supporting affected communities and ensuring these are in line with national arrangements.

- Police continue to have family liaison teams in place for all victims and this mechanism will support families not only this immediate response, but also with regards to their longer term needs.
- Agencies are coordinating with regards to the process for identifying and receiving families arriving from overseas and supporting them whilst they are in Christchurch.
- Ministry of Education, Oranga Tamariki and Ministry of Health met on Monday to discuss psychosocial impacts to children in schools.
- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate.
- Funding arrangements are in place for funeral arrangements and coverage of associated administrative fees.
- A number of agencies are supporting the community support hub at Hagley Community College (moving to the Horticultural Centre). This includes Canterbury District Health Board, ACC, MBIE (Immigration NZ), New Zealand Red Cross, Christchurch City Council Welfare Staff, Ministry of Social Development, DIA (Ethnic Affairs).
- A meeting was held in Christchurch today hosted by the Christchurch City Council, involving central government agencies, non-government organisations, community groups including the newly established Christchurch Muslim Leaders Group. The key purpose of the meeting was to provide updates, establish connections and identify key issues, priorities and next steps. Attendees broke into key workshop groups to identify issues/priorities addressing: income and funding; education; health and psychosocial support; immigration; and community groups. The Mayor of Christchurch, recognised the strong turnout and support of central government agencies and the desire to support and work with community and the Christchurch City Council to enable community-led recovery. The Council collected the names of attendees and intends to capture the outcome from the workshop and share it with stakeholders to drive further activities.

Agencies report the following specific actions

- An ACC fact sheet that explains entitlements and support available for victims and their families is available and is being translated into multiple languages, including Arabic. They have also made available staff fluent in a range of different languages spoken by victims and their families to support the local engagement. Financial assistance and support is available from the Ministry of Social Development and ACC. Community needs will continue to be assessed against available support. ACC is aiming to fast-track claims and reports that it is in contact with Police and Victim Support and this arrangement is working well.
- ACC has now set up a dedicated 0800 number (0800 080 273) and email address (christchurchresponse@acc.co.nz) for victims and their families to use to contact ACC. This number connects callers with a dedicated team consisting of case managers who have subject matter knowledge in a range of areas including accidental death, serious injury and weekly compensation etc. International callers can also contact this team by calling +64 78598678. The number has been publicised through various channels including by press release and proactive social media.
- Canterbury DHB is assessing psychosocial support needs for the next weeks and months. The Ministry of Health is supporting Canterbury DHB and is reaching out to services with expertise in working with Muslim communities.
- Homecare Medical continues to see a large demand for counselling and support through both Healthline and calls or texts to 1737. Additional capacity has been arranged from 1500 hours.
- The Ministry of Health has provided information on its website and through media and social media channels for people who may be distressed. Clinical spokespeople have been providing self-care advice through media today (Monday). 1737 resources (posters, wallet

cards) are being developed specifically for the Muslim community. Specific self-care guidelines have been released on the Ministry of Health website and are now available in Arabic.

- Ministry of Health representatives along with other support agencies attended the Christchurch City Council meeting today to discuss the coordination of mental health services. Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group.
- The Ministry of Social Development is well connected with the Federation of Islamic Associations of New Zealand and have reinforced that the Muslim community are able to access services at any of its office locations. Two specialist teams with Muslim staff are operating from the Linwood and Riccarton Service Centres.
- The Ministry of Social Development is working closely with Housing New Zealand and Police on any housing issues for affected families.
- The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund 'Our People, Our City' to help raise money to support the families and Muslim communities impacted by Friday's tragic events, now and into the future.
- The Department of Internal Affairs is working with Police and councils to consider how best to manage and support significant citizenship events that are scheduled to take place this week in Christchurch and Auckland, given the heightened threat level.
- The DIA Digital Safety Group is working with multiple agencies to take down objectionable images from websites. This includes material hosted on international sites.
- The DIA is establishing a National Memorial Service for the incident. A programme has been developed and they are awaiting a decision from Cabinet on the date and time. DIA are currently also determining resourcing requirements which should be determined by Tuesday.
- The DIA has received strong media interest with regards to the public condolence books, which are available at the National Library of New Zealand in Molesworth Street, Wellington. The National Library is open from 9am to 5pm Monday to Friday, and 9am to 1pm on Saturday.
- The DIA is working on a process to expedite the processing of death certificates in conjunction with the New Zealand Police and coronial services. The Department is waiving the public fee for processing of death certificates.
- The Ministry of Business, Innovation and Employment's (MBIE) Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away.
- DIA is scaling up translation services so the required languages are being used for the Language Line. Although there has not been a significant increase in the language line following the Christchurch incident.
- The Department of Internal Affairs has planning underway for engagement with Councils in Christchurch, Wellington and Auckland, and ethnic and faith community groups.
- The Auckland Emergency Coordination Centre is partially activated to support community members and to help coordinate information about community events. Auckland is developing guidance for management of floral tributes and location of condolence books being created across the region.
- Canterbury CDEM continue to support Police operations through the use of the CJESP EOC and through existing networks to coordinate welfare agencies.
- Oranga Tamariki is contacting caregivers of children in Christchurch to offer support. A 24-hour caregiver helpline is available. There has been no noticeable increase in call outs. Contingency planning is being developed for scenarios that may affect resources as a precaution.

- The New Zealand Defence Force has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams.

International

- The Disaster Victim Identification (DVI) process is well underway with a strong focus on release the deceased for burial as quickly as possible. **A meeting was held with the families of the deceased on Sunday evening 17 March to explain what is happening and the timeframes and process.**
- There continue to be numerous condolence messages from around the world including offers of assistance.
- The Ministry of Foreign Affairs and Trade and Ministry of Business, Innovation & Employment are communicating an aligned set of messages to international stakeholders. This includes information regarding the attack, travel advice and information on accommodation and venues where visitors can attend to pay their respects and sympathies.
- MFAT continues to respond to a number of confirmed and potential incoming high-level visits. MFAT is working with Immigration New Zealand on a visa process that expedites relevant visa applications **section 6(a)**
- **MFAT is supporting posts with media queries and messaging. We are asking all New Zealand Embassies to communicate the Government's message via social media channels, and we are providing regular tweets and developing content with translated messages for re-posting and use by Embassies and Consulates.**
- The Ministry of Foreign Affairs and Trade is working intensively to support the Turkish delegation which arrived in Christchurch Sunday evening. The delegation comprises 50+ personnel and is led by the Vice President and Foreign Minister of Turkey.
- Jordan is sending a 21-person delegation from the Royal Court to Christchurch led by HRH Prince Hassan of Jordan on behalf of the King of Jordan (not yet public).
- Iraq has advised the Ministry of Foreign Affairs and Trade it also intends to send a government delegation.
- The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public.
- **section 9(2)(a), section 9(2)(g)(i)**

All-of-government communications

- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, a priority is being given to designing service delivery to best meet these needs and limit further distress or risk. There are significant challenges and complexities that require specialist expertise and consideration, and this work is being progressed as a priority for all agencies involved in the response.
- The customary approach to funeral practices is that bodies are washed and prepared and then buried within 24 hours. There is then three days of mourning. **section 6(a)**
- The Ministry of Social Development is reporting that around the country there is fear in the Muslim community. Children have expressed fear of going to school, and women have expressed fear of leaving the house.
- Work is also underway to ensure that partnerships are being appropriately developed with community organisations to enhance the services and support that is made available. The

community has mixed levels of trust of government agencies, which may affect how services need to be delivered.

- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) [REDACTED]. This number will operate between 9am and 9pm daily.
- Stand-up media briefings are being planned for this afternoon and moving forward. Stand ups will focus on the all-of-government response (not police operations).

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

DRAFT

Released under the Official Information Act 1982

Good Morning,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident – any new information is highlighted in red.

This information reflects the situation as at 0600 19 March 2019.

The next update is due to be issued at 1200 19 March 2019.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation in relation to the shootings. The National Crisis Management Centre has been activated to coordinate the all of government wider consequence management. **Please note the NCMC is staffed between 0430 and 2200 each day from 19 March and no staff are in the Centre overnight.**
- **The community support hub is now operational at the Canterbury Horticultural Centre.**
- A national all-of-government hub led by the Ministry of Civil Defence & Emergency Management has been established at the Christchurch Justice and Emergency Services Precinct (CJESP). The purpose of this hub is to facilitate a link between national agencies operating out of Wellington and relevant connections in Christchurch, where required.
- Government agencies and the Canterbury DHB have indicated that resourcing is currently adequate.

Incident summary

- Shootings occurred at Masjid Al Noor on Dean Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people injured. 33 people remain in hospital:
 - 31 patients in Christchurch (9 of these are in the ICU and 5 are still critical)
 - 2 patients in Auckland (1 child remains in Starship and their father has been transferred from Christchurch to Auckland Hospital to be nearer to them).
- Local roads around the vicinity of Masjid Al Noor on Dean Avenue and Linwood Masjid on Linwood Avenue remain closed. **A road closure has been established at Ruru Road, opposite the Memorial Park Cemetery burial area, to enable access control and movement for authorised vehicles servicing the cemetery, while providing safety for visitors and media.**
- On-going vigils and other events across the country continue to have a strong police presence. No significant issues have been reported.
- There continues to be strong international interest in this incident.
- The New Zealand National Terrorism Threat Level remains at **high**.

Community Support

- Key actions that are underway include:
 - Senior MCDEM, MSD, and MBIE (Immigration NZ) staff were in Christchurch on 18 March to gain an improved understanding of what arrangements are in place for supporting affected communities and ensuring these are in line with national arrangements.
 - Police continue to have family liaison teams in place for all victims and this mechanism will support families not only this immediate response, but also with regards to their longer term needs.
 - Agencies are coordinating with regards to the process for identifying and receiving families arriving from overseas and supporting them whilst they are in Christchurch.

- Ministry of Education, Oranga Tamariki and Ministry of Health met on Monday to discuss psychosocial impacts to children in schools.
- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate.
- Funding arrangements are in place for funeral arrangements and coverage of associated administrative fees.
- A meeting was held in Christchurch on 18 March hosted by the Christchurch City Council, involving central government agencies, non-government organisations, community groups including the newly established Christchurch Muslim Leaders Group. The key purpose of the meeting was to provide updates, establish connections and identify key issues, priorities and next steps.

Agencies report the following specific actions

- An ACC fact sheet that explains entitlements and support available for victims and their families is available and is being translated into multiple languages, including Arabic. They have also made available staff fluent in a range of different languages spoken by victims and their families to support the local engagement. Financial assistance and support is available from the Ministry of Social Development and ACC. Community needs will continue to be assessed against available support. ACC is aiming to fast-track claims and reports that it is in contact with Police and Victim Support and this arrangement is working well.
- ACC has now set up a dedicated 0800 number (0800 080 273) and email address (christchurchresponse@acc.co.nz) for victims and their families to use to contact ACC. This number connects callers with a dedicated team consisting of case managers who have subject matter knowledge in a range of areas including accidental death, serious injury and weekly compensation etc. International callers can also contact this team by calling +64 7 859 8678. The number has been publicised through various channels including by press release and proactive social media.
- Canterbury DHB is assessing psychosocial support needs for the next weeks and months. The Ministry of Health is supporting Canterbury DHB and is reaching out to services with expertise in working with Muslim communities.
- Homecare Medical continues to see a large demand for counselling and support through both Healthline and calls or texts to 1737.
- The Ministry of Health has provided information on its website and through media and social media channels for people who may be distressed. Clinical spokespeople have been providing self-care advice through media. 1737 resources (posters, wallet cards) are being developed specifically for the Muslim community. Specific self-care guidelines have been released on the Ministry of Health website and are now available in Arabic.
- Ministry of Health representatives along with other support agencies attended the Christchurch City Council meeting to discuss the coordination of mental health services. Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group.
- The Ministry of Social Development is well connected with the Federation of Islamic Associations of New Zealand and have reinforced that the Muslim community are able to access services at any of its office locations. Two specialist teams with Muslim staff are operating from the Linwood and Riccarton Service Centres.
- The Ministry of Social Development is working closely with Housing New Zealand and Police on any housing issues for affected families.
- The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund 'Our People, Our City' to help raise money to support the families and Muslim communities impacted by Friday's tragic events, now and into the future.

- The Department of Internal Affairs is working with Police and councils to consider how best to manage and support significant citizenship events that are scheduled to take place this week in Christchurch and Auckland, given the heightened threat level.
- The DIA Digital Safety Group is working with multiple agencies to take down objectionable images from websites. This includes material hosted on international sites.
- The DIA is establishing a National Memorial Service for the incident. A programme has been developed and they are awaiting a decision from Cabinet on the date and time. DIA are currently also determining resourcing requirements which should be determined by Tuesday.
- The DIA has received strong media interest with regards to the public condolence books, which are available at the National Library of New Zealand in Molesworth Street, Wellington. The National Library is open from 9am to 5pm Monday to Friday, and 9am to 1pm on Saturday.
- The DIA is working on a process to expedite the processing of death certificates in conjunction with the New Zealand Police and coronial services. The Department is waiving the public fee for processing of death certificates.
- The Ministry of Business, Innovation and Employment's (MBIE) Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away.
- DIA is scaling up translation services so the required languages are being used for the Language Line. Although there has not been a significant increase in the language line following the Christchurch incident.
- The Department of Internal Affairs has planning underway for engagement with Councils in Christchurch, Wellington and Auckland, and ethnic and faith community groups.
- The Auckland Emergency Coordination Centre is partially activated to support community members and to help coordinate information about community events. Auckland is developing guidance for management of floral tributes and location of condolence books being created across the region.
- Canterbury CDEM continue to support Police operations through the use of the CJESP EOC and through existing networks to coordinate welfare agencies.
- Oranga Tamariki is contacting caregivers of children in Christchurch to offer support. A 24-hour caregiver helpline is available. There has been no noticeable increase in call outs. Contingency planning is being developed for scenarios that may affect resources as a precaution.
- The New Zealand Defence Force has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams.

International

- The Disaster Victim Identification (DVI) process is well underway with a strong focus on release the deceased for burial as quickly as possible.
- There continue to be numerous condolence messages from around the world including offers of assistance.
- The Ministry of Foreign Affairs and Trade and Ministry of Business, Innovation & Employment are communicating an aligned set of messages to international stakeholders. This includes information regarding the attack, travel advice and information on accommodation and venues where visitors can attend to pay their respects and sympathies.
- MFAT is working with Immigration New Zealand on a visa process that expedites relevant visa applications **section 6(a)**. **Immigration New Zealand has received positive feedback about their website and phone system for affected families.**

- MFAT is supporting posts with media queries and messaging. We are asking all New Zealand Embassies to communicate the Government's message via social media channels, and we are providing regular tweets and developing content with translated messages for re-posting and use by Embassies and Consulates.
- The Ministry of Foreign Affairs and Trade advises the Turkish delegation which arrived in Christchurch Sunday evening has now departed. A separate Turkish delegation of three opposition MPs is arriving on 20 March.
- Jordan is sending a 20-person delegation from the Royal Court to Christchurch led by HRH Prince Hassan of Jordan on behalf of the King of Jordan. The delegation is expected to arrive on 20 March (not yet public).
- Iraq has advised the Ministry of Foreign Affairs and Trade it also intends to send a government delegation.
- Nabila Wassef, the Egyptian Minister of Immigration, is due to arrive in Christchurch on 21 March.
- The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public.
- section 9(2)(a), section 9(2)(g)(i)
[redacted]
[redacted] Immigration New Zealand is actively considering what to do with any migrants who were due to be resettled in Christchurch in six weeks.

All-of-government communications

- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, a priority is being given to designing service delivery to best meet these needs and limit further distress or risk. There are significant challenges and complexities that require specialist expertise and consideration, and this work is being progressed as a priority for all agencies involved in the response.
- The customary approach to funeral practices is that bodies are washed and prepared and then buried within 24 hours. There is then three days of mourning. s6(a) [redacted]
- The Ministry of Social Development is reporting that around the country there is fear in the Muslim community. Children have expressed fear of going to school, and women have expressed fear of leaving the house.
- Work is also underway to ensure that partnerships are being appropriately developed with community organisations to enhance the services and support that is made available. The community has mixed levels of trust of government agencies, which may affect how services need to be delivered.
- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDem has established a point of contact to assist MPs with enquiries on s9(2)(a) [redacted]. This number will operate between 9am and 9pm daily.
- Stand-up media briefings are being planned for this afternoon and moving forward. Stand ups will focus on the all-of-government response (not police operations).

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Morning,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident – any new information is highlighted in red.

This information reflects the situation as at **1150 19 March 2019**.

The *next update* is due to be issued at **1650 19 March 2019**.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation in relation to the shootings.
- The National Crisis Management Centre (NCCMC) is activated to coordinate the all-of-government consequence management. The NCCMC is staffed between 0430 and 2200.
- The community support hub is now operational at the **Hagley Sports Centre (previously known as the Canterbury Horticultural Centre)**.
 - There are 5 mental health staff and 1 social worker based at the centre.
 - The community support hub is being led and managed by Muslim Leadership. They have requested a space for themselves where they can address their communities' needs in a safe and private space. Agencies are subsequently not represented at the moment and are awaiting feedback from the Muslim Leadership to advise which services they wish to have in the hub. MSD have visited the hub to offer services.
- A national all-of-government hub, led by the Ministry of Civil Defence & Emergency Management (MCDEM), has been established at the Christchurch Justice and Emergency Services Precinct (CJESP). The purpose of this hub is to link national agencies operating out of Wellington with relevant connections in Christchurch.
- Government agencies and the Canterbury District Health Board (DHB) have indicated that resourcing is currently adequate.

Incident summary

- Shootings occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people injured. 33 people remain in hospital:
 - 30 patients in Christchurch (of these, 9 are **critically ill** in the ICU).
 - 2 patients in Auckland (1 child remains in Starship Hospital. The child's father has been transferred to Auckland Hospital to be nearer to the child).
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue remain closed. A road closure has been established at Ruru Road, opposite the Memorial Park Cemetery burial area, to enable access control and movement for authorised vehicles servicing the cemetery, while providing safety for visitors and media.
- On-going vigils and other events across the country continue to have a strong police presence. No significant issues have been reported.
- There continues to be strong international interest in this incident.
- The New Zealand National Terrorism Threat Level remains at **high**.

Community Support

- Police continue to have family liaison teams in place for all victims. This mechanism is to support families in this immediate response and with their long-term needs.

- Senior MCDEM, MSD, and MBIE (Immigration NZ) staff were in Christchurch on 18 March to gain an improved understanding of the arrangements in place to support affected communities and ensuring that these are aligned with national arrangements.
- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate.
- Agencies are coordinating with regards to the process for identifying and receiving families arriving from overseas and supporting them whilst they are in Christchurch.
- Funding arrangements are in place for funeral arrangements and coverage of associated administrative fees.
- Ministry of Education, Oranga Tamariki and Ministry of Health met on 18 March to discuss psychosocial impacts to children in schools.
- A meeting was held in Christchurch on 18 March hosted by the Christchurch City Council, involving central government agencies, non-government organisations, community groups including the newly established Christchurch Muslim Leaders Group. The key purpose of the meeting was to provide updates, establish connections and identify key issues, priorities and next steps.

Agencies report the following specific actions:

Accident Compensation Corporation (ACC)

- ACC has produced a factsheet explaining entitlements and support available for victims and their families. This is being translated into multiple languages, including Arabic.
- ACC are using staff fluent in a range of languages spoken by victims and their families to support local engagement.
- ACC has now set up a dedicated 0800 number (0800 080 273) and email address (christchurchresponse@acc.co.nz) for victims and their families to use to contact ACC. International callers can contact this team by calling +64 7 859 8678. These contact details have been publicised through channels including press release and proactive social media. The numbers connect callers with a dedicated team of case managers who have subject matter knowledge in areas including accidental death, serious injury and weekly compensation.
- Financial assistance and support is available from the Ministry of Social Development (MSD) and ACC. Community needs will continue to be assessed against available support. ACC is in contact with Police and Victim Support and is aiming to fast-track claims. ACC reports that this arrangement is working well.

Ministry of Social Development (MSD)

- MSD is connected with the Federation of Islamic Associations of New Zealand and have reinforced that the Muslim community are able to access services at any MSD office locations. Two specialist teams with Muslim staff are operating from the Linwood and Riccarton Service Centres.
- MSD is working closely with Housing New Zealand and Police on any housing issues for affected families.

Ministry of Health (MoH)

- MoH has provided information on its website and through media and social media channels for people who may be distressed. Clinical spokespeople have been providing self-care advice through media. 1737 resources (posters, wallet cards) are being developed specifically for the Muslim community. Specific self-care guidelines have been released on the MoH website and are now available in Arabic.

Canterbury District Health Board (DHB)

- Canterbury DHB is assessing psychosocial support needs for the next weeks and months. MoH is supporting Canterbury DHB and is contacting services with expertise in working with Muslim communities.
- Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group.
- Homecare Medical continues to see a large demand for counselling and support through both Healthline and calls and texts to 1737.
- **An additional 80 professional mental health staff from DHBs and Primary care organisations will be rostered and on boarded over the next 72 hours.**
- **Canterbury DHB has noted there is a risk of the measles outbreak spreading with the influx of overseas visitors (both family and diplomatic delegations) who may not have received measles vaccinations.**

Department of Internal Affairs (DIA)

- DIA is working with Police and councils to consider how best to manage and support significant citizenship events that are scheduled to take place this week in Christchurch and Auckland, given the heightened threat level.
- DIA Digital Safety Group is working with multiple agencies to remove objectionable images from websites. This includes material hosted on international sites.
- DIA is establishing a National Memorial Service for the incident. A programme has been developed and resourcing requirements should be determined by 19 March. DIA is awaiting a decision from Cabinet on the date and time.
- DIA has received strong media interest about the public condolence books. These are available at the National Library of New Zealand in Molesworth Street, Wellington. The National Library is open from 9am to 5pm Monday to Friday, and 9am to 1pm on Saturday.
- DIA is working with the New Zealand Police and coronial services to expedite the processing of death certificates. DIA is waiving the public fee for processing death certificates.
- There has not been a significant increase in the Language Line following the Christchurch incident. However, DIA is scaling up translation services to ensure that the required languages are available for the Language Line.
- DIA is planning for engagement with Councils in Christchurch, Wellington and Auckland, and ethnic and faith community groups.

Ministry of Business, Innovation and Employment (MBIE)

- MBIE's Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away.
- **MBIE are currently planning in anticipation of questions regarding the economic impact of event (especially tourism).**

Oranga Tamariki

- **Oranga Tamariki has spoken to, provided advice and offered support to over 300 caregivers across wider the Canterbury region. Information has been provided on how to talk about traumatic events with children. Content regarding supporting Tamariki through traumatic events has also been added to their website and shared on social media.**
- A 24-hour caregiver helpline is available. There has been no noticeable increase in callouts. Contingency planning is being developed for scenarios that may affect resources.

New Zealand Defence Force (NZDF)

- NZDF has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams.

Canterbury CDEM Group

- Canterbury CDEM Group continues to support Police operations through the use of the CJESP EOC and existing networks to coordinate welfare agencies.

Christchurch City Council (CCC)

- The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund ('Our People, Our City') to help raise money to support the families and Muslim communities impacted by Friday's tragic events, now and into the future.
- CCC CDEM are liaising with AirBnB around AirBnB's offer to provide accommodation to affected community members.

Auckland CDEM Group

- Auckland ECC is partially activated to support community members and help coordinate information about community events.
- Guidance is being developed for management of floral tributes and the location of condolence books across Auckland.

International

- The Disaster Victim Identification (DVI) process is well underway with a strong focus on release the deceased for burial as quickly as possible. A meeting was held with the families of the deceased on Sunday evening 17 March to explain what is happening and the timeframes and process.
- There continue to be numerous condolence messages from around the world including offers of assistance.
- MFAT and MBIE are communicating an aligned set of messages to international stakeholders. This includes information on the attack, travel advice, accommodation and venues where visitors can attend to pay their respects and sympathies.
- MFAT are working with Immigration New Zealand on a visa process that expedites relevant visa applications s6(a)
- MFAT is providing formal notification to foreign Governments once additional checks on immigration status have been completed. In line with international obligations, MFAT need to confirm whether victims are refugees in New Zealand. One formal notification has been sent, with more to follow this morning.
- MFAT are supporting posts with media queries and messaging. All New Zealand Embassies have been asked to communicate the Government's message via social media channels, and MFAT are providing regular tweets and developing content with translated messages for re-posting and use by Embassies and Consulates.
- International media attention remains high. MFAT have prepared social media content in English, Turkish and Arabic. MFAT will make this available to other agencies.
- The Turkish delegation which arrived in Christchurch on 17 March has now departed. A separate Turkish delegation of three opposition MPs is arriving on 20 March.
- Jordan is sending a 20-person delegation from the Royal Court, led by HRH Prince Hassan of Jordan on behalf of the King of Jordan, to Christchurch. The delegation is expected to arrive on 20 March (not yet public).
- Nabila Wassef, the Egyptian Minister of Immigration, is due to arrive in Christchurch on 21 March.
- Iraq has advised MFAT it intends to send a government delegation to Christchurch.
- The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public.
- section 9(2)(a), section 9(2)(g)(i)

- Immigration New Zealand is actively considering what to do with any migrants who were due to be resettled in Christchurch in six weeks.

All-of-government communications

- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) [REDACTED]
This number will operate between 9am and 9pm daily.
- Stand-up media briefings are being planned for this afternoon and moving forward. Stand ups will focus on the all-of-government response (not police operations).

Community

- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, a priority is being given to designing service delivery to best meet these needs and limit further distress or risk. There are significant challenges and complexities that require specialist expertise and consideration, and this work is being progressed as a priority for all agencies involved in the response.
- The customary approach to funeral practices is that bodies are washed and prepared and then buried within 24 hours. There is then three days of mourning. s6(a) [REDACTED]
- The Ministry of Social Development is reporting that around the country there is fear in the Muslim community. Children have expressed fear of going to school, and women have expressed fear of leaving the house.
- Work is underway to ensure that partnerships are being appropriately developed with community organisations to enhance the services and support that is made available. The community has mixed levels of trust of government agencies, which may affect how services need to be delivered.

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Afternoon,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident – any new information is highlighted in red.

This information reflects the situation as at 1700 19 March 2019.

The next update is due to be issued at 0600 20 March 2019.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation.
- The National Crisis Management Centre (NCCMC) is activated to coordinate the all-of-government consequence management. The NCCMC is staffed between 0430 and 2200.
- The community support hub is now operational at the Hagley Sports Centre.
 - MoH reports there are 5 mental health staff and 1 social worker based at the centre.
 - The community support hub is being led and managed by Muslim Leadership. They have requested a space for themselves where they can address their communities' needs in a safe and private space. Agencies are subsequently not represented at the moment and are awaiting feedback from the Muslim Leadership to advise which services they wish to have in the hub. MSD have visited the hub to offer services.
- A national all-of-government hub, led by the Ministry of Civil Defence & Emergency Management (MCDEM), has been established at the Christchurch Justice and Emergency Services Precinct (CJESP). The purpose of this hub is to link national agencies operating out of Wellington with relevant connections in Christchurch.
- Government agencies and the Canterbury District Health Board (DHB) have indicated that resourcing is currently adequate.

Incident summary

- Shootings occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people injured. 32 people remain in hospital:
 - 30 patients in Christchurch (of these, 9 are critically ill in the ICU. **1 patient expected to be moved out of ICU on 19 March**).
 - 2 patients in Auckland (1 child remains in Starship Hospital. The child's father has been transferred to Auckland Hospital to be nearer to the child).
- Local roads closures around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue remain closed. A road closure has been established at Ruru Road, opposite the Memorial Park Cemetery burial area, to enable access control and movement for authorised vehicles servicing the cemetery, while providing safety for visitors and media.
- Vigils and other events across the country continue to have a strong police presence.
- There continues to be strong international interest in this incident.
- The New Zealand National Terrorism Threat Level remains at **high**.

Community Support

- The Ministry of Social Development reports that there is fear in the Muslim community around the country. Children have expressed fear of going to school, and women have expressed fear of leaving the house.

- The customary approach to funeral practices is that bodies are washed and prepared and then buried within 24 hours. There is then three days of mourning. section 6(a)
- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, designing and delivering service to best meet these needs and limit further distress is being prioritised.
- The community has mixed levels of trust of government agencies, which may affect how services need to be delivered.
- Police continue to have family liaison teams in place for all victims for immediate and long-term needs.
- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate.
- Senior MCDEM, MSD, and MBIE (Immigration NZ) staff were in Christchurch on 18 March to discuss and align local and national arrangements to support affected communities.
- Ministry of Education, Oranga Tamariki and Ministry of Health met on 18 March to discuss psychosocial impacts to children in schools.
- A meeting was held in Christchurch on 18 March to provide updates, establish connections and identify key issues, priorities and next steps. The meeting was hosted by Christchurch City Council and involved central government agencies, non-government organisations and community groups, including the newly established Christchurch Muslim Leaders Group.

Agencies report the following specific actions:

Accident Compensation Corporation (ACC)

ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families, including Frasi/Persian, Urdu, Bahasa Malaysian, Indonesian and Arabic. Arrangements to fund funerals are in place. ACC is in contact with Police and Victim Support and is aiming to fast-track claims. ACC can be contacted at 0800 080 273, +64 7 859 8678 and christchurchresponse@acc.co.nz.

- ACC is providing additional support for victims between 15 March and 26 April 2019. ACC will fund up to an extra \$40 for GP or urgent care clinic visits. For victims who have already been charged a co-payment, information on reimbursements is on ACC's website.
- Along with other agencies, ACC has now moved from the community hub and are working from the Christchurch ACC branch, as per normal business practice.

Ministry of Social Development (MSD)

Financial assistance and support is available from MSD, including at all MSD office locations. Two specialist teams with Muslim staff are operating from the Linwood and Riccarton Service Centres. MSD is working closely with Housing New Zealand and Police on any housing issues for affected families.

Health Sector

Ministry of Health (MoH) is supporting Canterbury DHB and is contacting services with expertise in working with Muslim communities. MoH is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic. 1737 resources (posters, wallet cards) are being developed specifically for the Muslim community.

Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB is assessing psychosocial support needs for the next weeks and months.

- Canterbury DHB has noted there is a risk of the measles outbreak spreading with the influx of overseas visitors (both family and diplomatic delegations) who may not have received measles vaccinations.

Homecare Medical continues to see a large demand for counselling and support through both Healthline and calls and texts to 1737.

- An additional 80 professional mental health staff from DHBs and Primary care organisations will be rostered and on boarded by 21 March to support 1737.

Department of Internal Affairs (DIA)

DIA is working with the New Zealand Police and coronial services to expedite the processing of death certificates. DIA is waiving the public fee for processing death certificates. DIA Digital Safety Group is working with multiple agencies to remove objectionable images from websites. This includes material hosted on international sites. There is strong media interest regarding public condolence books. These are available at the National Library of New Zealand in Molesworth Street, Wellington, which is open from 0900 to 1700 Monday to Friday, and 0900 to 1300 on Saturdays.

- DIA is working with Police and councils to consider how best to manage and support significant citizenship events that are scheduled to take place this week in Christchurch and Auckland, given the heightened threat level.
- A programme has been developed for a National Memorial Service. Cabinet will consider a paper on 25 March to confirm details (including funding) of the National Memorial Service.
- DIA is holding a teleconference with Twitter on 19 March to discuss their response to public complaints requesting the removal of objectionable material, which has been slow.
- Language Line has extended operating hours, between 0800-2000 Mon to Fri, and 0900-1400 Sat. Language Line has 44 operational languages.

Ministry of Business, Innovation and Employment (MBIE)

- MBIE's Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away.

9(2)(g)(i)

Oranga Tamariki

Oranga Tamariki has spoken to, provided advice and offered support to over 300 caregivers across wider the Canterbury region. Information has been provided on how to talk about traumatic events with children. A 24-hour caregiver helpline is available (0508 CARERS; 0508 227 377), and information has been added to their website and shared on social media. Contingency planning is being developed for scenarios that may affect resources.

New Zealand Defence Force (NZDF)

NZDF has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams.

Canterbury CDEM Group

Canterbury CDEM Group continues to support Police operations through the use of the CJESP EOC and existing networks to coordinate welfare agencies.

Christchurch City Council (CCC)

The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund ('Our People, Our City') to help raise money to support the families and Muslim communities impacted by the event, now and into the future.

- CCC CDEM are liaising with AirBnB around AirBnB's offer to provide accommodation to affected community members.

Auckland CDEM Group

Auckland ECC is partially activated to support community members and help coordinate information about community events. Guidance is being developed for management of floral tributes and the location of condolence books across Auckland.

International

- The Disaster Victim Identification (DVI) process is underway, focussed on releasing the deceased for burial as quickly as possible. A meeting was held with the families of the deceased on 17 March to explain the process and timeframes.
- International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders. This includes information on the attack, travel advice, accommodation and venues where visitors can attend to pay their respects and sympathies. The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public. section 9(2)(a), section 9(2)(g)(i)
- [REDACTED] FAT have prepared social media content in English, Arabic, Turkish, Bahasa, and Urdu, with others to follow. These are available for other agencies.
- There continue to be numerous condolence messages from around the world including offers of assistance.
- MFAT are working with Immigration New Zealand on a visa process that expedites relevant visa applications section 6(a).
- Immigration New Zealand is actively considering what to do with any migrants who were due to be resettled in Christchurch in six weeks.
- MFAT is providing formal notification to foreign Governments once additional checks on immigration status have been completed. In line with international obligations, MFAT need to confirm whether victims are refugees in New Zealand.
- The Turkish delegation which arrived in Christchurch on 17 March has now departed. A separate Turkish delegation of three opposition MPs is arriving on 20 March.
- Jordan is sending a 20-person delegation from the Royal Court, led by HRH Prince Hassan of Jordan on behalf of the King of Jordan, to Christchurch. The delegation is expected to arrive on 20 March (not yet public).
- The Qatari Embassy in Canberra is organising a delegation of 10 Qataris to New Zealand - it could arrive on Wednesday 20 March but may be delayed until the memorial event.
- Nabila Wassef, the Egyptian Minister of Immigration, is due to arrive in Christchurch on 21 March.
- Iraq has advised MFAT it intends to send a government delegation to Christchurch.
- MFAT anticipates visits may become more focused on the national memorial service when the date is announced.
- New Caledonia, Niue, Cook Islands (PM) and Tonga (PM) have expressed an interest in attending the memorial event.

All-of-government communications

- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDEM has established a point of contact to assist MPs with enquiries on 9(2)(a). This number will operate between 0900 and 2100 daily.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Morning,

Below is the latest confirmed information on the response to the Christchurch Shooting Incident – any new information is highlighted in red.

This information reflects the situation as at 0600 20 March 2019.

The next update is due to be issued at 1200 20 March 2019.

This information is sourced from agencies involved in the response effort.

Key points

- New Zealand Police continue to lead the operation.
- The National Crisis Management Centre (NCCMC) is activated to coordinate the all-of-government consequence management. The NCCMC is staffed between 0430 and 2200.
- The community support hub is now operational at the Hagley Sports Centre.
 - MoH reports there are 5 mental health staff and 1 social worker based at the centre.
 - The community support hub is being led and managed by Muslim Leadership. They have requested a space for themselves where they can address their communities' needs in a safe and private space. Agencies are subsequently not represented at the moment and are awaiting feedback from the Muslim Leadership to advise which services they wish to have in the hub. MSD have visited the hub to offer services.
- A national all-of-government hub, led by the Ministry of Civil Defence & Emergency Management (MCDEM), has been established at the Christchurch Justice and Emergency Services Precinct (CJESP). The purpose of this hub is to link national agencies operating out of Wellington with relevant connections in Christchurch. **At a meeting between national agencies and the Christchurch City Council on 19 March it was agreed to move the all-of-government hub to the City Council to work alongside and align better with the Council's response. The transition will occur over the coming days.**
- Government agencies and the Canterbury District Health Board (DHB) have indicated that resourcing is currently adequate.

Incident summary

- Shootings occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people injured. 32 people remain in hospital:
 - 30 patients in Christchurch (of these, 9 are critically ill in the ICU).
 - 2 patients in Auckland (1 child remains in Starship Hospital. The child's father has been transferred to Auckland Hospital to be nearer to the child).
- Local roads closures around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue remain closed. A road closure has been established at Ruru Road, opposite the Memorial Park Cemetery burial area, to enable access control and movement for authorised vehicles servicing the cemetery, while providing safety for visitors and media.
- Vigils and other events across the country continue to have a strong police presence.
- There continues to be strong international interest in this incident.
- The New Zealand National Terrorism Threat Level remains at **high**.

Community Support

- The Ministry of Social Development reports that there is fear in the Muslim community around the country. Children have expressed fear of going to school, and women have expressed fear of leaving the house.
- The customary approach to funeral practices is that bodies are washed and prepared and then buried within 24 hours. There is then three days of mourning. section 6(a)
- Central government agencies with a focus on supporting communities are working together to better understand and assess community complexities and needs. Given the unique consequences of this event, designing and delivering service to best meet these needs and limit further distress is being prioritised.
- The community has mixed levels of trust of government agencies, which may affect how services need to be delivered.
- Police continue to have family liaison teams in place for all victims for immediate and long-term needs.
- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate.
- MCDEM, MSD, and MBIE (Immigration NZ) are working to align local and national arrangements to support affected communities.
- Ministry of Education, Oranga Tamariki and Ministry of Health are working to ascertain psychosocial impacts to children in schools.
- A meeting was held in Christchurch on 18 March to provide updates, establish connections and identify key issues, priorities and next steps. The meeting was hosted by Christchurch City Council and involved central government agencies, non-government organisations and community groups, including the newly established Christchurch Muslim Leaders Group.

Agencies report the following specific actions:

Accident Compensation Corporation (ACC)

ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families, including Frasi/Persian, Urdu, Bahasa Malaysian, Indonesian and Arabic. Arrangements to fund funerals are in place. ACC is in contact with Police and Victim Support and is aiming to fast-track claims. ACC can be contacted at 0800 080 273, +64 7 859 8678 and christchurchresponse@acc.co.nz.

- ACC is providing additional support for victims between 15 March and 26 April 2019. ACC will fund up to an extra \$40 for GP or urgent care clinic visits. For victims who have already been charged a co-payment, information on reimbursements is on ACC's website.
- Along with other agencies, ACC has now moved from the community hub and are working from the Christchurch ACC branch, as per normal business practice.

Ministry of Social Development (MSD)

Financial assistance and support is available from MSD, including at all MSD office locations. Two specialist teams with Muslim staff are operating from the Linwood and Riccarton Service Centres. MSD is working closely with Housing New Zealand and Police on any housing issues for affected families.

- There is a national Financial Assistance Sub-group meeting scheduled for today (Wednesday 20 March) to look at the cohesiveness of support available to those affected.
- Calls to MSD's 0800 number are now prompted to press 1 "if you call is related to the recent events in Christchurch" so they will be prioritised.
- In addition, the Voice team is building a new capability where clients that are identified in their system will have their post codes attached to their call data, and this enables them to

be prioritised based on their post code. This will be enabled from today (Wednesday 20 March).

- An email from the Chief Executive to all Christchurch working age, Seniors and student clients has been sent, which offers MSD support. Responses have been positive.

Health Sector

Ministry of Health (MoH) is supporting Canterbury DHB and is contacting services with expertise in working with Muslim communities. MoH is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic. 1737 resources (posters, wallet cards) are being developed specifically for the Muslim community.

Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB is assessing psychosocial support needs for the next weeks and months.

- Canterbury DHB has noted there is a risk of the measles outbreak spreading with the influx of overseas visitors (both family and diplomatic delegations) who may not have received measles vaccinations.

Homecare Medical continues to see a large demand for counselling and support through both Healthline and calls and texts to 1737.

- An additional 80 professional mental health staff from DHBs and Primary care organisations will be rostered and on boarded by 21 March to support 1737.

Department of Internal Affairs (DIA)

DIA is working with the New Zealand Police and coronial services to expedite the processing of death certificates. DIA is waiving the public fee for processing death certificates. DIA Digital Safety Group is working with multiple agencies to remove objectionable images from websites. This includes material hosted on international sites. There is strong media interest regarding public condolence books. These are available at the National Library of New Zealand in Molesworth Street, Wellington, which is open from 0900 to 1700 Monday to Friday, and 0900 to 1300 on Saturdays.

- DIA is working with Police and councils to consider how best to manage and support significant citizenship events that are scheduled to take place this week in Christchurch and Auckland, given the heightened threat level.
- A programme has been developed for a National Memorial Service. Cabinet will consider a paper on 25 March to confirm details (including funding) of the National Memorial Service.
- DIA held a teleconference with Twitter on 19 March to discuss their response to public complaints requesting the removal of objectionable material, which has been slow.
- Language Line has extended operating hours, between 0800-2000 Mon to Fri, and 0900-1400 Sat. Language Line has 44 operational languages.

Ministry of Business, Innovation and Employment (MBIE)

- MBIE have started to receive queries regarding government business support.
- MBIE's Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away.
- MBIE are currently planning in anticipation of questions regarding the economic impact of event (especially tourism).

Oranga Tamariki

Oranga Tamariki has spoken to, provided advice and offered support to over 300 caregivers across wider the Canterbury region. Information has been provided on how to talk about traumatic events with children. A 24-hour caregiver helpline is available (0508 CARERS; 0508 227 377), and

information has been added to their website and shared on social media. Contingency planning is being developed for scenarios that may affect resources.

New Zealand Defence Force (NZDF)

NZDF has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams.

Canterbury CDEM Group

Canterbury CDEM Group continues to support Police operations through the use of the CJESP EOC and existing networks to coordinate welfare agencies.

Christchurch City Council (CCC)

The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund ('Our People, Our City') to help raise money to support the families and Muslim communities impacted by the event, now and into the future.

- CCC CDEM are liaising with AirBnB around AirBnB's offer to provide accommodation to affected community members.

Auckland CDEM Group

Auckland ECC is partially activated to support community members and help coordinate information about community events. Guidance is being developed for management of floral tributes and the location of condolence books across Auckland.

International

- The Disaster Victim Identification (DVI) process continues, focussed on releasing the deceased for burial as quickly as possible.
- International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders. This includes information on the attack, travel advice, accommodation and venues where visitors can attend to pay their respects and sympathies. The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public. **section 9(2)(a), section 9(2)(g)(i)**
- MFAT have prepared social media content in English, Arabic, Turkish, Bahasa, and Urdu, with others to follow. These are available for other agencies.
- There continue to be numerous condolence messages from around the world including offers of assistance.
- MFAT are working with Immigration New Zealand on a visa process that expedites relevant visa applications **section 6(a)**
- Immigration New Zealand is actively considering what to do with any migrants who were due to be resettled in Christchurch in six weeks.
- MFAT is providing formal notification to foreign Governments once additional checks on immigration status have been completed. In line with international obligations, MFAT need to confirm whether victims are refugees in New Zealand.
- **MFAT is monitoring details of incidents offshore that may be related. This includes the attack in Utrecht (Monday, 18 March).**
- **In line with international obligations and in accordance with the New Zealand Immigration Act, MFAT is managing the sensitivity of disclosure around refugee status.**
- **MFAT is supporting visits to and from the Middle East.**
- A Turkish delegation of three opposition MPs is arrives today, 20 March.
- Jordan is sending a 20-person delegation from the Royal Court, led by HRH Prince Hassan of Jordan on behalf of the King of Jordan, to Christchurch. The delegation is expected to arrive on **21** March (not yet public).

- The Qatari Embassy in Canberra is organising a delegation of 10 Qataris to New Zealand - it could arrive on Wednesday 20 March but may be delayed until the memorial event.
- Nabila Wassef, the Egyptian Minister of Immigration, is due to arrive in Christchurch on 21 March.
- Iraq has advised MFAT it intends to send a government delegation to Christchurch (likely next week).
- Visits are starting to become more focused on the national memorial service when the date is announced.
- French Polynesia, New Caledonia, Niue, Cook Islands (PM) and Tonga (PM) have expressed an interest in attending the memorial event.
- Posts are beginning to receive details on family arrivals.

All-of-government communications

- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) [REDACTED] This number will operate between 0900 and 2100 daily.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Morning,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1200 20 March 2019.

The next update is due to be issued at 1700 20 March 2019.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police is continuing to lead the operation and is managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government management of the consequences of this event. It is staffed between 0430 and 2200.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people injured. 31 people remain in hospital:
 - 29 patients in Christchurch (of these, 8 are critically ill in the ICU.
 - 2 patients in Auckland (1 child remains in Starship Hospital. The child's father has been transferred to Auckland Hospital to be nearer to the child).
- **The newly established Family Assistance Centre (the place for families to come together and grieve, and led by Muslim leadership), is operating from the Horticulture Centre and is planned to be open daily from 12-8pm daily. The Netball Centre has is available as a temporary prayer facility (within walking distance from the Family Assistance Centre), while central government services will be available located outside of the Family Assistance Centre but nearby in the Oval Cricket building next door.** Police continue to have family liaison teams in place for all victims for immediate and long-term needs.
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue remain closed. A road closure has been established at Ruru Road, opposite the Memorial Park Cemetery burial area, to enable access control and movement for authorised vehicles servicing the cemetery, while providing safety for visitors and media.
- Vigils and other events across the country continue to have a strong police presence.
- There continues to be strong international interest in this incident.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- **To date, the main operations in support of affected communities have been occurring across multiple coordination centres including the Christchurch Joint Emergency Services Precinct, the Christchurch City Council office and other individual agency sites.**
- **Noting the complexity of the situation and enormous stretch on existing resources, especially those with specialist cultural capabilities, a complete reset of the response structure is being undertaken to enable central and local government coordination and integration of services, which includes co-location at Christchurch City Council. This will include a space for Muslim leaders to be embedded to provide advice on how services are designed and delivered.**
- **Planning for the establishment of the coordination centre is being carried out today (Wednesday 20 March) to enable the effective transfer of agencies to the Christchurch City Council office. Sequencing for the establishment of the new response coordination centre is**

essential as the Christchurch City Council are currently focussed on managing the funeral arrangements for the first burials which are scheduled to take place over coming days.

- In the interim, agencies are invited to have liaison officers based with MCDEM at the Christchurch Joint Emergency Services Precinct.
- Agencies from central and local government agencies and Ngāi Tahu have agreed to attend daily briefings to share intelligence and coordinate workstreams related to:
 - Management of the deceased, including burials and repatriation
 - Community support, including financial and psychosocial support needs
 - International visitors, including family and foreign delegations
 - Media management
 - Volunteer coordination
 - Temporary and planned memorials
- The National Welfare Coordination Group (NWCWG) also met yesterday to ensure agencies are connected and to discuss the best options to support affected communities including the establishment of an 0800 helpline number. MSD are also putting case managers in place. The MSD case managers will work alongside police family liaison officers to support families and connect them to relevant social services.

Funding support

MSD is creating a factsheet summarising the financial assistance available based on information from sub-group members.

MSD is collating a summary of major funds and appeals and gaps in funding available from government, in the hopes that these can be connected.

All participating agencies (MSD, IRD, ACC, MOJ, EQC, MFAT, and NZ Red Cross) are providing standard forms of assistance, and no additional financial measures have been activated so far beyond holds on enforcements and unnecessary contact for Christchurch until further details of victims are advised.

Ministry of Justice is working closely with Victim Support on establishing criteria and governance structures for the Give a Little fund (which has over \$6.8 million) and initial grants have been made including immediate grants of \$10,000 per family.

Representatives for the Victim Support fund, the Christchurch Foundation 'Our People, Our City' Mayoral fund (which is reported to have over \$3.8 million), and the New Zealand Islamic Information Centre Fund (over \$2.3 million) have met and agreed in principle to collaborate on distribution of funds so that it's streamlined as best as possible, while remaining aligned with the intent of the funds when established. A meeting with Philanthropy NZ is planned for next week.

Agencies report the following specific actions:

Accident Compensation Corporation (ACC)

ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families, including Farsi/Persian, Urdu, Bahasa Malaysian, Indonesian and Arabic. Arrangements to fund funerals are in place. ACC is in contact with Police and Victim Support and is aiming to fast-track claims. ACC can be contacted at 0800 080 273, +64 7 859 8678 and christchurchresponse@acc.co.nz.

ACC is providing additional support for victims between 15 March and 26 April 2019. ACC will fund up to an extra \$40 for GP or urgent care clinic visits. For victims who have already been charged a co-payment, information on reimbursements is on ACC's website.

Along with other agencies, ACC has now moved from the community hub and are working from the Christchurch ACC branch, as per normal business practice.

Ministry of Social Development (MSD)

Financial assistance and support is available from MSD, including at all MSD office locations. Two specialist teams with Muslim staff are operating from the Linwood and Riccarton Service Centres. MSD is working closely with Housing New Zealand and Police on any housing issues for affected families. See above with regards to the 0800 helpline number and financial assistance.

Calls to MSD's 0800 number are now prompted to press 1 "if your call is related to the recent events in Christchurch" so they will be prioritised.

In addition, the Voice team is building a new capability where clients that are identified in their system will have their post codes attached to their call data, and this enables them to be prioritised based on their post code. This will be enabled from today (Wednesday 20 March).

An email from the Chief Executive to all Christchurch working age, Seniors and student clients has been sent, which offers MSD support. Responses have been positive.

Health Sector

Ministry of Health (MoH) is supporting Canterbury DHB and is contacting services with expertise in working with Muslim communities. MoH is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic. 1737 resources (posters, wallet cards) are being developed specifically for the Muslim community.

Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB is assessing psychosocial support needs for the next weeks and months. **The CDHB is meeting with clinical leaders today to guide the approach going forward, and also liaising with other agencies to ensure there's a coordinated response.**

Canterbury DHB has noted there is a risk of the measles outbreak spreading with the influx of overseas visitors (both family and diplomatic delegations) who may not have received measles vaccinations.

Homecare Medical continues to see a large demand for counselling and support through both Healthline and calls and texts to 1737.

An additional 80 professional mental health staff from DHBs and Primary care organisations will be rostered and on boarded by 21 March to support 1737.

Department of Internal Affairs (DIA)

DIA is working with the New Zealand Police and coronial services to expedite the processing of death certificates. DIA is waiving the public fee for processing death certificates. DIA Digital Safety Group is working with multiple agencies to remove objectionable images from websites. This includes material hosted on international sites. There is strong media interest regarding public condolence books. These are available at the National Library of New Zealand in Molesworth Street, Wellington, which is open from 0900 to 1700 Monday to Friday, and 0900 to 1300 on Saturdays.

DIA is working with Police and councils to consider how best to manage and support significant citizenship events that are scheduled to take place this week in Christchurch and Auckland, given the heightened threat level.

A programme has been developed for a National Memorial Service. Cabinet will consider a paper on 25 March to confirm details (including funding) of the National Memorial Service.

DIA has begun planning with MFaT for the significant number of international dignitaries seeking to attend the National Memorial Service. Current indications are that the volume will exceed those seen following the 2011 Christchurch earthquakes. 6(a)

Scale will become clearer once the date of the Service is confirmed.

DIA held a teleconference with Twitter on 19 March to discuss their response to public complaints requesting the removal of objectionable material, which has been slow.

Language Line has extended operating hours, between 0800-2000 Mon to Fri, and 0900-1400 Sat. Language Line has 44 operational languages.

The Inquiries Directorate is working with Crown Law to develop advice (including a draft Terms of Reference) to Cabinet on the establishment of an Inquiry on the events of 15 March 2019.

Ministry of Business, Innovation and Employment (MBIE)

MBIE have started to receive queries regarding government business support.

MBIE's Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away.

MBIE are currently planning in anticipation of questions regarding the economic impact of event (especially tourism).

Oranga Tamariki

Oranga Tamariki has spoken to, provided advice and offered support to over 300 caregivers across the wider Canterbury region. Information has been provided on how to talk about traumatic events with children. A 24-hour caregiver helpline is available (0508 CARERS; 0508 227 377), and information has been added to their website and shared on social media. Contingency planning is being developed for scenarios that may affect resources.

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Canterbury CDEM Group

Canterbury CDEM Group continues to support Police operations through the use of the CJESP EOC and existing networks to coordinate welfare agencies.

Christchurch City Council (CCC)

The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund ('Our People, Our City') to help raise money to support the families and Muslim communities impacted by the event, now and into the future.

CCC CDEM are liaising with AirBnB around AirBnB's offer to provide accommodation to affected community members.

Auckland CDEM Group

Auckland ECC is partially activated to support community members and help coordinate information about community events. Guidance is being developed for management of floral tributes and the location of condolence books across Auckland.

Ministry of Education

The Ministry is supporting schools and early childhood centres both in Christchurch and nationally. There are currently 17 at priority one receiving visits in Canterbury, this number is reducing.

The Traumatic Incident teams have been activated with several from around NZ redeployed in Christchurch. Other TI teams are visiting schools around NZ.

Guidance for schools and teachers has been distributed and support is ongoing.

Netsafe has provided school-specific information around the video; this has been passed onto all schools.

International

- The Disaster Victim Identification (DVI) process continues, focussed on releasing the deceased for burial as quickly as possible. A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate.
- International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders. This includes information on the attack, travel advice, accommodation and venues where visitors can attend to pay their respects and sympathies. The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public. section 9(2)(g)(i), section 9(2)(a)
- MFAT have prepared social media content in English, Arabic, Turkish, Bahasa, and Urdu, with others to follow. These are available for other agencies.
- There continue to be numerous condolence messages from around the world including offers of assistance.
- MFAT are working with Immigration New Zealand on a visa process that expedites relevant visa applications section 6(a).
- Immigration New Zealand is actively considering what to do with any migrants who were due to be resettled in Christchurch in six weeks.
- MFAT is providing formal notification to foreign Governments once additional checks on immigration status have been completed. In line with international obligations, MFAT need to confirm whether victims are refugees in New Zealand.
- MFAT is monitoring details of incidents offshore that may be related. This includes the attack in Utrecht (Monday, 18 March).
- In line with international obligations and in accordance with the New Zealand Immigration Act, MFAT is managing the sensitivity of disclosure around refugee status.
- MFAT is supporting visits to and from the Middle East.
- A Turkish delegation of three opposition MPs arrives today, 20 March.
- Jordan is sending a 20-person delegation from the Royal Court, led by HRH Prince Hassan of Jordan on behalf of the King of Jordan. The delegation is expected to arrive on 21 March (not yet public). s6(a), s6(b)(i)

s6(a), s6(b)(i)

- The Qatari Embassy in Canberra is organising a delegation of 10 Qataris to New Zealand - they could arrive on Wednesday 20 March but may be delayed until the memorial event.
- Nabila Wassef, the Egyptian Minister of Immigration, is due to arrive in Christchurch on 21 March.
- s6(a), s6(b)(i)
- Several international Muslim associations and representatives have indicated intent to visit New Zealand, some as early as Thursday this week, while others have expressed interest in attending the national memorial service.
- Visits are starting to become more focused on the national memorial service when the date is announced.
- French Polynesia, New Caledonia, Niue, Cook Islands (PM) and Tonga (PM) have expressed an interest in attending the memorial event.
- Posts are beginning to receive details on family arrivals.

All-of-government communications

- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) This number will operate between 0900 and 2100 daily.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Afternoon,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1700 20 March 2019.

The next update is due to be issued at 0600 21 March 2019.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police is continuing to lead the operation and is managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government management of the consequences of this event. It is staffed between 0430 and 2200.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people injured. 31 people remain in hospital:
 - 29 patients in Christchurch (of these, 8 are critically ill in the ICU.
 - 2 patients in Auckland (1 child remains in Starship Hospital. The child's father has been transferred to Auckland Hospital to be nearer to the child).
- The newly established Family Assistance Centre (the place for families to come together and grieve, and led by Muslim leadership), is operating from the Horticulture Centre and is planned to be open daily from 12-8pm daily. The Netball Centre is available as a temporary prayer facility (within walking distance from the Family Assistance Centre), while central government services will be available located outside of the Family Assistance Centre but nearby in the Oval Cricket building next door. Police continue to have family liaison teams in place for all victims for immediate and long-term needs.
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue remain closed. A road closure has been established at Ruru Road, opposite the Memorial Park Cemetery burial area, to enable access control and movement for authorised vehicles servicing the cemetery, while providing safety for visitors and media.
- Vigils and other events across the country continue to have a strong police presence.
- There continues to be strong international interest in this incident.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- To date, the main operations in support of affected communities have been occurring across multiple coordination centres including the Justice and Emergency Services Precinct in Christchurch, the Christchurch City Council office and other individual agency sites.
- Noting the complexity of the situation and enormous stretch on existing resources, especially those with specialist cultural capabilities, a complete reset of the response structure is being undertaken to enable central and local government coordination and integration of services, which includes co-location at Christchurch City Council. This will include a space for Muslim leaders to be embedded to provide advice on how services are designed and delivered.
- Planning for the establishment of the coordination centre is being carried out today (Wednesday 20 March) to enable the effective transfer of agencies to the Christchurch City Council office. Sequencing for the establishment of the new response coordination centre is

essential as the Christchurch City Council are currently focussed on managing the funeral arrangements for the first burials which are scheduled to take place over coming days.

- In the interim, agencies are invited to have liaison officers based with MCDEM at the Justice and Emergency Services Precinct in Christchurch.
- Agencies from central and local government agencies and Ngāi Tahu have agreed to attend daily briefings to share intelligence and coordinate workstreams related to:
 - Management of the deceased, including burials and repatriation
 - Community support, including financial and psychosocial support needs
 - International visitors, including family and foreign delegations
 - Media management
 - Volunteer coordination
 - Temporary and planned memorials
- The National Welfare Coordination Group (NWCG) also met yesterday to ensure agencies are connected and to discuss the best options to support affected communities including the activation of the 0800 Government helpline number **on Thursday 21 March. An international number is also available (+64 4 466 4698).** MSD are also putting case managers in place. The MSD case managers will work alongside police family liaison officers to support families and connect them to relevant social services. **The NWCG will meet again tomorrow (Thursday 21 March).**
- **The point of contact for MPs who are aware of affected people who may need case management support is s9(2)(g)(ii) [redacted], MSD Regional Commissioner, s9(2)(g)(ii) [redacted] or s9(2)(g)(ii) [redacted] will coordinate the case management support.**

Funding support

Ministry of Social Development (MSD) is creating a factsheet summarising the financial assistance available based on information from sub-group members.

MSD is collating a summary of major funds and appeals and gaps in funding available from government, in the hopes that these can be connected.

All participating agencies (MSD, Inland Revenue Department, ACC, Ministry of Justice, EQC, MFAT, and NZ Red Cross) are providing standard forms of assistance, and no additional financial measures have been activated so far beyond holds on enforcements and unnecessary contact for Christchurch until further details of victims are advised.

Ministry of Justice is working closely with Victim Support on establishing criteria and governance structures for the Give a Little fund (which has over \$6.8 million) and initial grants have been made including immediate grants of \$10,000 per family.

Representatives for the Victim Support fund, the Christchurch Foundation 'Our People, Our City' Mayoral fund (which is reported to have over \$3.8 million), and the New Zealand Islamic Information Centre Fund (over \$2.3 million) have met and agreed in principle to collaborate on distribution of funds so that it's streamlined as best as possible, while remaining aligned with the intent of the funds when established. A meeting with Philanthropy NZ is planned for next week.

Accident Compensation Corporation (ACC)

ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families, including Farsi/Persian, Urdu, Bahasa Malaysian,

Indonesian and Arabic. The fact sheet is being translated into a further four languages today and has now been downloaded 215 times.

9(2)(a), 9(2)(c)

9(2)(a), 9(2)(c)

Arrangements to fund funerals are in place. ACC is in contact with Police and Victim Support and is aiming to fast-track claims. ACC can be contacted at 0800 080 273, +64 7 859 8678 and christchurchresponse@acc.co.nz.

ACC is providing additional support for victims between 15 March and 26 April 2019. ACC will fund up to an extra \$40 for GP or urgent care clinic visits. For victims who have already been charged a co-payment, information on reimbursements is on ACC's website.

ACC has two staff members at the new hub (near the Horticulture Centre) and this will likely remain the status quo for the remainder of the week.

Other agencies report the following specific actions:

Ministry of Social Development (MSD)

Financial assistance and support is available from MSD, including at all MSD office locations. Two specialist teams with Muslim staff are operating from the Linwood and Riccarton Service Centres. MSD is working closely with Housing New Zealand and Police on any housing issues for affected families. See above with regards to the 0800 helpline number and financial assistance.

Calls to MSD's 0800 number are now prompted to press 1 "if your call is related to the recent events in Christchurch" so they will be prioritised.

In addition, the Voice team is building a new capability where clients that are identified in their system will have their post codes attached to their call data, and this enables them to be prioritised based on their post code. This will be enabled from today (Wednesday 20 March).

An email from the Chief Executive to all Christchurch working age, Seniors and student clients has been sent, which offers MSD support. Responses have been positive.

Health Sector

Ministry of Health (MoH) is supporting Canterbury DHB and is contacting services with expertise in working with Muslim communities. MoH is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic. 1737 resources (posters, wallet cards) are being developed specifically for the Muslim community.

Media reports about potential retaliation acts appear to cause distress in communities as indicated by continued calls from members of the public with anxiety symptoms directly relating to this.

Media guidelines between Ministry of Health, CDHB and the Mental Health Foundation are in final draft and will be available later on today.

Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB is assessing psychosocial support needs for the next weeks and months. The CDHB is meeting with clinical leaders today to guide the approach going forward, and also liaising with other agencies to ensure there's a coordinated response.

Canterbury DHB has noted there is a risk of the measles outbreak spreading with the influx of overseas visitors (both family and diplomatic delegations) who may not have received measles vaccinations.

Homecare Medical continues to see a large demand for counselling and support through both Healthline and calls and texts to 1737.

An additional 80 professional mental health staff from DHBs and Primary care organisations will be rostered and on boarded by 21 March to support 1737.

Department of Internal Affairs (DIA)

DIA is working with the New Zealand Police and coronial services to expedite the processing of death certificates. DIA is waiving the public fee for processing death certificates. ^{9(2)(a)}

DIA is leading efforts to remove objectionable content relating to the incident which is considered illegal under the Films, Videos, and Publications Classification Act 1993. The Department asks New Zealanders and online providers to remain vigilant to stop the circulation of the video on online platforms.

Ongoing work includes

- Follow-up enforcement activity in line with other agencies such as NZ Police and Customs;
- Regular engagement with social media platforms and internet service providers;
- Daily operational meetings with Office of Film and Literature Classification, NetSafe and the Computer Emergency Response Team to ensure operational and communication approaches are coordinated;
- Keeping an ongoing media presence seeking a call to action;
- Media monitoring.

There was already work underway to look at media content which includes review of the Films, Videos, and Publications Classifications Act 1993 and the Broadcasting Act 1989. The attack will trigger a bigger conversation around the scope of the review. ^{section 9(2)(ba)(i)}

They have requested to meet with DIA to discuss this, and DIA needs to carefully consider how this is managed.

There is strong media interest regarding public condolence books. These are available at the National Library of New Zealand in Molesworth Street, Wellington, which is open from 0900 to 1700 Monday to Friday, and 0900 to 1300 on Saturdays.

DIA is working with Police and councils to consider how best to manage and support significant citizenship events that are scheduled to take place this week in Christchurch and Auckland, given the heightened threat level.

A programme has been developed for a National Memorial Service. Cabinet will consider a paper on 25 March to confirm details (including funding) of the National Memorial Service.

DIA has begun planning with MFAT for the significant number of international dignitaries seeking to attend the National Memorial Service. Current indications are that the volume will exceed those seen following the 2011 Christchurch earthquakes. This will put additional pressure on existing resources and will also have implications for other agencies. Scale will become clearer once the date of the Service is confirmed.

Language Line has extended operating hours, between 0800-2000 Mon to Fri, and 0900-1400 Sat. Language Line has 44 operational languages.

The Inquiries Directorate is working with Crown Law to develop advice (including a draft Terms of Reference) to Cabinet on the establishment of an Inquiry on the events of 15 March 2019.

Ministry of Business, Innovation and Employment (MBIE)

As a result of questions asked by community leaders today, MBIE are looking into financial assistance for business disruption.

MBIE's Visa Services is facilitating emergency visas for overseas political delegations and families of the injured and those who have passed away. As of midday today, the cumulative total of visas related to this event that have been processed is 196.

MBIE are currently planning in anticipation of questions regarding the economic impact of event (especially tourism).

Oranga Tamariki

Oranga Tamariki has spoken to, provided advice and offered support to over 300 caregivers across the wider Canterbury region. Information has been provided on how to talk about traumatic events with children. A 24-hour caregiver helpline is available (0508 CARERS; 0508 227 377), and information has been added to their website and shared on social media. Contingency planning is being developed for scenarios that may affect resources.

Ministry of Education

The Ministry is supporting schools and early childhood centres both in Christchurch and nationally. There are currently 17 at priority one receiving visits in Canterbury; this number is reducing. The Traumatic Incident (TI) teams have been activated with several from around NZ redeployed in Christchurch. Other TI teams are visiting schools around NZ. Guidance for schools and teachers has been distributed and support is ongoing.

NetSafe has provided school-specific information around the video; this has been passed onto all schools.

New Zealand Defence Force (NZDF)

NZDF has provided airlift capacity to the Police, Ministers and Government representatives, media and Disaster Victim Identification Response Teams.

Canterbury CDEM Group

Canterbury CDEM Group continues to support Police operations through the use of the CJESP EOC and existing networks to coordinate welfare agencies.

Christchurch City Council (CCC)

The Hon. Lianne Dalziel, Mayor of Christchurch, has established a new fund ('Our People, Our City') to help raise money to support the families and Muslim communities impacted by the event, now and into the future.

CCC CDEM are liaising with AirBnB around AirBnB's offer to provide accommodation to affected community members.

Auckland CDEM Group

Auckland ECC is activated to support community members and help coordinate information about community events. Guidance is being developed for management of floral tributes and the location of condolence books across Auckland.

International

- The Disaster Victim Identification (DVI) process continues, focussed on releasing the deceased for burial as quickly as possible. A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate.
- International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders. This includes information on the attack, travel advice, accommodation and venues where visitors can attend to pay their respects and sympathies. The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public. section 9(2)(g)(i), section 9(2)(a)

FAT have prepared social media content in English, Arabic, Turkish, Bahasa, and Urdu, with others to follow. These are available for other agencies.

- 6(a), 6(b)(i)
- There continue to be numerous condolence messages from around the world including offers of assistance.
- MFAT are working with Immigration New Zealand on a visa process that expedites relevant visa applications section 6(a)
- Immigration New Zealand is actively considering what to do with any migrants who were due to be resettled in Christchurch in six weeks.
- MFAT is providing formal notification to foreign Governments once additional checks on immigration status have been completed. In line with international obligations, MFAT need to confirm whether victims are refugees in New Zealand.
- MFAT is monitoring details of incidents offshore that may be related. This includes the attack in Utrecht (Monday, 18 March).
- In line with international obligations and in accordance with the New Zealand Immigration Act, MFAT is managing the sensitivity of disclosure around refugee status.
- MFAT is supporting visits to and from the Middle East.
- A Turkish delegation of three opposition MPs arrives today, 20 March.
- Jordan is sending a 20-person delegation from the Royal Court, led by HRH Prince Hassan of Jordan on behalf of the King of Jordan. The delegation is expected to arrive on 21 March (not yet public). The Royal Court of Jordan has advised that HRH Queen Rania of Jordan also intends to visit New Zealand. section 6(a), section 6(b)(i)
- s6(a), s6(b)(i)
- The Qatari Embassy in Canberra is organising a delegation of 10 Qataris to New Zealand - they could arrive on Wednesday 20 March but may be delayed until the memorial event.
- Nabila Wassef, the Egyptian Minister of Immigration, is due to arrive in Christchurch on 21 March.

- s6(a), s6(b)(i) [redacted]
- Several international Muslim associations and representatives have indicated intent to visit New Zealand, some as early as Thursday this week, while others have expressed interest in attending the national memorial service.
- Visits are starting to become more focused on the national memorial service when the date is announced. ^{9(2)(g)(i)} [redacted]
- Posts are beginning to receive details on family arrivals.

All-of-government communications

- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) [redacted]. This number will operate between 0900 and 2100 daily.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Morning,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 0600 21 March 2019.

The next update is due to be issued at 1200 21 March 2019.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management, staffed between 0430 and 2200.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people injured. **As at 1437hrs 20MAR2019** 31 people remain in hospital:
 - 29 patients in Christchurch (of these, 8 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door. The nearby Netball Centre is also available as a temporary prayer facility.
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue, as well as Ruru Road remain closed.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- The all-of-government operations are occurring across multiple coordination centres in Christchurch, including the Justice and Emergency Services Precinct, the Christchurch City Council office and individual agency sites.
- Noting the complexity of the situation and enormous stretch on existing resources, especially those with specialist cultural capabilities,
- The response structure is being restructured to enable integrated central and local government services and for Muslim leaders to be embedded. Agencies are planning to co-locate at Christchurch City Council. Sequencing is essential as Christchurch City Council are focussed on managing funeral arrangements scheduled to take place over coming days. In the interim, agencies are invited to have liaison officers based with MCDEM at the Justice and Emergency Services Precinct in Christchurch.
- Central and local government agencies and Ngāi Tahu will attend daily briefings to share intelligence and coordinate work related to:
 - Management of the deceased, including burials and repatriation
 - Community support, including financial and psychosocial support needs
 - International visitors, including family and foreign delegations
 - Media management
 - Volunteer coordination
 - Temporary and planned memorials
- The National Welfare Coordination Group (NWCG) is coordinating welfare agencies.

Funding support

- All participating agencies (MSD, Inland Revenue Department, ACC, Ministry of Justice, EQC, MFAT, and NZ Red Cross) are currently providing assistance through standard funds.
- ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families. ACC is aiming to fast-track claims, including for funerals and GP/urgent care clinic visits. Information about reimbursement is on ACC's website.
- Representatives have agreed to collaborate on distribution of funds from the Victim Support fund, 'Our People, Our City' Mayoral fund and New Zealand Islamic Information Centre Fund. Ministry of Justice is working with Victim Support to establish criteria for the Give a Little fund. Initial grants have been made from the Give a Little fund, including \$10,000 per family.

Other agencies report the following specific actions:

Health Sector

- Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB is assessing psychosocial support needs for the next weeks and months. Ministry of Health (MoH) is supporting Canterbury DHB.
- MoH is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic. Media guidelines between Ministry of Health, CDHB and the Mental Health Foundation are in final draft and will be available on 20 March.
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand. 1737 resources (posters, wallet cards) are being developed specifically for the Muslim community. An additional 80 professional mental health staff will be rostered on by 21 March to support 1737.

Ministry of Social Development (MSD)

- Two specialist teams with Muslim staff are operating from the Linwood and Riccarton MSD Service Centres. MSD is working closely with Housing New Zealand and Police on housing issues for affected families.
- Calls to MSD's 0800 number are being prioritised based on post code.

Department of Internal Affairs (DIA)

- DIA is working with the New Zealand Police and coronial services to expedite the processing of death certificates. DIA is waiving the public fee for processing death certificates.
- DIA is leading efforts to remove objectionable content, considered illegal under the Films, Videos, and Publications Classification Act 1993.
- section 9(2)(ba)(i) .
- A programme has been developed for a National Memorial Service. Details are yet to be confirmed.

Ministry of Business, Innovation and Employment (MBIE)

- MBIE are assessing financial assistance for business disruption.
- MBIE and MFAT are facilitating emergency visas for overseas political delegations and families of the victims.
- Immigration New Zealand is working closely Victim Support and with local and central government agencies to ensure an integrated and coordinated approach.

Ministry of Education (MoE)

- MoE are supporting schools and early childhood centres both in Christchurch and nationally. The Traumatic Incident teams have been activated and are visiting schools around NZ.

International

- The overall tone of media coverage in Middle East and North Africa continues to be overwhelmingly respectful and sympathetic – to both the victims and to New Zealand. A number of outlets are focusing increasingly on the human impact of the attacks – telling the stories of the victims and reporting on the funerals.
- The Prime Minister’s leadership, empathy and support to impacted communities continues to attract significant positive media attention. Media coverage in the Middle East and North Africa regions focus on Foreign Minister Peters’ upcoming visit to Turkey; Erdoğan’s calls for justice; and positive coverage of the Prime Minister.
- The Disaster Victim Identification process continues, focussed on releasing the deceased for burial as quickly as possible. A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate.
- MFAT continues to notify local diplomatic representatives where victim identification has been completed. As of tonight there have been twenty notifications to Jordan, India, Pakistan, Mauritius, Fiji, Egypt, Indonesia, Bangladesh and Malaysia.
- International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders.
- The New Zealand Customs Service have implemented heightened and practiced responses to the elevated threat level and increased the presence at the border to improve security and reassure the travelling public.
- section 6(a), section 9(2)(g)(i)
- High-level official visitors are being encouraged to align visits with the National Memorial Service. 9(2)(g)(i), 6(a)
- Current expected delegations:
 - Turkey: three opposition MPs arrived 20 March.
 - Jordan: 20-person delegation from the Royal Court, led by HRH Prince Hassan of Jordan on behalf of the King of Jordan. Arriving 21 March.
 - Qatar: 10-person delegation. May wait until the memorial event.
 - Egypt: Minister of Immigration due on 21 March.
 - Iraq: Delegation will arrive next week.
 - UAE

All-of-government communications

- All-of-government strategic communications function has been established in the NCMC and an all-of-government communication specialist is in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Key contact lines

Note: An all-of-government two-page factsheet for all NZ communities is being developed by the National Welfare Coordination Group.

Response

- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698)
- ACC: 0800 080 273, +64 7 859 8678 and christchurchresponse@acc.co.nz
- Language Line 0800 656 656 (0800-2000 Mon to Fri, 0900-1400 Sat)

- Immigration NZ: 0508 22 52 88
- Victim support: 0800 842 846
- Missing persons (NZ Police) International Direct Dial: +64 3 353 4532
- Register a missing person: 0800 115 019

Personal wellbeing

- Canterbury Charity Hospital (free counselling): 03 360 2266 (s9(2)(a) after hours)
- Children caregiver helpline: 0508 CARERS (0508 227 377)
- Ministry of Health "Need to talk?" counsellors: Call or text 1737
- Lifeline: 0800 543 354 or text HELP to 4357
- Suicide Crisis helpline: - 0508 828 865 / 0508 TAUTOKO (available 24/7)
- Depression helpline - 0800 111 757 (available 24/7) or text 4202
- Samaritans - 0800 726 666 (available 24/7)
- Youthline - 0800 376 633 (available 24/7) or free text 234 (8am-12am)

MPs

- MCDem has established a point of contact to assist MPs with enquiries on s9(2)(a). This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii), MSD Regional Commissioner, (+s9(2)(g)(ii) or s9(2)(g)(ii).

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

CHRISTCHURCH TERRORIST ATTACK



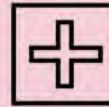
Ministry of Civil Defence
& Emergency Management
Te Kaitiaki Whakaitiaki

as at 0600hrs Thursday 21 March 2019

National Terrorism
Threat Level: **High**

Confirmed Fatalities

50



Hospitalised

31

8

In the ICU

- 29 Christchurch Hospital
- 1 Auckland & 1 Starship



Office of Ethnic
Communities

5035

Calls to Language Line



Counselling
Sessions

3345

Via the 1737 service

Road Closures:



- Deans Ave between Lester Lane and Riccarton Road
- Linwood Avenue eastbound between Gloucester St and Aldwins F
- Ruru Road, between Hay St and Maces Rd

KEY PHONE NUMBERS

0800 77 999 7
Government Helpline

0800 080 273
ACC

0508 22 52 88
Immigration NZ

0800 656 656
Language Line

0800 842 846
Victim Support

1737 (Phone/Text)
Counselling Service

RESTRICTED

Good Afternoon,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

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- The National Crisis Management Centre is coordinating the all-of-government consequence management, staffed between 0430 and 2200.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people injured. As at 1013hrs 21MAR2019 31 people remain in hospital:
 - 29 patients in Christchurch (of these, 6 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door. The nearby Netball Centre is also available as a temporary prayer facility.
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue, as well as Ruru Road remain closed.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- The all-of-government operations are occurring across multiple coordination centres in Christchurch, including the Justice and Emergency Services Precinct, the Christchurch City Council office and individual agency sites.
- The situation remains complex with an enormous stretch on existing resources, especially those with specialist cultural capabilities.
- The response structure is being restructured to enable integrated central and local government services and for Muslim leaders to be embedded. Agencies are planning to co-locate at Christchurch City Council. Sequencing is essential as Christchurch City Council are focussed on managing funeral arrangements scheduled to take place over coming days. In the interim, agencies are invited to have liaison officers based with MCDEM at the Justice and Emergency Services Precinct in Christchurch.
- Central and local government agencies and Ngāi Tahu will attend daily briefings to share intelligence and coordinate work related to:
 - Management of the deceased, including burials and repatriation
 - Community support, including financial and psychosocial support needs
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 - Media management
 - Volunteer coordination
 - Temporary and planned memorials
- The National Welfare Coordination Group (NWCG) is coordinating welfare agencies.

Funding support

- All participating agencies (MSD, Inland Revenue Department, ACC, Ministry of Justice, EQC, MFAT, and NZ Red Cross) are currently providing assistance through standard funds.
- ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families. ACC is aiming to fast-track claims, including for funerals and GP/urgent care clinic visits. Information about reimbursement is on ACC's website.
- Representatives have agreed to collaborate on distribution of funds from the Victim Support fund, 'Our People, Our City' Mayoral fund and New Zealand Islamic Information Centre Fund. Ministry of Justice is working with Victim Support to establish criteria for the Give a Little fund. Initial grants have been made from the Give a Little fund, including \$10,000 per family.
- **DIA will communicate with the public on 21MAR209 to support them make informed decisions about donations and will make assistance and advice available to local fundraising organisations.**

Other agencies report the following specific actions:

Health Sector

- Canterbury DHB is undertaking the coordination function for health services and linking to the newly formed local Muslim Leadership Group. Canterbury DHB is assessing psychosocial support needs for the next weeks and months. Ministry of Health (MoH) is supporting Canterbury DHB.
- MoH is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic. Media guidelines developed by Ministry of Health, CDHB and the Mental Health Foundation will be issued 21 March.
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand. 1737 resources (posters, wallet cards) specifically for the Muslim community are now being actively distributed. An additional 80 professional mental health staff will be rostered on by 21 March to support 1737. **The level of ongoing call volume is a concern. Based on international experience it would be expected requests for assistance would be declining.**
- **Canterbury DHB, Mental Health Foundation and the National Telehealth Service are developing media guidelines for reporting about the event to advise media on what they can do to reduce stress and anxiety.**

Ministry of Social Development (MSD)

- Two specialist teams with Muslim staff are operating from the Linwood and Riccarton MSD Service Centres. MSD is working closely with Housing New Zealand and Police on housing issues for affected families.
- Calls to MSD's 0800 number are being prioritised based on post code.
- **The 0800 Govt helpline will be activated as of 1230hours today. This will be supported by a fact sheet of information provided around financial support available.**

Department of Internal Affairs (DIA)

- DIA is working with the New Zealand Police and coronial services to expedite the processing of death certificates. **DIA is prioritising death registration and the authentication of any documentation for repatriation purposes** and is waiving the public fee for processing death certificates.
- DIA is leading efforts to remove objectionable content, considered illegal under the Films, Videos, and Publications Classification Act 1993.

- **section 9(2)(ba)(i)**
- DIA has made a request to social media providers to have a two minute of silence on Friday.
- A programme has been developed for a National Memorial Service. Details are yet to be confirmed. New Zealand Police, MFAT, DPMC and New Zealand Defence Force are assisting with planning.
- An interagency programme team has been established to manage and coordinate the significant number of international delegations expected to attend the national memorial service.
- The Inquiries Directorate is working with Crown Law to develop advice to Cabinet on the establishment of an Inquiry on the events of 15 March 2019. DIA are looking at the formal establishment of the inquiry being early April 2019 with actual stand-up of the Inquiry anticipated to be early May 2019.

Ministry of Business, Innovation and Employment (MBIE)

- MBIE are assessing financial assistance for business disruption.
- MBIE and MFAT are facilitating emergency visas for overseas political delegations and families of the victims.
- Immigration New Zealand is working closely Victim Support and with local and central government agencies to ensure an integrated and coordinated approach.

Ministry of Education (MoE)

- MoE are supporting schools and early childhood centres both in Christchurch and nationally. Traumatic Incident teams remain activated and are visiting schools around NZ although demand is reducing.
- MoE are working to establish a picture of student absence due to safety and well-being concerns and activate a plan to address this.

Auckland Emergency Management

- Auckland Emergency Management is activated to support New Zealand Police and ensure their communities have welfare and community support.

International

- The overall tone of media coverage in Middle East and North Africa continues to be overwhelmingly respectful and sympathetic – to both the victims and to New Zealand. A number of outlets are focusing increasingly on the human impact of the attacks – telling the stories of the victims and reporting on the funerals.
- The Prime Minister's leadership, empathy and support to impacted communities continues to attract significant positive media attention. Media coverage in the Middle East and North Africa regions focus on Foreign Minister Peters' upcoming visit to Turkey; Erdoğan's calls for justice; and positive coverage of the Prime Minister.
- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate. As at 0900hrs 21MAR2019 6 deceased are ready for repatriation. The final number of repatriations could be up to 20.
- MFAT continues to notify local diplomatic representatives where victim identification of foreign citizens has been completed.
- International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders.
- The New Zealand Customs Service have an increased the presence at border points to improve security and reassure the travelling public.
- section 9(2)(g)(i), section 6(a)

- High-level official visitors are being encouraged to align visits with the National Memorial Service. MBIE is reporting that an estimated 50 countries may send delegations. ^{s9(2)(g)(i)}

[Redacted]

Current indications are that a number of Heads of State and a member of the Royal Family may attend the National Memorial Service.

- Current expected delegations:
 - Turkey: three opposition MPs arrived 20 March.
 - Jordan: 20-person delegation from the Royal Court, led by HRH Prince Hassan of Jordan on behalf of the King of Jordan. Arriving 21 March.
 - Qatar: 10-person delegation. May wait until the memorial event.
 - Egypt: Minister of Immigration due on 21 March.
 - Iraq: Delegation will arrive next week.
 - UAE

All-of-government communications

- An All-of-government strategic communications function remains in the NCMC, supplemented by an all-of-government communication specialist in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Key contacts

Note: An all-of-government two-page factsheet for all NZ communities is being developed by the National Welfare Coordination Group.

Wellbeing and general

- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698).
- ACC: 0800 080 273, +64 7 859 8678 and christchurchresponse@acc.co.nz
- Language Line 0800 656 656 (0800-2000 Mon to Fri, 0900-1400 Sat)
- Immigration NZ: 0508 22 52 88
- Victim support: 0800 842 846
- Missing persons (NZ Police) International Direct Dial: +64 3 353 4532
- Register a missing person: 0800 115 019
- Canterbury Charity Hospital (free counselling): 03 360 2266 ^{s9(2)(a)} after hours)
- Children caregiver helpline: 0508 CARERS (0508 227 377)
- Ministry of Health "Need to talk?" counsellors: Call or text 1737
- Lifeline: 0800 543 354 or text HELP to 4357
- Suicide Crisis helpline: - 0508 828 865 / 0508 TAUTOKO (available 24/7)
- Depression helpline - 0800 111 757 (available 24/7) or text 4202
- Samaritans - 0800 726 666 (available 24/7)
- Youthline - 0800 376 633 (available 24/7) or free text 234 (8am-12am)

MPs

- MCDEM has established a point of contact to assist MPs with enquiries on ^{s9(2)(a)}
This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is ^{s9(2)(g)(ii)}, MSD Regional Commissioner, ^{s9(2)(g)(ii)} or ^{s9(2)(g)(ii)}

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

RESTRICTED

Good Afternoon,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1700 21 March 2019.

The next update is due to be issued at 0600 22 March 2019.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management, staffed between 0430 and 2200.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people injured. As at 1417hrs 21MAR2019 30 people remain in hospital:
 - 28 patients in Christchurch (of these, 6 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door. The nearby Netball Centre is also available as a temporary prayer facility.
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue, as well as Ruru Road remain closed.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- The all-of-government operations are occurring across multiple coordination centres in Christchurch, including the Justice and Emergency Services Precinct, the Christchurch City Council office and individual agency sites.
- The situation remains complex with a stretch on existing resources, especially those with specialist cultural capabilities.
- DPMC facilitated a meeting with Christchurch City Council and central government agencies today to share intelligence on critical issues and opportunities regarding immediate response activities. The primary focus continues to be on facilitating burials (including a mass burial on Friday) and planning for the 2 minute silence that will occur tomorrow. The meeting also focused on confirming the response structure for the co-located central government/local government response (being established at the Christchurch City Council office).
- The principle for co-location is to enable enduring partnership across agencies with the Council through response, recovery and beyond. The Christchurch Muslim Leadership Group will also be located at the Council to provide advice to relevant agencies.
- The National Welfare Coordination Group (NWCG) is coordinating welfare agencies.

Funding support

- All participating agencies (MSD, Inland Revenue Department, ACC, Ministry of Justice, EQC, MFAT, and NZ Red Cross) are currently providing assistance through standard funds.

- ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families. ACC is aiming to fast-track claims, including for funerals and GP/urgent care clinic visits. Information about reimbursement is on ACC's website.
- Representatives have agreed to collaborate on distribution of funds from the Victim Support fund, 'Our People, Our City' Mayoral fund and New Zealand Islamic Information Centre Fund. Ministry of Justice is working with Victim Support to establish criteria for the Give a Little fund. Initial grants have been made from the Give a Little fund, including \$10,000 per family.
- DIA will communicate with the public on 21MAR209 to support them make informed decisions about donations and will make assistance and advice available to local fundraising organisations.

Other agencies report the following specific actions:

Health Sector

- Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB is assessing psychosocial support needs for the next weeks and months. Ministry of Health (MoH) is supporting Canterbury DHB.
- MoH is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic. Media guidelines developed by Ministry of Health, CDHB and the Mental Health Foundation will be issued 21 March.
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand. 1737 resources (posters, wallet cards) specifically for the Muslim community are now being actively distributed. An additional 80 professional mental health staff will be rostered on by 21 March to support 1737. The level of ongoing call volume is a concern. Based on international experience it would be expected requests for assistance would be declining.
- Canterbury DHB, Mental Health Foundation and the National Telehealth Service **will issue** media guidelines **today** for reporting about the event to advise media on what they can do to reduce stress and anxiety.

Ministry of Social Development (MSD)

- Two specialist teams with Muslim staff are operating from the Linwood and Riccarton MSD Service Centres.
- Calls to MSD's 0800 number are being prioritised based on post code.
- The 0800 Govt helpline **was** activated **at** 1230hours today. This **is** supported by a fact sheet of information **about** financial support available.
- **Families directly affected are currently being supported by New Zealand Police Family Liaison Team. This support has been instrumental in assisting families to navigate the immediate aftermath of this event. Police Family Liaison Team's intend to handover the case management of individual families to the Ministry of Social Development following the burial/repatriation of the final bodies. This is estimated to occur by Friday 29 March.**
- **MSD are working with New Zealand Police, Victim Support, Canterbury DHB, Christchurch City Council, and Te Rūnanga o Ngāi Tahu, to determine the best possible approach to tailor case management support to families given the circumstances and their very particular cultural and linguistic needs. Agencies will seek advice from the Canterbury Muslim Leaders Group to confirm the approach.**

Department of Internal Affairs (DIA)

- DIA is working with the New Zealand Police and coronial services to expedite the processing of death certificates and is prioritising death registration and the authentication of any documentation for repatriation purposes. DIA is waiving the public fee for processing death certificates.
- DIA is leading efforts to remove objectionable content, considered illegal under the Films, Videos, and Publications Classification Act 1993.
- section 9(2)(ba)(i)
- DIA has made a request to social media providers to have a two minute of silence on Friday.
- A programme has been developed for a National Memorial Service. New Zealand Police, MFAT, DPMC and New Zealand Defence Force are assisting with planning.
- An interagency programme team has been established to manage and coordinate the significant number of international delegations expected to attend the national memorial service.
- DIA is developing advice on:
 - the establishment of an Inquiry on the events of 15 March 2019.
 - the regulatory system for online media and social media content.
 - Office of Ethnic Communities support

Ministry of Business, Innovation and Employment (MBIE)

- MBIE are assessing financial assistance for business disruption.
- MBIE and MFAT are facilitating emergency visas for overseas political delegations and families of the victims.
- Immigration New Zealand is working closely with Victim Support and with local and central government agencies to ensure an integrated and coordinated approach.

Ministry of Education (MoE)

- MoE are supporting schools and early childhood centres both in Christchurch and nationally. Traumatic Incident teams remain activated and are visiting schools around NZ although demand is reducing.
- MoE are working to establish a picture of student absence due to safety and well-being concerns and activate a plan to address this.

New Zealand Customs Service

- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate. As at 0900hrs 21MAR2019 6 deceased are ready for repatriation. The final number of repatriations could be up to 20.
- The New Zealand Customs Service have an increased the presence at border points to improve security and reassure the travelling public.

Auckland Emergency Management

- Auckland Emergency Management is activated to support New Zealand Police and ensure their communities have welfare and community support.

International

- The overall tone of media coverage in Middle East and North Africa continues to be overwhelmingly respectful and sympathetic – to both the victims and to New Zealand. A number of outlets are focusing increasingly on the human impact of the attacks – telling the stories of the victims and reporting on the funerals.
- MFAT continues to notify local diplomatic representatives where victim identification of foreign citizens has been completed.

- International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders.
- section 9(2)(g)(i), section 6(a)
- High-level official visitors are being encouraged to align visits with the National Memorial Service. MBIE is reporting that an estimated 50 countries may send delegations. ^{9(2)(g)(i)}
- who are not New Zealand citizens needing temporary travel documents. This is to enable them to depart New Zealand if they do not already hold appropriate documentation from their country of origin.

All-of-government communications

- An All-of-government strategic communications function remains in the NCMC, supplemented by an all-of-government communication specialist in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Key contacts

Note: An all-of-government two-page factsheet for all NZ communities is being developed by the National Welfare Coordination Group.

Wellbeing and general

- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698) (available 0700-1800 Mon to Fri, 0800-1300 Sat)
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- Register a missing person: 0800 115 019
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- Samaritans - 0800 726 666 (available 24/7)
- Youthline - 0800 376 633 (available 24/7) or free text 234 (8am-12am)

MPs

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a). This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii), MSD Regional Commissioner, s9(2)(g)(ii) or s9(2)(g)(ii)

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Morning,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 0600 22 March 2019.

The next update is due to be issued at 1200 22 March 2019.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management, staffed between 0430 and 2200.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people injured. As at 1417hrs 21MAR2019 30 people remain in hospital:
 - 28 patients in Christchurch (of these, 6 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door. The nearby Netball Centre is also available as a temporary prayer facility.
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue, as well as Ruru Road remain closed.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- In support of Border Agencies and the Salvation Army, who have been receiving families at the Christchurch Airport, a formal Reception Centre was established yesterday afternoon (Thursday 21 March). This Reception Centre will provide surge support to agencies currently operating at Christchurch Airport and ensure receipt of families is coordinated for any increase in arrivals in advance of burials. The reception process includes receiving families and those who may be affected by the terrorist attack at the airport, assisting them through the border clearance process if required, providing private areas for those who wish to use them and offering logistics support to those who require it. These processes have been developed to ensure they are respectful and culturally appropriate.
- New Zealand will observe two minutes of silence at 1332 on Friday 22 March.
- The Christchurch Transport Operations Centre is working with relevant agencies to develop traffic management plans in preparation for major events today and throughout the weekend.
- The National Welfare Coordination Group (NWCG) is coordinating welfare service agencies.

Funding support

- All participating agencies (MSD, Inland Revenue Department, ACC, Ministry of Justice, EQC, MFAT, and NZ Red Cross) are currently providing assistance through standard funds.
- ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families. ACC is aiming to fast-track

claims, including for funerals and GP/urgent care clinic visits. Information about reimbursement is on ACC's website.

- Representatives have agreed to collaborate on distribution of funds from the Victim Support fund, 'Our People, Our City' Mayoral fund and New Zealand Islamic Information Centre Fund. Ministry of Justice is working with Victim Support to establish criteria for the Give a Little fund. Initial grants have been made from the Give a Little fund, including \$10,000 per family.

Other agencies report the following specific actions:

Health Sector

- Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB is assessing psychosocial support needs for the next weeks and months. Ministry of Health (MoH) is supporting Canterbury DHB.
- MoH is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic.
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand. The level of ongoing call volume is a concern. Based on international experience it would be expected requests for assistance would be declining.
- Canterbury DHB, Mental Health Foundation and the National Telehealth Service issued media guidelines on Thursday 21 March.

Ministry of Social Development (MSD)

- Two specialist teams with Muslim staff are operating from the Linwood and Riccarton MSD Service Centres.
- Calls to MSD's 0800 number are being prioritised based on post code.
- The 0800 Govt helpline was activated at 1230hours Thursday 21 March. This is supported by a fact sheet of information about financial support available.
- Families directly affected are currently being supported by New Zealand Police Family Liaison Team. This support has been instrumental in assisting families to navigate the immediate aftermath of this event. Police Family Liaison Teams intend to handover the case management of individual families to the Ministry of Social Development following the burial/repatriation of the final bodies. This is estimated to occur by Friday 29 March.
- MSD are working with New Zealand Police, Victim Support, Canterbury DHB, Christchurch City Council, and Te Rūnanga o Ngāi Tahu, to determine the best possible approach to tailor case management support to families given the circumstances and their very particular cultural and linguistic needs. Agencies will seek advice from the Canterbury Muslim Leaders Group to confirm the approach.

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- DIA is working with the New Zealand Police and coronial services to expedite the processing of death certificates and is prioritising death registration and the authentication of any documentation for repatriation purposes. DIA is waiving the public fee for processing death certificates.
- DIA is leading efforts to remove objectionable content, considered illegal under the Films, Videos, and Publications Classification Act 1993.
- section 9(2)(ba)(i) [REDACTED]
- A programme has been developed for a National Memorial Service. New Zealand Police, MFAT, DPMC and New Zealand Defence Force are assisting with planning.

- An interagency programme team has been established to manage and coordinate the significant number of international delegations expected to attend the national memorial service.
- DIA is developing advice on:
 - the establishment of an Inquiry on the events of 15 March 2019.
 - the regulatory system for online media and social media content.
 - Office of Ethnic Communities support

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- MoE are working to establish a picture of student absence due to safety and well-being concerns and activate a plan to address this.

New Zealand Customs Service

- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate.
- The New Zealand Customs Service have an increased the presence at border points to improve security and reassure the travelling public.

Auckland Emergency Management

- Auckland Emergency Management is activated to support New Zealand Police and ensure their communities have welfare and community support.

International

- The overall tone of media coverage in Middle East and North Africa continues to be overwhelmingly respectful and sympathetic – to both the victims and to New Zealand. A number of outlets are focusing increasingly on the human impact of the attacks – telling the stories of the victims and reporting on the funerals.
- MFAT continues to notify local diplomatic representatives where victim identification of foreign citizens has been completed. All formal notifications are likely to be completed by 1000 22 March 2019
- International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders.
- section 9(2)(g)(i), section 6(a)
[REDACTED]
- High-level official visitors are being encouraged to align visits with the National Memorial Service. MBIE is reporting that an estimated 50 countries may send delegations. 9(2)(g)(i)
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Current indications are that a number of Heads of State and a member of the Royal Family may attend the National Memorial Service.

- DIA is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents. This is to enable them to depart New Zealand if they do not already hold appropriate documentation from their country of origin.

All-of-government communications

- An All-of-government strategic communications function remains in the NCMC, supplemented by an all-of-government communication specialist in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Key contacts

Note: An all-of-government two-page factsheet for all New Zealand communities is being developed by the National Welfare Coordination Group.

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- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii), MSD Regional Commissioner, (+s9(2)(g)(ii) or s9(2)(g)(ii)

Kind regards,

Sarah Stuart-Black

Director, Civil Defence Emergency Management

Good Afternoon,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1200 22 March 2019.

The next update is due to be issued at 1700 22 March 2019.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people were injured. As at 1417hrs 21 MARCH 2019 29 people remain in hospital:
 - 27 patients in Christchurch (of these, 5 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door. The nearby Netball Centre is also available as a temporary prayer facility.
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue, as well as Ruru Road remain closed.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- In support of Border Agencies and the Salvation Army, who have been receiving families at the Christchurch Airport, a formal Reception Centre was established Thursday 21 March to receive families and those who may be affected by the terrorist attack. Receiving processes have been developed to ensure they are respectful and culturally appropriate.
- The Christchurch Transport Operations Centre is working with relevant agencies to develop traffic management plans in preparation for major events today and throughout the weekend. **Impacts on normal traffic flows are being planned for in multiple urban areas and on key inter-city routes.**
- Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB, supported by ministry of Health, is assessing psychosocial support needs for the next weeks and months.
- Canterbury DHB, Mental Health Foundation and the National Telehealth Service issued media guidelines on Thursday 21 March.
- Ministry of Social Development (MSD) are working with New Zealand Police, Victim Support, Canterbury DHB, Christchurch City Council, and Te Rūnanga o Ngāi Tahu, to determine the best possible approach to tailor case management support to families given the circumstances and their very particular cultural and linguistic needs. Agencies will seek advice from the Canterbury Muslim Leaders Group to confirm the approach.
- An interagency programme team lead by Department of Internal Affairs has been established to manage and coordinate the significant number of international delegations expected to attend the national memorial service.

Commemorations and National Memorial Service

- A Muslim call to prayer will be broadcast on TVNZ and Radio New Zealand at 1330.
- New Zealand will observe two minutes of silence at 1332 today, Friday 22 March. New Zealanders are being encouraged to use this time to reflect on the terrorist attack in the way most appropriate to them.
- The Prime Minister will be present at a prayer service at Masjid Al Noor which follows the two minutes silence.
- DIA leads the well-advanced planning for a National Memorial Service, supported by central government agencies, Christchurch City Council, Ngai Tahu and Muslim Community Leaders. The national memorial service will be held later next week. The event will be held simultaneously in multiple centres throughout New Zealand.

Community Support

Psychosocial

- Canterbury DHB Mental Health Service, supported by NGOs and Primary carers has a strong mental health presence at the Community Centre in the (Horticultural Centre hub).
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand. The level of ongoing call volume is a concern. Based on international experience it would be expected requests for assistance would be declining.
- Ministry of Health (MoH) is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic.

Funding support

- All participating agencies (MSD, Inland Revenue Department, ACC, Ministry of Justice, EQC, MFAT, and NZ Red Cross) are currently providing assistance through standard funds.
- ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families.
- Agencies continue to collaborate on the distribution of funds from event-specific funds. Ministry of Social Development (MSD) is planning with agencies on the provision of a navigation service in this regard.

International

- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate. As at 1900hrs 21 March 2019 the number of repatriations is 7.
- International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders.
- High-level official visitors are being encouraged to align visits with the National Memorial Service. MBIE is reporting that an estimated 50 countries may send delegations. 9(2)(g)(i)

Current indications are that a number of Heads of State and a member of the Royal Family may attend the National Memorial Service.

- DIA is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents. This is to enable them to depart New Zealand if they do not already hold appropriate documentation from their country of origin.

All-of-government communications

- An All-of-government strategic communications function remains in the NCMC, supplemented by an all-of-government communication specialist in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Key contacts

Note: An all-of-government two-page factsheet for all New Zealand communities is being developed by the National Welfare Coordination Group.

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- Canterbury Charity Hospital (free counselling): 03 360 2266 (s9(2)(a) after hours)
- Children caregiver helpline: 0508 CARERS (0508 227 377)
- Ministry of Health "Need to talk?" counsellors: Call or text 1737
- Lifeline: 0800 543 354 or text HELP to 4357
- Suicide Crisis helpline: - 0508 828 865 / 0508 TAUTOKO (available 24/7)
- Depression helpline - 0800 111 757 (available 24/7) or text 4202
- Samaritans - 0800 726 666 (available 24/7)
- Youthline - 0800 376 633 (available 24/7) or free text 234 (8am-12am)

MPs

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii), MSD Regional Commissioner, s9(2)(g)(ii) or s9(2)(g)(ii)

Kind regards,

Sarah Stuart-Black

Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Afternoon,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1700 22 March 2019.

The next update is due to be issued at 0800 23 March 2019.

Note: over the weekend updates will be issued at 0800 and 1700 daily.

Please note: As discussed with agencies at this morning's stand-up briefing in the NCMC, we have started to consolidate the updates by addressing specific themes: Status, Integrated consequence management, Commemorations and National Memorial Service, Community Support, International, and All-of-Government communications. Agency inputs are accommodated under these topics. Important new information that does not fit any of these themes will still be accommodated separately. As from this update we will discontinue the Facts and Figures attachment and include relevant numbers within the update.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people were injured. As at 1417hrs 21 MARCH 2019 29 people remain in hospital:
 - 27 patients in Christchurch (of these, 5 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door. The nearby Netball Centre is also available as a temporary prayer facility.
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue, as well as Ruru Road remain closed.
- 26 burials were planned to be held at Linwood Memorial Cemetery this afternoon (Friday).
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- In support of Border Agencies and the Salvation Army, who have been receiving families at the Christchurch Airport, a formal Reception Centre was established Thursday 21 March to receive families and those who may be affected by the terrorist attack. Receiving processes have been developed to ensure they are respectful and culturally appropriate.
- MSD has a multi-agency financial (and other) support factsheet for affected families [available on its website](#) and attached to this update.
- The Christchurch Transport Operations Centre is working with relevant agencies to develop traffic management plans in preparation for major events today and throughout the weekend. Impacts on normal traffic flows are being planned for in multiple urban areas and on key inter-city routes.
- Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB, supported by ministry of Health, is assessing psychosocial support needs for the next weeks and months.

- Canterbury DHB, Mental Health Foundation and the National Telehealth Service issued media guidelines on Thursday 21 March.
- Ministry of Social Development (MSD) are working with New Zealand Police, Victim Support, Canterbury DHB, Christchurch City Council, ACC and Te Rūnanga o Ngāi Tahu, to determine the best possible approach to tailor case management support to families given the circumstances and their very particular cultural and linguistic needs. Agencies will seek advice from the Canterbury Muslim Leaders Group to confirm the approach.
- An interagency programme team lead by Department of Internal Affairs has been established to manage and coordinate the significant number of international delegations expected to attend the national memorial service.
- Christchurch City Council has established a multi-agency hub including rooms for Christchurch Muslim Leadership Group (CMLG), DIA, and multi-agency welfare meetings. This is supported by the Canterbury CDEM Group.

Commemorations and National Memorial Service

- A Muslim call to prayer was broadcast on TVNZ and Radio New Zealand at 1330 today. Following this two minutes of silence were observed.
- DIA leads the well-advanced planning for a National Memorial Service, supported by central government agencies, Christchurch City Council, Ngai Tahu and Muslim Community Leaders and Local Government New Zealand (LGNZ). The national memorial service will be held later next week. Planning is also underway to hold simultaneous events in Auckland and Wellington, with options for Dunedin under discussion.

Community Support

Psychosocial

- Canterbury DHB Mental Health Service, supported by NGOs and Primary carers has a strong mental health presence at the Community Centre in the (Horticultural Centre hub).
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand. The level of ongoing call volume is a concern. Based on international experience it would be expected requests for assistance would be declining.
- The number of sessions provided via the 1737 service is 4,730. Given levels of demand for the 1737 service, planning is underway to sustain the service at the current level of resourcing until post memorial events. Resource is in place until 1700hrs on 25 March. A formal request for resource from the broader health system will be made to NHCC later this afternoon to provide capacity from next Tuesday
- Ministry of Health (MoH) is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic.

Funding support

- All participating agencies (MSD, Inland Revenue Department, ACC, Ministry of Justice, EQC, MFAT, and NZ Red Cross) are currently providing assistance through standard funds. As of 21 March MSD has provide financial support for 306 applications for a total of \$59,197.
- ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families. As of 1700 today, ACC has received 77 accident claims and 13 for mental injury.
- Agencies continue to collaborate on the distribution of funds from event-specific funds. Ministry of Social Development (MSD) is planning with agencies on the provision of an online navigation service in this regard.

- NZ Police and Victim Support are deployed at Christchurch Hospital, working closely with the Canterbury DHB and ACC to provide support to the injured and their families as they are discharged and they are also contacting those that have already been discharged. An information sheet with a list of services and contact numbers has been developed for those leaving hospital to ensure they can access financial support services from MSD, ACC and social services from a range of agencies.

International

- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate. As at 1700hrs 22 March 2019 the number of repatriations is 8.
 - International media attention remains high. MFAT and MBIE are communicating an aligned set of messages to international stakeholders.
 - High-level official visitors are being encouraged to align visits with the National Memorial Service. MBIE is reporting that an estimated 50 countries may send delegations. ^{9(2)(g)(i)}
- Current indications are that a number of Heads of State and a member of the Royal Family may attend the National Memorial Service. MFAT will also initiate a 9am daily call to the Visits and Ceremonial Office (VCO) to prioritise and coordinate visits. Calls to commence Saturday, 23rd March.
- DIA is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents. This is to enable them to depart New Zealand if they do not already hold appropriate documentation from their country of origin. As of 12:00pm today, the cumulative total of visas processed since the event is 262, with 140 of those being for family members of affected persons.
 - Tourism NZ has put a temporary pause on international advertising.
 - MFAT will commence weekday updates to NZINC relaying international media/social media coverage in both the Middle East and North Africa (MENA) and South-East Asia (SEA) regions. Timings for these updates are yet to be confirmed.

All-of-government communications

- An All-of-government strategic communications function remains in the NCMC, supplemented by an all-of-government communication specialist in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Key contacts

Wellbeing and general

- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698) (available 0700-1800 Mon to Fri, 0800-1300 Sat)
- ACC: 0800 080 273, +64 7 859 8678 and christchurchresponse@acc.co.nz
- Language Line 0800 656 656 (0800-2000 Mon to Fri, 0900-1400 Sat)
- Immigration NZ: 0508 22 52 88
- Victim support: 0800 842 846
- Missing persons (NZ Police) International Direct Dial: +64 3 353 4532
- Register a missing person: 0800 115 019
- Canterbury Charity Hospital (free counselling): 03 360 2266 ^{s9(2)(a)} after hours)
- Children caregiver helpline: 0508 CARERS (0508 227 377)

- Ministry of Health “Need to talk?” counsellors: Call or text 1737
- Lifeline: 0800 543 354 or text HELP to 4357
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- Samaritans - 0800 726 666 (available 24/7)
- Youthline - 0800 376 633 (available 24/7) or free text 234 (8am-12am)

MPs

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) [redacted]. This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii) [redacted], MSD Regional Commissioner, s9(2)(g)(ii) [redacted] or s9(2)(g)(ii) [redacted].

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good Morning,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 0800 23 March 2019.

The *next update* is due to be issued at 1700 23 March 2019.

Note: over the weekend updates will be issued at 0800 and 1700 daily.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people were injured. As at 1433hrs 22 MARCH 2019 29 people remain in hospital:
 - 27 patients in Christchurch (of these, 5 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door. The nearby Netball Centre is also available as a temporary prayer facility.
- Local roads around the vicinity of Masjid Al Noor on Deans Avenue and Linwood Masjid on Linwood Avenue, as well as Ruru Road remain closed, **though these roads are expected to open on 23 March.**
- **A number of roads around Hagley Park will close over the weekend for the protection of the public participating in events.**
- The New Zealand National Terrorism Threat Level remains at high.

Integrated consequence management

- In support of Border Agencies and the Salvation Army, who have been receiving families at the Christchurch Airport, a formal Reception Centre was established Thursday 21 March to receive families and those who may be affected by the terrorist attack. Receiving processes have been developed to ensure they are respectful and culturally appropriate.
- MSD has a multi-agency financial (and other) support factsheet for affected families available on its website and attached to this update.
- The Christchurch Transport Operations Centre is working with relevant agencies to develop traffic management plans in preparation for major events throughout the weekend. Impacts on normal traffic flows are being planned for in multiple urban areas and on key inter-city routes.
- Canterbury DHB will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury DHB, supported by ministry of Health, is assessing psychosocial support needs for the next weeks and months.
- Ministry of Social Development (MSD) are working with New Zealand Police, Victim Support, Canterbury DHB, Christchurch City Council, ACC and Te Rūnanga o Ngāi Tahu, to determine the best possible approach to tailor case management support to families given the circumstances and their very particular cultural and linguistic needs. Agencies will seek advice from the Canterbury Muslim Leaders Group to confirm the approach.

- An interagency programme team lead by Department of Internal Affairs has been established to manage and coordinate the significant number of international delegations expected to attend the national memorial service.
- Christchurch City Council has established a multi-agency hub including rooms for Christchurch Muslim Leadership Group (CMLG), DIA, and multi-agency welfare meetings. This is supported by the Canterbury CDEM Group.

Commemorations and National Memorial Service

- A Muslim call to prayer was broadcast on TVNZ and Radio New Zealand at 1330hrs Friday 22 March 2019. Following this two minutes of silence were observed.
- DIA leads the well-advanced planning for a National Memorial Service, supported by central government agencies, Christchurch City Council, Ngai Tahu and Muslim Community Leaders and Local Government New Zealand (LGNZ). The national memorial service will be held later next week. Planning is also underway to hold simultaneous events in Auckland and Wellington, with options for Dunedin under discussion.

Community Support

Psychosocial

- Canterbury DHB Mental Health Service, supported by NGOs and Primary carers has a strong mental health presence at the Community Centre in the (Horticultural Centre hub).
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand. The level of ongoing call volume is a concern. Based on international experience it would be expected requests for assistance would be declining.
- As at 23 March 0034hrs the number of sessions provided via the 1737 service is 5,056. Given levels of demand for the 1737 service, planning is underway to sustain the service at the current level of resourcing until post memorial events. Resource is in place until 1700hrs on 25 March. **A formal request to District Health Boards for additional resource was made at 1800 hrs on March 22 to ensure that capacity based on current demand is in place through to 2 April.**
- Ministry of Health (MoH) is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic.

Funding support

- All participating agencies (MSD, Inland Revenue Department, ACC, Ministry of Justice, EQC, MFAT, and NZ Red Cross) are currently providing assistance through standard funds. As of 21 March MSD has provide financial support for 306 applications for a total of \$59,197.
- ACC is supporting victims and their families in areas including accidental death, serious injury and weekly compensation through a dedicated 0800 number and factsheet, both provided in a range of languages spoken by victims and their families. As of 1700 22 March, ACC has received 77 accident claims and 13 for mental injury.
- Agencies continue to collaborate on the distribution of funds from event-specific funds. Ministry of Social Development (MSD) is planning with agencies on the provision of an online navigation service in this regard.
- NZ Police and Victim Support are deployed at Christchurch Hospital, working closely with the Canterbury DHB and ACC to provide support to the injured and their families as they are discharged and they are also contacting those that have already been discharged. An information sheet with a list of services and contact numbers has been developed for those leaving hospital to ensure they can access financial support services from MSD, ACC and social services from a range of agencies.

International

- A process is in place among agencies to ensure the repatriation process of bodies is efficient and appropriate. As at 1700hrs 22 March 2019 the number of repatriations is 8.
- Media queries have continued to trend downwards, but are anticipated to rise again when the national memorial service details are announced.
- The majority of international media coverage continues to be positive.
- High-level official visitors are being encouraged to align visits with the National Memorial Service. MBIE is reporting that an estimated 50 countries may send delegations. s9(2)(g)(i)
- Current indications are that a number of Heads of State and a member of the Royal Family may attend the National Memorial Service. MFAT will also initiate a 9am daily call to the Visits and Ceremonial Office (VCO) to prioritise and coordinate visits. Calls to commence Saturday, 23rd March.
- DIA is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents. This is to enable them to depart New Zealand if they do not already hold appropriate documentation from their country of origin. As of 1200hrs 22 March, the cumulative total of visas processed since the event is 262, with 140 of those being for family members of affected persons.
- Tourism NZ has put a temporary pause on international advertising.
- MFAT will commence weekday updates to NZINC relaying international media/social media coverage in both the Middle East and North Africa (MENA) and South-East Asia (SEA) regions. Timings for these updates are yet to be confirmed.

All-of-government communications

- An All-of-government strategic communications function remains in the NCMC, supplemented by an all-of-government communication specialist in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Key contacts

Wellbeing and general

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- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) [REDACTED]
This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii) [REDACTED], MSD Regional Commissioner, s9(2)(g)(ii) [REDACTED] or s9(2)(g)(ii) [REDACTED]

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

DRAFT

Released under the Official Information Act 1982

Good Afternoon,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1700 23 March 2019.

The *next update* is due to be issued at 0800 24 March 2019.

Note: over the weekend updates are issued at 0800 and 1700.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people were injured. As at 1433hrs 22 March 29 people remain in hospital:
 - 27 patients in Christchurch (of these, 5 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door. The nearby Netball Centre is also available as a temporary prayer facility.
- Deans Avenue has reopened to traffic in both directions with speed and parking restrictions in place outside Masjid Al Noor. Linwood Avenue is open southbound to one lane. Ruru Road has also reopened.
- A number of roads around Hagley Park will be closed over the weekend to assist with the management of events being held there.
- The New Zealand National Terrorism Threat Level remains at high.
- As at 1100hrs 23 March the keys to the two Christchurch mosques have been handed over to the local community.

Integrated consequence management

- In support of Border Agencies and the Salvation Army, who have been receiving families at the Christchurch Airport, a formal Reception Centre has been established to receive families and those who may be affected by the terrorist attack. Receiving processes have been developed to ensure they are respectful and culturally appropriate.
- Ministry of Social Development has a multi-agency factsheet that supports the 0800 Government Helpline activation available on its website and attached to this update. The Factsheet collates information from a number of financial assistance sub-group agencies and other national agencies. An editable version of this factsheet has been forwarded to Christchurch City Council so they can tailor it for their community needs.
- The Christchurch Transport Operations Centre is working with relevant agencies to develop traffic management plans in preparation for major events throughout the weekend. Impacts on normal traffic flows are being planned for in multiple urban areas and on key inter-city routes.
- Canterbury District Health Board will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury District Health Board, supported by Ministry of Health, is assessing psychosocial support needs for the next weeks and months.

- Ministry of Social Development are working with New Zealand Police, Victim Support, Canterbury District Health Board, Christchurch City Council, ACC and Te Rūnanga o Ngāi Tahu, to determine the best possible approach to tailor case management support to families given the circumstances and their very particular cultural and linguistic needs. Agencies will seek advice from the Canterbury Muslim Leaders Group to confirm the approach.
- An interagency programme team led by Department of Internal Affairs has been established to manage and coordinate the significant number of international delegations expected to attend the national memorial service.
- Christchurch City Council has established a multi-agency hub including rooms for Christchurch Muslim Leadership Group, Department of Internal Affairs, and multi-agency welfare meetings. This is supported by the Canterbury CDEM Group.
- **The Chief Censor has now officially classified the manifesto as objectionable.**

Commemorations and National Memorial Service

- Department of Internal Affairs leads the well-advanced planning for a National Memorial Service, supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand. It will be held later next week.
- **Current planning for venues has centred on having an event at Hagley Park in Christchurch and Eden Park in Auckland.**
- **Various options are being discussed for Dunedin and Wellington.**

Community Support

Psychosocial

- Canterbury District Health Board Mental Health Service, supported by NGOs and Primary carers has a strong mental health presence at the Community Centre in the Horticultural Centre hub.
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand.
- As at 1600hrs 23 March the number of sessions provided via the 1737 service is 5,246. **Contact volumes overall have been lower than previous days. The service continues to see levels of low mood, distress and some trauma (although reducing in proportion) relating to the watching of the live stream video.**
- Planning is underway to sustain the service at the current level of resourcing until post memorial events. Resource is in place until 1700hrs on 25 March and a request to District Health Boards has been made to ensure capacity through to 2 April.
- Ministry of Health is publishing information through its website, media and social media channels for people who may be distressed, including in Arabic.

Funding support

- All participating agencies (Ministry of Social Development, Inland Revenue, ACC, Ministry of Justice, EQC, Ministry of Foreign Affairs and Trade, and NZ Red Cross) are currently providing assistance through standard funds.
- **As at 1340hrs 23 March the 0800 Govt Helpline had received 412 calls with the majority being about financial assistance.**
- ACC continue to support victims and their families through a dedicated 0800 number and factsheet.
- Agencies continue to collaborate on the distribution of funds from event-specific funds. Ministry of Social Development is planning with agencies on the provision of an online navigation service in this regard.

- NZ Police and Victim Support are deployed at Christchurch Hospital, working closely with the Canterbury District Health Board and ACC to provide support to the injured and their families as they are discharged and to those that have already been discharged.

International

- As at 1500hrs 23 March the number of repatriations is 8.
- Media queries have continued to trend downwards, but are anticipated to rise again when the National Memorial Service details are announced.
- Ministry of Business, Innovation and Employment Visa services website has information for victims and foreign delegations on how to access emergency visas.
- High-level official visitors are being encouraged to align visits with the National Memorial Service. Ministry of Business, Innovation and Employment is reporting that an estimated 50 countries may send delegations. s9(2)(g)(i)
- Current indications are that a number of Heads of State and a member of the Royal Family may attend. Ministry of Foreign Affairs and Trade have initiated a 0900hrs daily call to the Visits and Ceremonial Office to prioritise and coordinate visits, commencing 23rd March.
- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Inquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents. As of 1200hrs 23 March, the cumulative total of visas processed since the event is 262, with 140 of those being for family members of affected persons.
- Tourism NZ has put a temporary pause on international advertising.

All-of-government communications

- An All-of-government strategic communications function remains in the NCMC, supplemented by an all-of-government communication specialist in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

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MPs

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a) [REDACTED]. This number will operate between 0900 and 2100 daily.
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Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

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This information reflects the situation as at 0800 24 March 2019.

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Note: over the weekend updates are issued at 0800 and 1700.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people were injured. As at 1720hrs 23 March 27 people remain in hospital:
 - 25 patients in Christchurch (of these, 4 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door.
- Deans Avenue and Linwood Avenue have reopened to traffic in both directions.
- The New Zealand National Terrorism Threat Level remains at **high**.
- As at 1100hrs 23 March the keys to the two Christchurch mosques have been handed over to the local community.

Integrated consequence management

- An interagency programme team led by Department of Internal Affairs has been established to manage and coordinate the significant number of international delegations expected to attend the national memorial service.
- Christchurch City Council has established a multi-agency hub including rooms for Christchurch Muslim Leadership Group, Department of Internal Affairs, and multi-agency welfare meetings. This is supported by the Canterbury CDEM Group.
- Ministry of Social Development has a multi-agency factsheet that supports the 0800 Government Helpline activation available on its website and attached to this update. The Factsheet collates information from a number of financial assistance sub-group agencies and other national agencies. An editable version of this factsheet has been forwarded to Christchurch City Council so they can tailor it for their community needs.
- Canterbury District Health Board will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury District Health Board, supported by Ministry of Health, is assessing psychosocial support needs for the next weeks and months.
- Ministry of Social Development are working with New Zealand Police, Victim Support, Canterbury District Health Board, Christchurch City Council, ACC and Te Rūnanga o Ngāi Tahu, to determine the best possible approach to tailor case management support to families given the circumstances and their very particular cultural and linguistic needs. Agencies will seek advice from the Canterbury Muslim Leaders Group to confirm the approach.

Commemorations and National Memorial Service

- Department of Internal Affairs leads the well-advanced planning for a National Memorial Service, supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand. It will be held later next week.
- **The National Memorial Service has been confirmed for Friday, 29th March at 1000. At this stage there is no confirmed date for when this will be announced to the public.**
- Current planning for venues has centred on having an event at Hagley Park in Christchurch and Eden Park in Auckland. Various options are being discussed for Dunedin and Wellington.

Community Support

Psychosocial

- Canterbury District Health Board Mental Health Service, supported by NGOs and Primary carers has a strong mental health presence at the Community Centre in the Horticultural Centre hub.
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand.
- As at **0630hrs 24 March** the number of sessions provided via the 1737 service is **5,477**. Contact volumes overall have been lower than previous days. The service continues to see levels of low mood, distress and some trauma (although reducing in proportion) relating to the watching of the live stream video.
- Planning is underway to sustain the service at the current level of resourcing until post memorial events. Resource is in place until 1700hrs on 25 March and a request to District Health Boards has been made to ensure capacity through to 2 April.

Funding support

- All participating agencies (Ministry of Social Development, Inland Revenue, ACC, Ministry of Justice, EQC, Ministry of Foreign Affairs and Trade, and NZ Red Cross) are currently providing assistance through standard funds.
- As at 1340hrs 23 March the 0800 Govt Helpline had received 412 calls with the majority being about financial assistance.
- ACC continue to support victims and their families through a dedicated 0800 number and factsheet.
- NZ Police and Victim Support are deployed at Christchurch Hospital, working closely with the Canterbury District Health Board and ACC to provide support to the injured and their families as they are discharged and to those that have already been discharged.

International

- As at 1500hrs 23 March the number of repatriations is 8.
- Media queries have continued to trend downwards, but are anticipated to rise again when the National Memorial Service details are announced.
- Ministry of Business, Innovation and Employment Visa services website has information for victims and foreign delegations on how to access emergency visas.
- High-level official visitors are being encouraged to align visits with the National Memorial Service. Ministry of Business, Innovation and Employment is reporting that an estimated 50 countries may send delegations. 9(2)(g)(i)

Current indications are that a number of Heads of State and a member of the Royal Family may attend. Ministry of Foreign Affairs and Trade have initiated a 0900hrs daily call to the Visits and Ceremonial Office to prioritise and coordinate visits, commencing 23rd March.

- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Inquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents. As of 1200hrs 23 March, the cumulative total of visas processed since the event is 262, with 140 of those being for family members of affected persons.
- Tourism NZ has put a temporary pause on international advertising.

All-of-government communications

- An All-of-government strategic communications function remains in the NCMC, supplemented by an all-of-government communication specialist in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Key contacts

Wellbeing and general

- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698) (available 0700-1800 Mon to Fri, 0800-1300 Sat)
- ACC: 0800 080 273, +64 7 859 8678 and christchurchresponse@acc.co.nz
- Language Line 0800 656 656 (0800-2000 Mon to Fri, 0900-1400 Sat)
- Immigration NZ: 0508 22 52 88
- Victim support: 0800 842 846
- Missing persons (NZ Police) International Direct Dial: +64 3 353 4532
- Register a missing person: 0800 115 019
- Canterbury Charity Hospital (free counselling): 03 360 2266 (s9(2)(a) after hours)
- Children caregiver helpline: 0508 CAREERS (0508 227 377)
- Ministry of Health "Need to talk?" counsellors: Call or text 1737
- Lifeline: 0800 543 354 or text HELP to 4357
- Suicide Crisis helpline: - 0508 828 865 / 0508 TAUTOKO (available 24/7)
- Depression helpline - 0800 111 757 (available 24/7) or text 4202
- Samaritans - 0800 726 666 (available 24/7)
- Youthline - 0800 376 633 (available 24/7) or free text 234 (8am-12am)

MPs

- MCDEM has established a point of contact to assist MPs with enquiries on [REDACTED]. This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is [REDACTED], MSD Regional Commissioner, [REDACTED] or [REDACTED].

Kind regards,

Sarah Stuart-Black

Director, Civil Defence Emergency Management

Good Evening,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1700 24 March 2019.

The *next update* is due to be issued at 0600 25 March 2019.

This information is sourced from agencies involved in consequence management.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people were injured. As at 0925hrs 24 March 27 people remain in hospital:
 - 25 patients in Christchurch (of these, 4 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door.
- Deans Avenue and Linwood Avenue have reopened to traffic in both directions.
- The New Zealand National Terrorism Threat Level remains at high.
- As at 1100hrs 23 March the keys to the two Christchurch mosques were handed over to the local community.

Integrated consequence management

- An interagency programme team led by Department of Internal Affairs has been established to manage and coordinate the significant number of international delegations expected to attend the national memorial service.
- Christchurch City Council has established a multi-agency hub including rooms for Christchurch Muslim Leadership Group, Department of Internal Affairs, and multi-agency welfare meetings. This is supported by the Canterbury CDEM Group.
- Ministry of Social Development has a multi-agency factsheet that supports the 0800 Government Helpline activation [available on its website](#). The Factsheet provides information from a number of financial assistance sub-group agencies and other national agencies. An editable version of this factsheet has been forwarded to Christchurch City Council so can be tailored to their community needs.
- Canterbury District Health Board will undertake the coordination function for health services and link to the newly formed local Muslim Leadership Group. Canterbury District Health Board, supported by Ministry of Health, is assessing psychosocial support needs for the next weeks and months.
- Ministry of Social Development are working with New Zealand Police, Victim Support, Canterbury District Health Board, Christchurch City Council, ACC and Te Rūnanga o Ngāi Tahu, to determine the best possible approach to tailor case management support to families given the circumstances and their very particular cultural and linguistic needs. Agencies will seek advice from the Canterbury Muslim Leaders Group to confirm the approach.

- DIA are establishing an email address for receiving review requests of the footage/manifesto. The Office of Film and Literature Classification has already received requests challenging the classification of the manifesto this weekend after announcing it to be objectionable on Saturday. The email address will be classificationreview@dia.govt.nz

Commemorations and National Remembrance Service

- Department of Internal Affairs is leading the planning for the **National Remembrance Service (earlier referred to as the National Memorial Service)**, supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand. It will be held later next week.
- **The name of the event has now been changed to “National Remembrance Service”**
- **The Prime Minister has announced the date and time of the National Remembrance Service will be Friday 29th March at 1000.**
- Current planning for venues has centred on having an event at Hagley Park in Christchurch and Eden Park in Auckland. Various options are being discussed for Dunedin and Wellington.
- **Department of Internal Affairs is establishing a digital condolence book. The book will be able to receive condolence messages in multiple languages.**

Community Support

Psychosocial

- Canterbury District Health Board Mental Health Service, supported by NGOs and Primary carers has a strong mental health presence at the Community Centre in the Horticultural Centre hub.
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand.
- As at **1500hrs 24 March** the number of sessions provided via the 1737 service is **5,682**. Contact volumes overall have been lower than previous days. The service continues to see levels of low mood, distress and some trauma (although reducing in proportion) relating to the watching of the live stream video.
- Planning is underway to sustain the service at the current level of resourcing until post memorial events. Resource is in place until 1700hrs on 25 March and a request to District Health Boards has been made to ensure capacity through to 2 April.

Funding support

- All participating agencies (Ministry of Social Development, Inland Revenue, ACC, Ministry of Justice, EQC, Ministry of Foreign Affairs and Trade, and NZ Red Cross) are currently providing assistance through standard funds.
- As at **1305hrs 24 March** the 0800 Govt Helpline had received **422** calls with the majority being about financial assistance.
- ACC continue to support victims and their families through a dedicated 0800 number and factsheet.
- NZ Police and Victim Support are deployed at Christchurch Hospital, working closely with the Canterbury District Health Board and ACC to provide support to the injured and their families as they are discharged and to those that have already been discharged.

International

- As at **1500hrs 24 March** the number of deceased from the Mosque attacks that have been released for repatriation is **eight**.
- Media queries have continued to trend downwards, but are anticipated to rise again when the National Memorial Service details are announced.

- Ministry of Business, Innovation and Employment Visa services website has information for victims and foreign delegations on how to access emergency visas.
 - High-level official visitors are being encouraged to align visits with the National Remembrance Service. Ministry of Business, Innovation and Employment is reporting that an estimated 50 countries may send delegations. s9(2)(g)(i)
- Current indications are that a number of Heads of State may attend. Ministry of Foreign Affairs and Trade have initiated a 0900hrs daily call to the Visits and Ceremonial Office to prioritise and coordinate visits.
- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Enquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
 - Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents. As of 1200hrs 24 March, the cumulative total of visas processed since the event is 262, with 140 of those being for family members of affected persons.
 - Tourism NZ has put a temporary pause on international advertising.
 - NCMC issued a final draft of a coordinated Christchurch visitor arrivals end-to-end process. This has been issued to those agencies/organisations with a direct role to play in the process. A copy can be made more widely available if required. Please contact s9(2)(k)

All-of-government communications

- An All-of-government strategic communications function remains in the NCMC, supplemented by an all-of-government communication specialist in Christchurch.
- Stand-up media briefings will continue, focussing on the all-of-government response (not police operations).

Kind regards,

Sarah Stuart-Black
 Director, Civil Defence Emergency Management

Key contacts and resources

MPs

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a). This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii), MSD s9(2)(a) s9(2)(g)(ii)

Wellbeing and general

- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698) (available 0700-1800 Mon to Fri, 0800-1300 Sat)
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- Language Line 0800 656 656 (0800-2000 Mon to Fri, 0900-1400 Sat)
- Immigration NZ: 0508 22 52 88

- Victim support: 0800 842 846 or visit [Coping after the Christchurch mosques terrorist attacks: www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/](http://www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/)
- Missing persons (NZ Police) International Direct Dial: +64 3 353 4532
- Register a missing person: 0800 115 019
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- Lifeline: 0800 543 354 or text HELP to 4357
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- Youthline - 0800 376 633 (available 24/7) or free text 234 (8am-12am)
- HealthInfo: www.healthinfo.org.nz
- Ministry of Health - Coping after a traumatic event www.health.govt.nz/our-work/mental-health-and-addictions/mental-health/mental-health-advice-coping-after-traumatic-event
- Mental Health Education and Resource Centre – Helping children cope: mherc.org.nz/support-following-the-christchurch-mosque-shootings

Released under the Official Information Act 1982

Good morning,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 0600 25 March 2019.

The next update is due to be issued at 1700 25 March 2019.

There is little new information since the last update provided at 1700 24 March.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people were injured. As at 0925hrs 24 March, 27 people remain in hospital:
 - 25 patients in Christchurch (of these, 4 are critically ill in the ICU).
 - 2 patients in Auckland (1 child and their father).
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- An interagency programme team led by Department of Internal Affairs is operating to manage and coordinate the significant number of international delegations expected to attend the National Remembrance Service.
- Christchurch City Council has established a multi-agency hub including rooms for Christchurch Muslim Leadership Group, Department of Internal Affairs, and multi-agency welfare meetings. This is supported by the Canterbury CDEM Group.
- Canterbury District Health Board, supported by Ministry of Health, is assessing psychosocial support needs for the next weeks and months.

Commemorations and National Remembrance Service

- The Prime Minister has announced the date and time of the National Remembrance Service will be Friday 29th March at 1000.
- Department of Internal Affairs is leading the planning for the National Remembrance Service supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand. It will be held later next week.
- Current planning for venues has centred on having an event at Hagley Park in Christchurch and Eden Park in Auckland. Various options are being discussed for Dunedin and Wellington.
- Department of Internal Affairs is establishing a digital condolence book. The book will be able to receive condolence messages in multiple languages.

Community Support

- Counselling and support through Healthline and calls and texts to 1737 remains in high demand but decreased over the weekend. The service is expecting an increased volume for

today as people return to their usual weekly routine. As at 1500hrs 24 March the number of sessions provided via the 1737 service is 5,902.

- As at 1305hrs 24 March the 0800 Government Helpline had received 422 calls with the majority being about financial assistance.

International

- As at 1500hrs 24 March the number of deceased persons from the Mosque attacks released for repatriation is eight.
- Media queries have continued to trend downwards, but are anticipated to rise again when the National Remembrance Service details are announced. International media coverage of the Christchurch attacks continues however it has started to reduce. Coverage remains largely positive and factual.
- Ministry of Foreign Affairs and Trade have received confirmation from a number of Heads of State that they will attend the National Remembrance Service. They expect the tempo of confirmations to increase over the next 24-48 hours.
- Ministry of Foreign Affairs and Trade have initiated a 0900hrs daily call to the Visits and Ceremonial Office to prioritise and coordinate visits.
- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Enquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents.
- NCMC issued a final draft of a coordinated Christchurch visitor arrivals end-to-end process. This has been issued to those agencies/organisations with a direct role to play in the process. A copy can be made more widely available if required. Please contact s9(2)(k)

Kind regards,

Sarah Stuart-Black

Director, Civil Defence Emergency Management

Key contacts and resources

MPs

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(a). This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii), MSD Regional Commissioner, s9(2)(a) or s9(2)(g)(ii)

Wellbeing and general

- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698) (available 0700-1800 Mon to Fri, 0800-1300 Sat)
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- Victim support: 0800 842 846 or visit [Coping after the Christchurch mosques terrorist attacks: www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/](http://www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/)
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- Children caregiver helpline: 0508 CARERS (0508 227 377)
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- Samaritans - 0800 726 666 (available 24/7)
- Youthline - 0800 376 633 (available 24/7) or free text 234 (8am-12am)
- [HealthInfo: www.healthinfo.org.nz](http://www.healthinfo.org.nz)
- Ministry of Health - Coping after a traumatic event www.health.govt.nz/our-work/mental-health-and-addictions/mental-health/mental-health-advice-coping-after-traumatic-event
- Mental Health Education and Resource Centre – Helping children cope: mherc.org.nz/support-following-the-christchurch-mosque-shootings

Released under the Official Information Act 1982

Good afternoon,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1700 25 March 2019.

The *next update* is due to be issued at 0600 26 March 2019.

Status

- New Zealand Police lead the operation and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March. There are 50 fatalities and 50 people were injured. As at 1502hrs 25 March, 24 people remain in hospital:
 - 20 patients in Christchurch (of these, 4 are critically ill in the ICU).
 - 2 patients in Auckland.
- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door.
- The New Zealand National Terrorism Threat Level remains at high.

Integrated consequence management

- An interagency programme team led by Department of Internal Affairs is operating to manage and coordinate the significant number of international delegations expected to attend the National Remembrance Service.
- Christchurch City Council has established a multi-agency **planning base** including rooms for Christchurch Muslim Leadership Group and **facilitation of multi-agency meetings**. **The first All-of-Government coordination meeting hosted by Christchurch City Council was held at 1300 today.**
- Canterbury District Health Board, supported by Ministry of Health, is assessing psychosocial support needs for the next weeks and months.
- section 6(a), section 9(2)(ba)(i)

Commemorations and National Remembrance Service

- The Prime Minister has announced the date and time of the National Remembrance Service will be Friday 29th March at 1000.
- Department of Internal Affairs is leading the planning for the National Remembrance Service supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand.
- Current planning for venues has centred on having an event at Hagley Park in Christchurch, Eden Park in Auckland **and the Town Hall in Dunedin**. **For Wellington, various options are being discussed.**
- Department of Internal Affairs is establishing a digital condolence book. The book will be able to receive condolence messages in multiple languages.

Community Support

- Victim Support is receiving referrals through its 0800 line as well as directly from Police. Victim Support has homicide trained support workers who will be working with the families of the deceased, the injured and their families, and witnesses to the event.
- Counselling and support through Healthline and calls and texts to 1737 remains in high demand but decreased over the weekend. The service is expecting an increased volume for today as people return to their usual weekly routine. As at 1500hrs 25 March the number of sessions provided via the 1737 service is 6,122.
- As at 1400hrs 25 March the 0800 Government Helpline had received 436 calls with the majority being about financial assistance.

International

- As at 1500hrs 25 March the number of deceased persons from the Mosque attacks released for repatriation is eight. This is expected to be the final number.
- Media queries have continued to trend downwards, but are anticipated to rise again when the National Remembrance Service details are announced. International media coverage of the Christchurch attacks continues however it has started to reduce. Coverage remains largely positive and factual.
- Ministry of Foreign Affairs and Trade have received confirmation from a number of Heads of State that they will attend the National Remembrance Service.
- Ministry of Foreign Affairs and Trade have initiated a 0900hrs daily call to the Visits and Ceremonial Office to prioritise and coordinate visits.
- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Enquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents.
- NCMC issued a final draft of a coordinated Christchurch visitor arrivals end-to-end process. This has been issued to those agencies/organisations with a direct role to play in the process. A copy can be made more widely available if required. Please contact s9(2)(k) [REDACTED]

Other Events

The NCMC notes that a heavy rain warning is in place for Westland south of Otira, Fiordland, and the headlands of high country rivers and lakes of Canterbury and Otago. MetService reports an exceptional amount of rain is forecast for these areas today and tomorrow, which could lead to significant flooding and slips with possible road closures. The impacts of this severe weather could require national and local agency responses simultaneous with activities related to the current response.

Kind regards,

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Key contacts and resources

MPs

- MCDDEM has established a point of contact to assist MPs with enquiries on s9(2)(k) [REDACTED]. This number will operate between 0900 and 2100 daily.

- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii) [REDACTED], MSD Regional Commissioner, s9(2)(a) [REDACTED] or s9(2)(g)(ii) [REDACTED]

Wellbeing and general

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[SEEMAIL][RESTRICTED]

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This information reflects the situation as at 0600 26 March 2019.

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- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 12-8pm daily. Central government services are located in the Oval Cricket building next door.
- The New Zealand National Terrorism Threat Level remains at high.

Integrated consequence management

- An interagency programme team led by Department of Internal Affairs is operating to manage and coordinate the significant number of international delegations expected to attend the National Remembrance Service.
- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitation of multi-agency meetings. The first All-of-Government coordination meeting hosted by Christchurch City Council was held at 1300hrs on 25 March.
- Canterbury District Health Board, supported by Ministry of Health, is assessing psychosocial support needs for the next weeks and months.

Commemorations and National Remembrance Service

- The Prime Minister has announced the date and time of the National Remembrance Service will be Friday 29th March at 1000hrs.
- Department of Internal Affairs is leading the planning for the National Remembrance Service supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand.
- Current planning for venues has centred on having an event at Hagley Park in Christchurch, Eden Park in Auckland and the Town Hall in Dunedin. For Wellington, various options are being discussed.
- Department of Internal Affairs is establishing a digital condolence book. The book will be able to receive condolence messages in multiple languages.

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- Media queries have continued to trend downwards, but are anticipated to rise again when the National Remembrance Service details are announced. International media coverage of the Christchurch attacks continues however it has started to reduce. Coverage remains largely positive and factual.
- Ministry of Foreign Affairs and Trade have received confirmation from a number of Heads of State that they will attend the National Remembrance Service.
- An influx of applications is expected this week. Currently 32 VIP delegates have been confirmed across 5 delegations.
 - Ministry of Foreign Affairs and Trade have initiated a 0900hrs daily call to the Visits and Ceremonial Office to prioritise and coordinate visits.
 - Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Enquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
 - Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents.
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Other Events

The NCMC notes that a heavy rain warning remains in place for Westland south of Otira, Fiordland, and the headlands of high country rivers and lakes of Canterbury and Otago. MetService reports an exceptional amount of rain is forecast for these areas today, which could lead to significant flooding and slips with possible road closures. The impacts of this severe weather could require national and local agency responses simultaneous with activities related to the current response.

Kind regards,

Sarah Stuart-Black
 Director, Civil Defence Emergency Management

Key contacts and resources

MPs

- MCDDEM has established a point of contact to assist MPs with enquiries on s9(2)(k) This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii), MSD Regional Commissioner, s9(2)(a) or s9(2)(g)(ii)

Wellbeing and general

- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698) (available 0700-1800 Mon to Fri, 0800-1300 Sat)
- ACC: 0800 080 273, +64 7 859 8678 and christchurchresponse@acc.co.nz
- Language Line 0800 656 656 (0800-2000 Mon to Fri, 0900-1400 Sat)
- Immigration NZ: 0508 22 52 88
- Victim support: 0800 842 846 or visit Coping after the Christchurch mosques terrorist attacks: www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/
- Missing persons (NZ Police) International Direct Dial: +64 3 353 4532
- Register a missing person: 0800 115 019
- Canterbury Charity Hospital (free counselling): 03 360 2266 (s9(2)(a) after hours)
- Children caregiver helpline: 0508 CARERS (0508 227 377)
- Ministry of Health "Need to talk?" counsellors: Call or text 1737 or visit allright.org.nz
- Lifeline: 0800 543 354 or text HELP to 4357
- Suicide Crisis helpline: - 0508 828 865 / 0508 TAUTOKO (available 24/7)
- Depression helpline - 0800 111 757 (available 24/7) or text 4202
- Samaritans - 0800 726 666 (available 24/7)
- Youthline - 0800 376 633 (available 24/7) or free text 234 (8am-12am)
- HealthInfo: www.healthinfo.org.nz
- Ministry of Health - Coping after a traumatic event www.health.govt.nz/our-work/mental-health-and-addictions/mental-health/mental-health-advice-coping-after-traumatic-event
- Mental Health Education and Resource Centre – Helping children cope: mherc.org.nz/support-following-the-christchurch-mosque-shootings

Released under the Official Information Act 1982

[SEEMAIL][RESTRICTED]

Good afternoon,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at **1700 26 March 2019**.

The *next update* is due to be issued at **0600 27 March 2019**.

Status

- New Zealand Police are the lead agency and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people were injured. As at **0900 26 March**, **25** people remain in hospital.
 - **23** patients in Christchurch hospital (**down from 24 on Monday**); **3** remain in intensive care in critical condition (**down from 4 on Monday**).
 - **2** patients in Auckland; A four-year-old in Starship who remains in a critical condition and her father in Auckland City Hospital who remains in a stable condition.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitation of multi-agency meetings.

Commemorations and National Remembrance Service

- The Prime Minister has announced the date and time of the National Remembrance Service will be Friday 29 March at 1000hrs.
- Department of Internal Affairs is leading the planning for the National Remembrance Service supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand.
- **The main event will be taking place at Hagley Park in Christchurch and will be livestreamed at various other locations around the country including: Dunedin – Town Hall, Wellington – Waitangi Park, Hamilton – Claudelands Park, Auckland – Eden Park.**
- The Department of Internal Affairs **is no longer** establishing a digital condolence book.

Community Support

- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 1200 – 2000hrs. Central government services are located in the Oval Cricket building next door.
- Victim Support is still receiving referrals through its 0800 line as well as directly from Police.
- Victim Support has homicide trained support workers who are working with the families of the deceased, the injured and their families, and witnesses to the event.
- **Planning is underway for to increase the 1737 capacity on Friday in view of the remembrance event.**
- Counselling and support through Healthline and 1737 remains in high **but is decreasing**. As at **1200hrs 26 March** a total of **6,377** sessions have been delivered.

- As at 1520hrs 26 March the 0800 Government Helpline had received 554 calls with the majority being about financial assistance.
- Canterbury District Health Board, supported by Ministry of Health, is assessing psychosocial support needs for the next weeks and months.
- The Ministry of Justice has reported almost \$20 million has been raised across 131 funds, many of them personal Give-a-little pages. Victim Support is well-supported by DIA and has started to distribute funds. Regular meetings are being held regarding the impact of funding.

International

- As at 1500 hrs the number of repatriations is eight. This is the final number. Seven repatriations have now occurred. All repatriations will be completed today.
- Media queries have continued to trend downwards, but are anticipated to rise again when the National Remembrance Service details are announced. International media coverage of the Christchurch attacks continues however it has started to reduce. Coverage remains largely positive and factual.
- Tourism NZ is working to determine when to resume international advertising following a temporary hold. Communications to the industry about next steps is expected next week.
- Immigration NZ main focus is resolving all incoming visas and providing support to the Christchurch hub. As at 1600 26 March Immigration NZ had processed 291 visas.
- Ministry of Foreign Affairs and Trade have received confirmation from a number of Heads of State that they will attend the National Remembrance Service. Currently 32 VIP delegates have been confirmed across 5 delegations.
- Ministry of Foreign Affairs and Trade have initiated a 0900hrs daily call to the Visits and Ceremonial Office to prioritise and coordinate visits.
- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Enquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents.
- NCMC issued a final draft of a coordinated Christchurch visitor arrivals end-to-end process to those agencies/organisations with a direct role to play in the process.
- Additional security measures in place at Christchurch Airport for regional domestic flights will continue until 2359 hrs on Saturday 30 March.

Other Events

- Heavy rain in Fiordland overnight and throughout the day has resulted in surface flooding and multiple slips.
- SH6 from Makarora on the Otago side of the Haast Pass to south of Hokitika is closed due to flooding and slips. SH73 (Arthur's Pass) is also currently closed due to a crash.
- NZTA advise that the slips will not be cleared today (Tuesday) due to the incoming weather and will be reassessed tomorrow morning.
- West Coast Civil Defence is monitoring the situation and has activated Emergency Operations Centres in Hokitika and Greymouth.
- Heavy rain is expected to continue throughout the day today (Tuesday) and overnight which may lead to more significant flooding, additional slips and road closures.

Kind regards

Sarah Stuart-Black
Director, Civil Defence Emergency Management

Key contacts and resources

Members of Parliament

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(k) [redacted]
This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii) [redacted], MSD Regional Commissioner, s9(2)(a) [redacted] or s9(2)(g)(ii) [redacted]

General

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- Missing persons (NZ Police): 0800 115 019 (from overseas: +64 3 353 4532)

Health and Wellbeing (available 24/7)

- Canterbury Charity Hospital: 03 360 2266 or s9(2)(a) [redacted] (after hours)
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Websites

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[RESTRICTED]

Good morning,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 0600 27 March 2019.

The next update is due to be issued at 1700 27 March 2019.

Status

- New Zealand Police are the lead agency and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people were injured. As at 0900 26 March, 25 people remain in hospital.
 - 23 patients in Christchurch hospital (down from 24 on Monday); 3 remain in intensive care in critical condition (down from 4 on Monday).
 - 2 patients in Auckland; A four-year-old in Starship who remains in a critical condition and her father in Auckland City Hospital who remains in a stable condition.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitation of multi-agency meetings.

Commemorations and National Remembrance Service

- The Prime Minister has announced the date and time of the National Remembrance Service will be Friday 29 March at 1000hrs.
- Department of Internal Affairs is leading the planning for the National Remembrance Service supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand.
- The main event will be taking place at Hagley Park in Christchurch and will be livestreamed at various other locations around the country including: Dunedin – Town Hall, Wellington – Waitangi Park, Hamilton – Claudelands Park, Auckland – Eden Park.

Community Support

- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 1200 – 2000hrs. Central government services are located in the Oval Cricket building next door.
- Victim Support is still receiving referrals through its 0800 line as well as directly from Police.
- Victim Support has homicide trained support workers who are working with the families of the deceased, the injured and their families, and witnesses to the event.
- Planning is underway for to increase the 1737 capacity on Friday in view of the remembrance event.
- Counselling and support through Healthline and 1737 remains in high but is decreasing. As at 1200hrs 26 March a total of 6,377 sessions have been delivered.
- As at 1520hrs 26 March the 0800 Government Helpline had received 554 calls with the majority being about financial assistance.

- Canterbury District Health Board, supported by Ministry of Health, is assessing psychosocial support needs for the next weeks and months.
- The Ministry of Justice has reported almost \$20 million has been raised across 131 funds, many of them personal Give-a-little pages. Victim Support is well-supported by DIA and has started to distribute funds. Regular meetings are being held regarding the impact of funding.
- On 26 March Immigration NZ presented to the Muslim community leadership to ensure that the positive engagement established continues along with a common understanding of the balance between meeting the needs of the community and maintaining the integrity of the Immigration NZ system.

International

- All eight repatriations have now been completed.
- Media queries have continued to trend downwards, but are anticipated to rise again when the National Remembrance Service details are announced. International media coverage of the Christchurch attacks continues however it has started to reduce. Coverage remains largely positive and factual.
- Tourism NZ is working to determine when to resume international advertising following a temporary hold. Communications to the industry about next steps is expected next week.
- Immigration NZ main focus is resolving all incoming visas and providing support to the Christchurch hub. As at 26 March Immigration NZ had processed 291 visas.
- Ministry of Foreign Affairs and Trade have received confirmation from a number of Heads of State that they will attend the National Remembrance Service. VIP delegations attending the National Remembrance Service start arriving on 28 March.
- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Enquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents.
- NCMC issued a final draft of a coordinated Christchurch visitor arrivals end-to-end process to those agencies/organisations with a direct role to play in the process.
- Additional security measures in place at Christchurch Airport for regional domestic flights will continue until 2359 hrs on Saturday 30 March.

Other Events

- For the avoidance of doubt following the declaration of a State of Emergency on 26 March 2019 by Westland District, additional reporting is occurring via existing and well-established channels. No further information will be provided by updates published by the National Crisis Management Centre on the Christchurch terrorist attack.

Kind regards

Sarah Stuart-Black

Director, Civil Defence Emergency Management

Key contacts and resources

Members of Parliament

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(k) . This number will operate between 0900 and 2100 daily.

- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii) [redacted], MSD Regional Commissioner, (s9(2)(a) [redacted] or s9(2)(g)(ii) [redacted]

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- Mental Health Education and Resource Centre – Helping children cope: mherc.org.nz/support-following-the-Christchurch-mosque-shootings/
- Victim Support – Coping after the Christchurch mosques terrorist attacks: www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/
- Inland Revenue - <https://www.workandincome.govt.nz/documents/eligibility/emergencies/christchurch-tragedy-factsheet.pdf>

Released under the Official Information Act 1982

Good afternoon,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1700 27 March 2019.

The next update is due to be issued at 0600 28 March 2019.

Status

- New Zealand Police are the lead agency and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people were injured. As at 0900 26 March, 25 people remain in hospital.
 - 23 patients in Christchurch hospital; 3 remain in intensive care in critical condition.
 - 2 patients in Auckland; A four-year-old in Starship Hospital, and her father in Auckland hospital.
- The New Zealand National Terrorism Threat Level remains at **high**.

Integrated consequence management

- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitation of multi-agency meetings.

Commemorations and National Remembrance Service

- The National Remembrance Service will be held on Friday 29 March at 1000hrs.
- Department of Internal Affairs is leading the planning for the National Remembrance Service supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand.
- The National Remembrance Service (where DIA leads organisation) will be taking place at Hagley Park in Christchurch and there are linked official events in Wellington (at Waitangi Park), Auckland (at Eden Park), and Dunedin (at the Town Hall).
- The following councils have advised they are holding local events at the same time (on Friday 29 March): Hamilton City Council, Whangarei District Council, Whanganui District Council, Gore District Council, Tauranga City Council/Western Bay of Plenty District Council, Rangitikei District Council, Marlborough District Council, Waikato District Council, Waimakariri District Council, Far North District Council, and the Palmerston North City Council. Other councils have indicated that they may hold events but have not confirmed at this time.
- DIA is providing links to information about events on their website at <https://www.dia.govt.nz/National-Remembrance-Service-announced-for-the-victims-of-the-Christchurch-mosques-terrorist-attack>

Community Support

- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 1200 – 2000hrs. The Centre will close at approximately 2100 Sunday 31 March.
- The Multiagency Support Hub will continue to operate until Friday 5 April. It will be open 1200-1700 daily.

- Work is progressing to transfer victim support into a Ministry of Social Development supported Integrated Navigator Case Management System (Note: this is the working title for the system).
- Victim Support has homicide trained support workers who are working with the families of the deceased, the injured and their families, and witnesses to the event.
- The ACC information sheets have now been downloaded 455 times with 40 downloads in the last 24 hours. To date, 102 claims have been lodged with ACC, including 27 for mental injury.
- Counselling and support through Healthline and 1737 remains high but is decreasing. As at 1200hrs 26 March, a total of 6,822 sessions have been delivered. Planning is well advanced to increase the 1737 capacity on Friday in view of the remembrance event.
- As at 2000hrs 26 March, the 0800 Government Helpline had received 562 calls with the majority being about financial assistance.
- As at 26 March, Ministry of Social Development has made 691 payments, totalling \$170,245. Note: this is a best estimate for financial support as not all payments are specifically coded to the event and are identified using keyword searches. An individual may also have received more than one payment during this period.
- The Ministry of Justice has reported almost \$20 million has been raised across 131 funds, many of them personal Give-a-little pages. Victim Support is well-supported by DIA and has started to distribute funds. Regular meetings are being held regarding the impact of funding.
- On 26 March Immigration NZ presented to the Muslim community leadership to ensure that the positive engagement established continues along with a common understanding of the balance between meeting the needs of the community and maintaining the integrity of the Immigration NZ system.

International

- All eight repatriations have now been completed. No further updates on repatriation will be included in future updates.
- International media coverage of the Christchurch attacks continues however it has started to reduce. Coverage remains largely positive and factual.
- Tourism NZ is working to determine when to resume international advertising following a temporary hold. Communications to the industry about next steps is expected next week.
- Immigration NZ main focus is resolving all incoming visas and providing support to the Christchurch hub. As of 26 March, Immigration NZ had processed 294 visas.
- Ministry of Foreign Affairs and Trade have received confirmation from a number of Heads of State that they will attend the National Remembrance Service. VIP delegations attending the National Remembrance Service start arriving on 28 March.
- With the list of international delegations expected for the National Remembrance Service now becoming clearer, Department of Internal Affairs has been able to ensure that the international delegations are being supported by the correct Visit Liaison Officers (VLOs) as nominated by agencies.
- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Enquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents.
- Additional security measures in place at Christchurch Airport for regional domestic flights will continue until 2359 hrs on Saturday 30 March.

Kind regards

Sarah Stuart-Black
Director, Civil Defence Emergency Management

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- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(k) [redacted]. This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii) [redacted], MSD Regional Commissioner, s9(2)(a) [redacted] or s9(2)(g)(ii) [redacted]

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Released under the Official Information Act 1982

[RESTRICTED]

Good Morning,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 0600 28 March 2019.

Please note there are no changes to the previous update issued at 1700hrs 27 March.

The *next update* is due to be issued at 1700 28 March 2019.

Status

- New Zealand Police are the lead agency and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people were injured. As at 0900 26 March, 25 people remain in hospital.
 - 23 patients in Christchurch hospital; 3 remain in intensive care in critical condition.
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Community Support

- The Family Support Centre (led by Muslim leadership) is operating from the Horticulture Centre from 1200 – 2000hrs. The Centre will close at approximately 2100 Sunday 31 March.
- The Multiagency Support Hub will continue to operate until Friday 5 April. It will be open 1200-1700 daily.
- Work is progressing to transfer victim support into a Ministry of Social Development supported Integrated Navigator Case Management System (Note: this is the working title for the system).
- Victim Support has homicide trained support workers who are working with the families of the deceased, the injured and their families, and witnesses to the event.
- The ACC information sheets have now been downloaded 455 times with 40 downloads in the 24 hours to 1700hrs March 27. A total of 102 claims have been lodged with ACC, including 27 for mental injury (as of 1700hrs March 27).
- Counselling and support through Healthline and 1737 remains high but is decreasing. As at 1200hrs 26 March, a total of 6,822 sessions have been delivered. Planning is well advanced to increase the 1737 capacity on Friday in view of the remembrance event.
- As at 2000hrs 26 March, the 0800 Government Helpline had received 562 calls with the majority being about financial assistance.
- As at 26 March, Ministry of Social Development has made 691 payments, totalling \$170,245. Note: this is a best estimate for financial support as not all payments are specifically coded to the event and are identified using keyword searches. An individual may also have received more than one payment during this period.
- The Ministry of Justice has reported almost \$20 million has been raised across 131 funds, many of them personal Give-a-little pages. Victim Support is well-supported by DIA and has started to distribute funds. Regular meetings are being held regarding the impact of funding.
- On 26 March Immigration NZ presented to the Muslim community leadership to ensure that the positive engagement established continues along with a common understanding of the balance between meeting the needs of the community and maintaining the integrity of the Immigration NZ system.

International

- International media coverage of the Christchurch attacks continues however it has started to reduce. Coverage remains largely positive and factual.
- Tourism NZ is working to determine when to resume international advertising following a temporary hold. Communications to the industry about next steps is expected next week.
- Immigration NZ main focus is resolving all incoming visas and providing support to the Christchurch hub. As of 26 March, Immigration NZ had processed 294 visas.
- Ministry of Foreign Affairs and Trade have received confirmation from a number of Heads of State that they will attend the National Remembrance Service. VIP delegations attending the National Remembrance Service start arriving on 28 March.
- The Department of Internal Affairs will support each international delegation using the appropriate Visit Liaison Officers (VLOs) as nominated by agencies.
- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Enquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents.
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Director, Civil Defence Emergency Management

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- Suicide Crisis helpline: 0508 TAUTOKO (0508 828 865)
- Victim Support: 0800 842 846
- Youthline: 0800 376 633 (24/7) or text 234 (0800-0000)

Websites

- Health Info: www.healthinfo.org.nz
- Ministry of Health – Need to talk: www.allright.org.nz
- Ministry of Health – Coping after a traumatic event www.health.govt.nz/our-work/mental-health-and-addictions/mental-health/mental-health-advice-coping-after-traumatic-event/
- Mental Health Education and Resource Centre – Helping children cope: mherc.org.nz/support-following-the-Christchurch-mosque-shootings/
- Victim Support – Coping after the Christchurch mosques terrorist attacks: www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/
- Inland Revenue - <https://www.workandincome.govt.nz/documents/eligibility/emergencies/christchurch-tragedy-factsheet.pdf>

Released under the Official Information Act 1982

[RESTRICTED]

Good Evening,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 1700 28 March 2019.

The *next update* is due to be issued at 0600 29 March 2019.

Status

- New Zealand Police are the lead agency and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- The terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March.
- There are 50 fatalities and 50 people were injured. As at 1500 28 March, 22 people remain in hospital.
 - 19 patients in Christchurch Hospital; 3 remain in intensive care in critical condition.
 - 1 patient in Burwood Hospital.
 - 2 patients in Auckland; A four-year-old in Starship Hospital, and her father in Auckland hospital.
- The New Zealand National Terrorism Threat Level remains at high.

Integrated consequence management

- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitation of multi-agency meetings.

Commemorations and National Remembrance Service

- The National Remembrance Service will be held on Friday 29 March at 1000hrs.
- Department of Internal Affairs is leading the planning for the National Remembrance Service supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand.
- The National Remembrance Service (where DIA leads organisation) will be taking place at Hagley Park in Christchurch and there are linked official events in Wellington (at Waitangi Park), Auckland (at Eden Park), and Dunedin (at the Town Hall).
- On Friday the following roads around North Hagley Park will be closed to vehicular traffic: Park Terrace, Rolleston Avenue, Riccarton Avenue, Deans Avenue north (between Riccarton Road and Fendalton Road), and Harper Avenue.
- The following councils have advised they are holding local events at the same time (on Friday 29 March): Hamilton City Council, Whangarei District Council, Whanganui District Council, Gore District Council, Tauranga City Council/Western Bay of Plenty District Council, Rangitikei District Council, Marlborough District Council, **Carterton District Council**, **Whakatane District Council**, **Waimate District Council**, **Timaru District Council**, **Wairoa District Council**, Waimakariri District Council, Far North District Council, and the Palmerston North City Council. Other councils have indicated that they may hold events but have not confirmed at this time.
- DIA is providing links to information about events on their website at <https://www.dia.govt.nz/National-Remembrance-Service-announced-for-the-victims-of-the-Christchurch-mosques-terrorist-attack>

Community Support

- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 1200 – 2000hrs.
- The Multiagency Support Hub will continue to operate until Friday 5 April. It will be open 1200-1700 daily.
- Work is progressing to transfer victim support into a Ministry of Social Development supported Integrated Navigator Case Management System (Note: this is the working title for the system).
- Victim Support has homicide trained support workers who are working with the families of the deceased, the injured and their families, and witnesses to the event.
- The ACC information sheets have now been downloaded 455 times with 40 downloads in the 24 hours to 1700hrs March 27. A total of 102 claims have been lodged with ACC, including 27 for mental injury (as of 1700hrs March 27).
- Counselling and support through Healthline and 1737 remains high but is decreasing. As at 1600hrs 28 March, a total of 7,229 sessions have been delivered. Additional resource is now in place until next Tuesday. Family of the deceased/injured and witnesses continue to make contact with this service for the first time and are connected with local pathways for support. Distress and trauma continues to emerge around streaming and sharing the live stream video in the immediate aftermath of the event. Messages from DIA have been provided via the service.
- As at 2000hrs 26 March, the 0800 Government Helpline had received 562 calls with the majority being about financial assistance.
- As at 28 March, Ministry of Social Development has made 672 payments, totalling \$185,939. Note: this is a best estimate for financial support as not all payments are specifically coded to the event and are identified using keyword searches. An individual may also have received more than one payment during this period.
- The Ministry of Justice has reported almost \$20 million has been raised across 131 funds, many of them personal Give-a-little pages. Victim Support is well-supported by DIA and has started to distribute funds. Regular meetings are being held regarding the impact of funding.
- On 26 March Immigration NZ presented to the Muslim community leadership to ensure that the positive engagement established continues along with a common understanding of the balance between meeting the needs of the community and maintaining the integrity of the Immigration NZ system.

International

- International media coverage of the Christchurch attacks continues however it has started to reduce. Coverage remains largely positive and factual.
- Tourism NZ is working to determine when to resume international advertising following a temporary hold. Communications to the industry about next steps is expected next week.
- Immigration NZ main focus is resolving all incoming visas and providing support to the Christchurch hub. As of 28 March, Immigration NZ had processed 303 visas.
- Ministry of Foreign Affairs and Trade have received confirmation from a number of Heads of State that they will attend the National Remembrance Service. VIP delegations attending the National Remembrance Service started arriving today (28 March). There are approximately 130 international VIPs representing 64 countries and international organisations, scheduled to attend the Christchurch Remembrance Service.
- The Department of Internal Affairs will support each international delegation using the appropriate Visit Liaison Officers (VLOs) as nominated by agencies.

- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log. Enquiries regarding the log should be directed to the Ministry of Foreign Affairs and Trade ECC Operations team.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents.
- Additional security measures in place at Christchurch Airport for regional domestic flights will continue until 2359 hrs on Saturday 30 March.

Kind regards

Sarah Stuart-Black
 Director, Civil Defence Emergency Management

Key contacts and resources

Members of Parliament

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(k) [redacted]. This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii) [redacted], MSD Regional Commissioner, (s9(2)(a) [redacted] or s9(2)(g)(ii) [redacted].

General

- ACC: 0800 080 273 (from overseas: +64 7 859 8678)
 Or email: christchurchresponse@acc.co.nz
- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698)
 Available between 0700-1800 (Mon to Fri) & 0800-1300 (Sat)
- Immigration NZ: 0508 22 52 88
- Language Line: 0800 656 656
 Available between 0800-2000 (Mon to Fri) & 0900-1400 (Sat)
- Missing persons (NZ Police): 0800 115 019 (from overseas: +64 3 353 4532)

Health and Wellbeing (available 24/7)

- Canterbury Charity Hospital: 03 360 2266 or s9(2)(a) [redacted] (after hours)
- Children caregiver helpline: 0508 CARERS (0508 227 377)
- Depression helpline: 0800 111 757 or text 4202
- Lifeline: 0800 543 354 or text HELP to 4357
- Need to talk? Counsellors: 1737 (Call or text)
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Websites

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- Ministry of Health – Need to talk: www.allright.org.nz

- Ministry of Health – Coping after a traumatic event www.health.govt.nz/our-work/mental-health-and-addictions/mental-health/mental-health-advice-coping-after-traumatic-event/
- Mental Health Education and Resource Centre – Helping children cope: mherc.org.nz/support-following-the-Christchurch-mosque-shootings/
- Victim Support – Coping after the Christchurch mosques terrorist attacks: www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/
- Inland Revenue - www.ird.govt.nz/news-updates/christchurch-customer-support.html?id=homepage

DRAFT

Released under the Official Information Act 1982

[RESTRICTED]

Good morning,

Below is the latest confirmed information on the management of the consequences of the Christchurch Terrorist Attack – any new information is highlighted in red.

This information reflects the situation as at 0600 29 March 2019.

The *next update* is due to be issued at 1700 29 March 2019.

Status

- New Zealand Police are the lead agency and are managing the primary response.
- The National Crisis Management Centre is coordinating the all-of-government consequence management.
- A terrorist attack occurred at Masjid Al Noor on Deans Avenue and at Linwood Masjid on Linwood Avenue in Christchurch on Friday 15 March 2019.
- There are 50 fatalities and 50 people were injured. As at 1500 28 March, 22 people remain in hospital.
 - 19 patients in Christchurch Hospital; 3 remain in intensive care in critical condition.
 - 1 patient in Burwood Hospital.
 - 2 patients in Auckland; A four-year-old in Starship Hospital, and her father in Auckland hospital.
- The New Zealand National Terrorism Threat Level remains at high.

Integrated consequence management

- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitation of multi-agency meetings.

Commemorations and National Remembrance Service

- The National Remembrance Service will be held on Friday 29 March at 1000hrs.
- Department of Internal Affairs is leading the planning for the National Remembrance Service supported by central government agencies, Christchurch City Council, Te Rūnanga o Ngāi Tahu, Muslim Community Leaders and Local Government New Zealand.
- The National Remembrance Service (where DIA leads organisation) will be taking place at Hagley Park in Christchurch and there are linked official events in Wellington (at Waitangi Park), Auckland (at Eden Park), and Dunedin (at the Town Hall).
- Local events are being held by some councils including (but not limited to): Hamilton City Council, Tauranga City Council, Palmerston North City Council, Wellington City Council, Marlborough District Council, Auckland Council, Whanganui District Council, Dunedin City Council, Clutha District Council and Hutt City Council. 6(a)
- On Friday the following roads around North Hagley Park will be closed to vehicular traffic: Park Terrace, Rolleston Avenue, Riccarton Avenue, Deans Avenue north (between Riccarton Road and Fendalton Road), and Harper Avenue.
- DIA is providing links to information about events on their website at <https://www.dia.govt.nz/National-Remembrance-Service-announced-for-the-victims-of-the-Christchurch-mosques-terrorist-attack>

Community Support

- The Family Assistance Centre (led by Muslim leadership) is operating from the Horticulture Centre from 1200 – 2000hrs.
- The Multiagency Support Hub will continue to operate until Friday 5 April. It will be open 1200-1700 daily.
- Work is progressing to transfer victim support into a Ministry of Social Development supported Integrated Navigator Case Management System (Note: this is the working title for the system).
- Victim Support has homicide trained support workers who are working with the families of the deceased, the injured and their families, and witnesses to the event.
- Counselling and support through Healthline and 1737 remains high but is decreasing. As at 1600hrs 28 March, a total of 7,229 sessions have been delivered. Family of the victims and witnesses continue to make contact with this service for the first time.
- As at 28 March, Ministry of Social Development has made 672 payments, totalling \$185,939. Note: this is a best estimate for financial support as not all payments are specifically coded to the event and are identified using keyword searches. An individual may also have received more than one payment during this period.
- The Ministry of Justice has reported almost \$20 million has been raised across 131 funds, many of them personal Give-a-little pages. Victim Support is well-supported by DIA and has started to distribute funds. Regular meetings are being held regarding the impact of funding.

International

- International media coverage of the Christchurch attacks continues however it has started to reduce. Coverage remains largely positive and factual.
- Tourism NZ is working to determine when to resume international advertising following a temporary hold. Communications to the industry about next steps is expected next week.
- Ministry of Foreign Affairs and Trade have received confirmation from a number of Heads of State that they will attend the National Remembrance Service. VIP delegations attending the National Remembrance Service started arriving on the 28 March. There are approximately 129 international VIPs representing 63 countries and international organisations, scheduled to attend the Christchurch Remembrance Service.
- The Department of Internal Affairs will support each international delegation using the appropriate Visit Liaison Officers (VLOs) as nominated by agencies.
- MFAT, Customs and Immigration NZ are working together to manage the regulatory processes and expectations at the border.
- Immigration NZ main focus is resolving all incoming visas and providing support to the Christchurch hub. As of 28 March, Immigration NZ had processed 303 visas.
- Ministry of Foreign Affairs and Trade are managing an All-of-Government Christchurch VIP Visits log.
- Department of Internal Affairs is developing key messages to assist individuals who are not New Zealand citizens needing temporary travel documents.

Kind regards

Sarah Stuart-Black
 Director, Civil Defence Emergency Management

Key contacts and resources

Members of Parliament

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(k) . This number will operate between 0900 and 2100 daily.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii) , MSD Regional Commissioner, s9(2)(a) or s9(2)(g)(ii)

General

- ACC: 0800 080 273 (from overseas: +64 7 859 8678)
Or email: christchurchresponse@acc.co.nz
- Government Helpline: 0800 77 999 7 (from overseas +64 4 466 4698)
Available between 0700-1800 (Mon to Fri) & 0800-1300 (Sat)
- Immigration NZ: 0508 22 52 88
- Language Line: 0800 656 656
Available between 0800-2000 (Mon to Fri) & 0800-1400 (Sat)
- Missing persons (NZ Police): 0800 115 019 (from overseas: +64 3 353 4532)

Health and Wellbeing (available 24/7)

- Canterbury Charity Hospital: 03 360 2266 or s9(2)(a) (after hours)
- Children caregiver helpline: 0508 CARERS (0508 227 377)
- Depression helpline: 0800 111 757 or text 4202
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- Suicide Crisis helpline: 0508 TAUTOKO (0508 828 865)
- Victim Support: 0800 842 846
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Websites:

- Health Info: www.healthinfo.org.nz
- Ministry of Health – Need to talk: www.allright.org.nz
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- Victim Support – Coping after the Christchurch mosques terrorist attacks: www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/
- Inland Revenue - www.ird.govt.nz/news-updates/christchurch-customer-support/

Good afternoon,

Below is the latest information on the management of the consequences of the Christchurch terrorist attack – any new information is highlighted in red.

This information reflects the situation as at 1700hrs 29 March 2019.

Updates will now be issued daily at 1500hrs.

Current status

- The New Zealand National Terrorism Threat Level remains at high.
- New Zealand Police are the lead agency and are managing the primary response.
- The Christchurch City Council is coordinating the local all-of-government consequence management, supported by the Ministry of Civil Defence & Emergency Management.
- As at 1500hrs 28 March, 23 people remain in hospital. This has increased by one due to a readmission.
 - 19 patients in Christchurch Hospital; including 3 in intensive care,
 - 2 patients in Burwood Hospital,
 - 2 patients in hospital in Auckland;
- The National Remembrance Service took place today (29 March) at Hagley Park in Christchurch. There were linked official events in Wellington (at Waitangi Park), Auckland (at Eden Park), and Dunedin (at the Town Hall). Tens of thousands of people were joined by approximately 130 international VIPs representing 59 countries and international organisations in Hagley Park for the commemoration.

Integrated consequence management and community support

- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitating and coordinating multi-agency meetings.
- The Family Support Centre (led by Muslim leadership) is operating from the Hagley Park from 1200-2000hrs. This is scheduled to close 2100hrs Sunday 31 March, in agreement with the affected. A decision will then be made with the Muslim community as to their needs into the future.
- The Multiagency Service Hub continues to operate from Hagley Park, open 1200-1700hrs daily. This is scheduled to close 1700hrs Friday 5 April
- Work is progressing to transfer Police and Victim Support information about affected individuals and families into a multi-agency case management system led by the Ministry of Social Development.

International

- International delegations that travelled to New Zealand for the National Remembrance Service were facilitated without issue. All VIP delegations currently in New Zealand are scheduled to depart by 2 April. NZ Customs continues to work closely with MFAT and DIA to ensure that this process is managed smoothly.
- The Department of Internal Affairs is supporting each international delegation using the appropriate Visit Liaison Officers (VLOs) as nominated by agencies. A log of visits is being maintained by the Ministry of Foreign Affairs and Trade.

Statistics

| | |
|--|------------------------------------|
| Ministry of Social Development payments as at 28 March | 724 payments totalling \$ 194,878. |
| Healthline and 1737 calls as at 1500hrs 29 March | 7,566 |

| | |
|--|----------------------------|
| 0800 Govt Helpline (0800 779 997) as at 29 March | 635 |
| Independent fund raising efforts | 131 funds totalling ~\$20M |
| Visas processed as at 29 March | 310 |

Kind regards

Sarah Stuart-Black
 Director, Civil Defence Emergency Management

Key contacts and resources attached.

Members of Parliament

- MCDEM has established a point of contact to assist MPs with enquiries on s9(2)(k) [redacted]. This number will operate between 0900hrs and 1600hrs on Saturday 30 and Sunday 31 March. The ongoing provision on this service will be reviewed on Monday 1 April.
- The point of contact for MPs who are aware of affected people needing case management support is s9(2)(g)(ii) [redacted], MSD Regional Commissioner, s9(2)(a) [redacted] or s9(2)(g)(ii) [redacted].

General

- Christchurch City Council 03 941 8999
 Or email: response@ccc.govt.nz
- ACC: 0800 080 273 (from overseas: +64 7 859 8678)
 Or email: christchurchresponse@acc.co.nz
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- Ministry of Health – Need to talk: www.allright.org.nz
- Ministry of Health – Coping after a traumatic event www.health.govt.nz/our-work/mental-

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- [health-and-addictions/mental-health/mental-health-advice-coping-after-traumatic-event/](https://www.mherc.org.nz/health-and-addictions/mental-health/mental-health-advice-coping-after-traumatic-event/)
- Mental Health Education and Resource Centre – Helping children cope:
www.mherc.org.nz/support-following-the-Christchurch-mosque-shootings/
- Victim Support – Coping after the Christchurch mosques terrorist attacks:
www.victimsupport.org.nz/coping-with-the-christchurch-mosque-incidents-how-do-i-get-help/
- Inland Revenue - www.ird.govt.nz/news-updates/christchurch-customer-support/

DRAFT

Released under the Official Information Act 1982

Good afternoon,

Below is the latest information on the management of the consequences of the Christchurch terrorist attack – any new information is highlighted in red.

This information reflects the situation as at 1500hrs 30 March 2019.

The next update will be issued at 1500 31 March.

Current status

The New Zealand National Terrorism Threat Level remains at **high**.

- New Zealand Police are the lead agency and are managing the primary response.
- The Christchurch City Council is coordinating the local all-of-government consequence management, supported by the Ministry of Civil Defence & Emergency Management.
- As at 1500hrs 28 March, 23 people remain in hospital. This has increased by one due to a readmission.
 - 19 patients in Christchurch Hospital; including 3 in intensive care,
 - 2 patients in Burwood Hospital,
 - 2 patients in hospital in Auckland;
- The National Remembrance Service took place yesterday (29 March) at Hagley Park in Christchurch. There were linked official events in Wellington (at Waitangi Park), Auckland (at Eden Park), and Dunedin (at the Town Hall). Tens of thousands of people were joined by approximately 130 international VIPs representing 59 countries and international organisations in Hagley Park for the commemoration.

Integrated consequence management and community support

- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitating and coordinating multi-agency meetings.
- The Family Support Centre (led by Muslim leadership) is operating from the Hagley Park from 1200-2000hrs. This is scheduled to close 2100hrs Sunday 31 March, in agreement with the affected. A decision will then be made with the Muslim community as to their needs into the future.
- The Multiagency Service Hub continues to operate from Hagley Park, open 1200-1700hrs daily. This is scheduled to close 1700hrs Friday 5 April
- Work is progressing to transfer Police and Victim Support information about affected individuals and families into a multi-agency case management system led by the Ministry of Social Development.
- The MCDEM point of contact, established to assist MPs with enquiries, has now closed.

International

- International delegations that travelled to New Zealand for the National Remembrance Service were facilitated without issue. All VIP delegations currently in New Zealand are scheduled to depart by 2 April. NZ Customs continues to work closely with MFAT and DIA to ensure that this process is managed smoothly.

- The Department of Internal Affairs is supporting each international delegation using the appropriate Visit Liaison Officers (VLOs) as nominated by agencies. A log of visits is being maintained by the Ministry of Foreign Affairs and Trade.

Statistics

| | |
|--|------------------------------------|
| Ministry of Social Development payments as at 28 March | 724 payments totalling \$ 194,878. |
| Healthline and 1737 calls as at 0000hrs 30 March | 7,905 |
| 0800 Govt Helpline (0800 779 997) as at 29 March | 635 |
| Independent fund raising efforts | 131 funds totalling ~\$20M |
| Visas processed as at 29 March | 310 |

Kind regards

Sarah Stuart-Black

Director, Civil Defence Emergency Management

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Good afternoon all,

As at 15:00hrs 31 March 2019 the latest information on the management of the consequences of the Christchurch terrorist attack is largely unchanged. The only update is a further 382 calls to the 1737 phone and text line. The total is now 8,278.

The next update will be 15:00hrs 1 April 2019.

Kind regards

Sarah Stuart-Black

Director, Civil Defence Emergency Management

Released under the Official Information Act 1982

Good afternoon,

Below is the latest information on the management of the consequences of the Christchurch terrorist attack – any new information is highlighted in red.

This information reflects the situation as at 15:00hrs 2 April 2019. The next update will be issued at 15:00hrs 3 April.

Note to reporting agencies

Agencies are asked to provide exception reporting for the remainder of this week by 14:00hrs each day for a 15:00hrs update coordinated by MCDEM.

The NCMC will be closing today and all morning agency briefings will cease. We will continue to use the s9(2)(k) email for update information for this event this week. Note: we only require new information related to the topics of:

1. integrated consequences management
2. community support
3. international

If your agency has nothing new to add to previous reporting please advise with a "no new information" email at 14:00hrs.

Current status

There is little new information today.

- The New Zealand National Terrorism Threat Level remains at high.
- New Zealand Police are the lead agency and are managing the primary response.
- The Christchurch City Council is coordinating the local all-of-government consequence management, supported by the Ministry of Civil Defence & Emergency Management.
- As at 1500hrs 28 March, 23 people remain in hospital. This has increased by one due to a readmission.
 - o 19 patients in Christchurch Hospital; including 3 in intensive care,
 - o 2 patients in Burwood Hospital,
 - o 2 patients in hospital in Auckland;

Integrated consequence management and community support

- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitating and coordinating multi-agency meetings.
- The Family Support Centre in Hagley Park (led by Muslim leadership) closed yesterday.
- The Multiagency Service Hub continues to operate from Hagley Park, open 12:00-17:00hrs daily. This is scheduled to close 17:00hrs Friday 5 April
- The NCMC is closing today and all consequence management communications will be run from the MCDEM office. NCMC email addresses will continue to be used for this event until further advised.
- The Auckland Emergency Coordination Centre, which has been supporting affected Auckland communities, is standing down today.

International

- VIP delegations remaining in New Zealand are scheduled to depart by 2 April.

Statistics

| | |
|--|------------------------------------|
| Ministry of Social Development payments as at 28 March | 724 payments totalling \$ 194,878. |
| Healthline and 1737 calls as at 15:00hrs 31 March | 8703 |
| 0800 Govt Helpline (0800 779 997) as at 29 March | 635 |
| Independent fund raising efforts | 131 funds totalling ~\$20M |

Kind regards

Sarah Stuart-Black

Director, Civil Defence Emergency Management

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If your agency has nothing new to add to previous reporting please advise with a "no new information" email at 14:00hrs.

Current status

There is little new information today.

- The New Zealand National Terrorism Threat Level remains at high.
- New Zealand Police are the lead agency and are managing the primary response.
- The Christchurch City Council is coordinating the local all-of-government consequence management, supported by the Ministry of Civil Defence & Emergency Management.
- As at 1500hrs 1 April, 19 people remain in hospital.
 - o 15 patients in Christchurch Hospital; including 3 in intensive care,
 - o 2 patients in Burwood Hospital,
 - o 2 patients in hospital in Auckland;

Integrated consequence management and community support

- Christchurch City Council has established a multi-agency planning base including rooms for Christchurch Muslim Leadership Group and facilitating and coordinating multi-agency meetings.
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- The Multiagency Service Hub continues to operate from Hagley Park, open 12:00-17:00hrs daily. This is scheduled to close 17:00hrs Friday 5 April
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Kind regards

Sarah Stuart-Black

Director, Civil Defence Emergency Management

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Cover Sheet for SIB Item 5

Meeting Date 16 December 2019

Sponsoring Agency DPMC

Item Title **Report back on the Post Operation DEANS National Security System Review**

Purpose

1. A report back from the Counter-Terrorism Coordination Committee to SIB on progress against the recommendations contained in the Post Operation Deans National Security System Review (Report) to the Prime Minister on the system-wide review of the 15 March response.

Recommendations

2. It is **recommended** that SIB:
 - a. **Note** the progress made against the 18 recommendations contained in the Report; and
 - b. **Agree** that this will be the final report back to SIB as the recommendations in the Report are either closed, or being managed as ongoing business as usual work.

Comment

3. At the August 2019 meeting SIB agreed that the work programme from the Report would be monitored on SIB's behalf by the CTCC. A report back after three and six months was proposed to ensure this action was taken forward. CTCC is now proposing that no further report backs are required, as the majority of the actions have either been completed, or have been incorporated into agencies' business as usual work programmes.

Papers accompanying this cover sheet

Item 5B *Work Programme from the Post Operation DEANS National Security System Review*

Contacts

4. Primary: s9(2)(g)(ii), s9(2)(a)
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National Security System: Work Programme arising from Post Op Deans National Security System Review (SIB Update)

| # | Recommendation | Responsible for achieving | Update | Status |
|----|---|---|--|----------------|
| 1 | The National Exercise Programme to continue to run exercises focused on non-natural hazards emergencies, to allow agencies to practise their response | The National Exercise Programme (Chair: ^{s9(2)(g)(ii)} [redacted] DPMC) | The National Exercise Programme scenarios include a range of national security events arising from both natural hazards and non-natural hazard emergencies and this mix will continue. Counter-terrorism Exercise ^{s6(a)} [redacted] was held in October 2019 and Exercise RESOLUTION will be held in March 2020. | Will be closed |
| 2 | Include the policy function in future National Exercise Programme exercises. | The National Exercise Programme (Chair: ^{s9(2)(g)(ii)} [redacted] DPMC) | This has been incorporated into BAU for the National Exercise Programme. | Will be closed |
| 3 | DPMC and the Ministry of Civil Defence and Emergency Management to collaborate on ways to improve agencies' understanding of coordination mechanisms, including through the second Edition of the National Security Handbook; forums, conferences and training events; and the National Exercise Programme. | DPMC (Director NSSD) and MCDEM ^{s9(2)(g)(ii)} [redacted] | Ongoing as part of DPMC and MCDEM BAU. CIMS 3rd edition published in August 2019, National Security System professional development courses (5 days) run three times a year (including July and November 2019), National Security System Handbook 2nd edition expected to be published before the end of 2019, CT exercise held in October 2019. | Will be closed |
| 4 | The National Exercise Programme to plan exercises based on responses led by agencies from outside the National Crisis Management Centre. | The National Exercise Programme (Chair: ^{s9(2)(g)(ii)} [redacted], DPMC) | In September the multi-day MPI-led biosecurity exercise was held in MPI's building. The multi-day Police-led counter-terrorism exercise in October 2019 exercised a system response from outside the NCMC. This recommendation has been incorporated into BAU for the National Exercise Programme. | Will be closed |
| 5 | ODESC to review processes for sharing information outside of the core response agencies. | DPMC (Director NSSD) | This has been incorporated in NSSD engagement work that is underway. | Will be closed |
| 6 | All government agencies to review their plans for changes to the national terrorism threat level. | All agencies. | This has been incorporated into BAU for NZSIS (PSR), who are advising all agencies of this requirement and running regular sessions of Chief Security Officers (CSOs) to follow up on post-Christchurch issues. | Will be closed |
| 7 | DPMC and New Zealand Security Intelligence Service to review the alignment between agency plans for changes to the national terrorism threat level, and the process for communicating changes across government and non-government agencies. | DPMC (^{s9(2)(g)(ii)}) and NZSIS (^{s9(2)(g)(ii)}) | Considered as part of the Cabinet ERS Committee paper 'National Terrorism Threat Level and Response System', and the CT Work Programme communications plan. This has been incorporated into BAU for DPMC, CTAG and NZSIS (PSR). Work will be monitored by the Counter-Terrorism Coordination Committee. | Will be closed |
| 8 | DPMC, Police and NZSIS to review the approach to public communications with intent to establish a protocol for communicating future changes to the national terrorism threat level. | DPMC (^{s9(2)(g)(ii)}) and ^{s9(2)(g)(ii)} [redacted] | Considered as part of the Cabinet ERS Committee paper 'National Terrorism Threat Level and Response System', and the CT Work Programme communications plan. This has been incorporated into BAU for DPMC, CTAG, NZSIS and NZ Police. Work will be monitored by the Counter-Terrorism Coordination Committee. | Will be closed |
| 9 | DPMC to complete a review of the national terrorism threat level process, including communicating changes across government and non-government agencies. | DPMC (^{s9(2)(g)(ii)}), NZSIS | New process agreed as part of the Cabinet ERS Committee paper 'National Terrorism Threat Level and Response System', and is in the CT Work Programme comms plan. New process tested during counter-terrorism Exercise GUARDIAN in October 2019. | Will be closed |
| 10 | The Ministry of Justice, in coordination with the National Disaster Victim Identification Committee, to review the National Mass Fatalities Framework and identify opportunities for improvement. | Ministry of Justice (^{s9(2)(g)(ii)}) and Police | Review of Mass Fatality Framework (MFF) is underway in line with the proposed project plan submitted by MOJ. MOJ and Police are reviewing the MFF and developing an operational plan to sit alongside it. The National DVI Committee will provide input and support to both the Mass Fatality Framework and Pamphlet. | Will be closed |

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| 11 | Following the review, the National Disaster Victim Identification Committee to provide information for domestic and international audiences on disaster victim identification processes in New Zealand. | Disaster Victim Identification Coordination Committee (Chair: ^{s9(2)(g)(ii)} [redacted]) | The pamphlet outlining the Disaster Victim Identification process in New Zealand will be prepared as the MFF comes together. This will be completed in conjunction with MOJ (Coroners Officer). The information, pamphlet would be owned by the Coroner as it is a coronial process. | Will be closed |
| 12 | Ensure guidelines for First Responders undertaking interviews are available for use in future emergencies. | Police and FENZ | Incorporated into BAU for MOH, FENZ, NZ Police and NEMA. | Will be closed |
| 13 | Reinforce with lead agencies that, in the context of an ODESC-led or emergency management initiated response, responsibility for coordinating the welfare services function rests with MCDEM at the national level, and CDEM Groups at the regional level. | MCDEM (Jenna Rogers) | Ongoing. MCDEM is continuing to promote and embed these arrangements with other lead agencies. The ODESC secretariat will support this by ensuring that the message is reinforced with lead agencies as required. | Will be closed |
| 14 | Confirm which agency should be responsible for the broader social environment, particularly in transitioning to recovery. | DPMC (Carolyn Schwalger) and MCDEM (Sarah Stuart-Black) | Ongoing. MCDEM and CDEM Groups are by default currently responsible for the coordination of social recovery following an emergency. ^{s9(2)(g)(i)} [redacted] Further work is required to establish and reinforce recovery arrangements and MCDEM is establishing a Government Recovery Coordination Group in 2020 to establish a sound framework for recovery including roles and responsibilities. These arrangements will be reflected in the National CDEM Plan Order 2015, a review of which is due to commence in 2020. | Will be closed |
| 15 | Ensure transition of responsibility of welfare functions to a lead agency is clearly identified and understood when the ODESC response phase concludes. | DPMC (Brook Barrington) and MCDEM (Sarah Stuart-Black) | Ongoing. MCDEM and CDEM Groups are responsible for coordination of welfare services across the 4R's. DPMC will ensure, whenever an ODESC response phase concludes, that the agency to which the welfare function is transitioning is clearly identified and understands its responsibilities (in particular if the usual arrangements for transition of welfare or social recovery are altered), and that this transition is formally noted in relevant ODESC records. This is the responsibility of ODESC to action as required. | Will be closed |
| 16 | All government agencies to continue active efforts to build capability so that they can better understand and deliver for the diverse communities they serve. | All government agencies. | The national <i>CT Strategy</i> agreed by Cabinet in September 2019 includes a focus on ' <i>working collectively as a nation to reduce and mitigate the risk of terrorism and violent extremism of all kinds</i> ', including by working in partnership with communities. Social Inclusion is a priority element of the CT Work Programme, with cross-agency work being led by MSD. The agreed Safer Communities Fund and crowded places guidance (under development) both also have significant community components. Ongoing work will be monitored by the Counter-Terrorism Coordination Committee. | Will be closed |
| 17 | DPMC will incorporate lessons learned into the work programme underway to reinforce the core areas of cooperation that need to exist between central and local government in times of emergency response. | MCDEM (Sarah Stuart-Black) | Ongoing as part of core MCDEM business. | Will be closed |
| 18 | The Ministry of Foreign Affairs and Trade, New Zealand Police, Ministry of Business, Innovation and Employment, and the Department of Internal Affairs to consider how to streamline information sharing about victims of mass casualty events. | MFAT, NZ Police, MBIE and DIA | Several strands of work have been actioned, including MFAT joining the National DVI Committee, a draft Procedure for formal notification of the deaths of foreign nationals following the completion of DVI, and consideration of an all-agency information-sharing arrangement. NZ Police and MOJ are progressing the Mass Fatality Framework and Operational Plan, setting out coronial arrangements and inter-dependencies with government agencies relating to the management of multiple fatality emergencies (being reported on separately to SIB). Work is in progress and has been incorporated into BAU. | Will be closed |