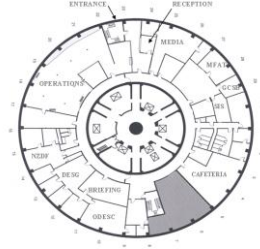


- In Confidence -



National Crisis Management Centre

International Assistance Cell

Standard Operating Procedures

Issued on 31 August 2012

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Handling Instructions

This Standard Operating Procedure is the property of the Ministry of Civil Defence & Emergency Management. It is provided to your agency for information purposes only and must not be disseminated further without the prior written consent of the Director MCDEM.

Contact: emergency.management@dia.govt.nz

List of Acronyms

Acronym	Description
CID	Council for International Development
DES	Domestic and External Security
DESC	Domestic and External Security Coordination
DPMC	Department of Prime Minister & Cabinet
ECC	Emergency Coordination Centre (MFAT)
IAC	International Assistance Cell
IASC	Inter-Agency Standing Committee (United Nations)
IDG (MFAT)	International Development Group of the Ministry of Foreign Affairs and Trade
INSARAG	International Search and Rescue Advisory Group (United Nations)
IFRC	International Federation of the Red Cross / Red Crescent
MCDEM	Ministry of Civil Defence & Emergency Management
MFAT	Ministry of Foreign Affairs and Trade
MPI	Ministry for Primary Industries
NCMC	National Crisis Management Centre
NDRF	Non Government Organisation Disaster Relief Forum
NGO	Non Government Organisation
NZDF	New Zealand Defence Force
NZFS	New Zealand Fire Service
ODESC	Officials Domestic and External Security Coordination
Virtual OSOCC	Virtual On-Site Operations Coordination Centre
SOP	Standard Operating Procedures
UNDAC	United Nations Disaster Assessment and Coordination
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs
USAR	Urban Search and Rescue

Overview and Activation

Introduction This document describes the responsibilities, processes and procedures for the International Assistance Cell (IAC) in the National Crisis Management Centre (NCMC). The focus of this SOP is for CDEM led emergencies. Other agencies may wish to use elements of this procedure to support coordination of international assistance for emergencies led by other agencies.

Principal Actions The principal actions of the International Assistance Cell (IAC) are to:

- Support the overall response and operate to National Controllers intent;
- facilitate the communication and coordination of actions across agencies related to international assistance during an emergency in New Zealand;
- receive and collate offers of international assistance;
- receive and collate requests for international assistance;
- when required, match requests for international assistance with offers of assistance; and
- communicate through the appropriate channels requests for, and acceptance of, international assistance.

Communication It is vital to the success of the IAC for all members to operate in partnership and communicate openly. Specifically:

- the Ministry of Foreign Affairs and Trade (MFAT), will keep the international community informed of the New Zealand Government response and notify New Zealand agencies of international offers of assistance; and
- the IAC will work with MFAT to ensure information is available to update the international community on these matters.

Note: messages consistent with the above will be uploaded onto the Virtual On-Site Operations coordination (Virtual OSOCC) website.

Key responsibilities In fulfilling it's function the IAC:

- receives and collates requests for international assistance;
- receives and collates offers of international assistance;
- matches offers of and requests for assistance;
- hosts the UNDAC team (if deployed);
- monitors and records the arrival, movement and departure of approved international assistance;
- seeks approval to accept offers of and requests for international assistance from the National Controller; and
- may provide information updates on the United Nation's Virtual On Site Operations Coordination Centre (OSOCC).

Continued on next page

Overview and Activation, Continued

Key responsibilities

MFAT – Emergency Coordination Centre (ECC)

MFAT operates an ECC to receive queries from and provide information, to the international community. The ECC:

- conveys offers/requests for assistance to/from foreign governments and international organisations (directly, via MFAT posts, Foreign Missions resident and accredited to New Zealand);
- channels New Zealand's response to offers of international assistance from foreign governments and non government organisations when offers have been declined or accepted; and
- leads the facilitation of visits by foreign next-of-kin.

NCMC Logistics Team:

- coordinates the tasking and movement of international assistance from point of entry in New Zealand to the disaster impacted area; and
- coordinates the tasking and movement of procured international assistance from the point of origin to where the assistance is required in New Zealand.

New Zealand Fire Service (NZFS)

NZFS coordinate USAR operations in support of the National Controllers strategic requirements including:

- coordinating offers of USAR assistance;
- determining requirements for international USAR support; and
- managing USAR operations.

New Zealand Police:

New Zealand Police coordinate DVI operations in support of the National Controllers strategic requirements including:

- coordinating offers of DVI assistance;
 - determining requirements for international DVI support, and;
 - managing DVI operations
-

Inputs

The table below shows the inputs for the IAC

Input	From
Task Allocations	Operations function
Requests for Assistance	CDEM Group ECCs, Government agencies or other national organisations, Via NCMC Operations Team
Offers of International Assistance	Offers of assistance made through MFAT (which may be received by MFAT posts, Foreign Missions resident and accredited to New Zealand, Ministers or by other government agencies); International Non Governmental Organisations (NGOs) offers of assistance through their New Zealand based representatives

Overview and Activation, Continued

Inputs

(continued)

Input	From
Offers of International Assistance (continued)	<ul style="list-style-type: none">• Multiple offers may be received from the UN by MFAT, including via the New Zealand Permanent Mission to the United Nations in Geneva, or the National Controller;• NGOs or private organisations or individuals that have no representative in New Zealand will make offers via the Operations function of the NCMC;• Offers of commercial services or products may be received from the private sector or industry by government agencies;• Offers of assistance may be received within the NCMC; through informal and professional networks

Outputs

Provide information on the status of international offers and/or requests:

- coordinate matching requests with offers of international assistance;
- coordinate responses through the relevant New Zealand agencies to international providers on offers and/or requests;
- provide information to the Logistics Team on international assistance, which requires a delivery or logistics component from the point of entry in New Zealand (or from point of origin if the resource is being procured);
- provide information on the progress of requested, mobilised or deployed international assistance;
- transition process for the responsibility for moving, managing and tasking international assistance (resources or people) once the resource arrives in New Zealand, to the Logistics Team (this does not apply to USAR teams); and
- provide information on the arrival, rotation(s), departure and resources of international teams.

IAC Manager

The IAC will be managed by a member of MCDEM staff or a trained New Zealand UNDAC member. The IAC Manager is a member of the National Controllers Team

Activation

The IAC can be activated when:

- a CDEM emergency requires international assistance to be tracked; and
- if a non CDEM led emergency requires international assistance to be tracked agencies may request assistance from the IAC.

Note: The Operations Function in the NCMC activates the IAC in a mode 3 or 4 event. If the NCMC is not active, MCDEM will activate the Cell.

Activating the IAC

Upon the decision to activate, MCDEM or NCMC Operations Team will request agencies (24/7 contact details in Annex 2) to deploy staff to operate the IAC.

Continued on next page

Overview and Activation, Continued

Staffing the IAC

Depending on the scale and scope of the emergency, the IAC may be supported by liaison officers (in addition to their usual tasks in the NCMC), member agency representatives (if the international assistance cell requires full-time staffing) or a combination of both.

The IAC may be staffed by representatives from members agencies:

- MCDEM
- MFAT
- DPMC
- NZFS
- Ministry of Health
- New Zealand Red Cross
- New Zealand Defence Force (NZDF)
- Ministry for Primary Industries
- New Zealand Customs Service
- NGO Disaster Relief Forum (NDRF);
- Other agencies as needed

Note: New Zealand Customs is the point of contact with the Major Events Border Security Planning Team

Location

The international assistance cell is located in the International Assistance room in the NCMC (unless an alternative location is required).

The door code is: CZ1820

Approval to Accept or Request International Assistance

Approval to request international assistance

The two methods of initiating international assistance are

1. Immediate support for lifesaving activities: these are specifically for medical and urban search and rescue resources. These can be approved immediately by the Director CDEM / National Controllers.
2. A substantive request from MCDEM via ODESC to DES (if time allows) seeking approval to activate international assistance arrangements to support the New Zealand response for the duration of the emergency.

Note:

- If DES is unable to meet, approval will be sought from a senior Minister or Chair of ODESC. A retrospective approval can be sought from DES.
 - Any international assistance must be able to operate within the New Zealand regulatory and legal framework.
 - The IAC will contribute to Cabinet and briefing papers which will be lead by the appropriate policy team or by DPMC.
 - If international assistance is not required, the IAC will focus on information gathering and coordination of offers.
-

UNDAC Team

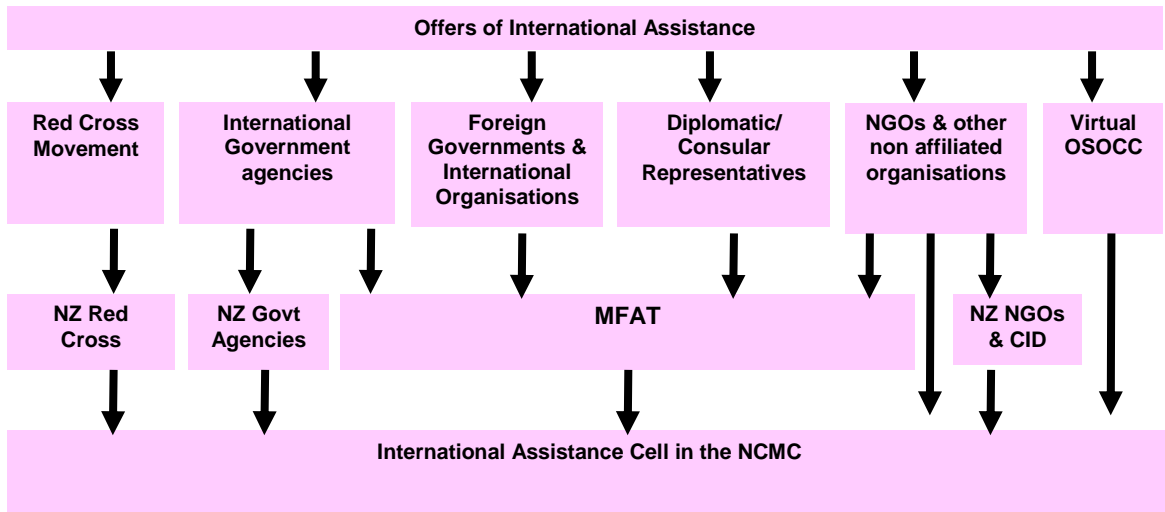
If it is identified that the IAC will require support to manage the entry and coordination of international assistance, the National Controller may request an UNDAC Team through the United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA) in Geneva. If an UNDAC Team is deployed to New Zealand (see Annex 7), Terms of Reference will be agreed which may include support to the IAC

Offers of International Assistance

Offers of International assistance

Offers of international assistance will be received (see Figure 1) during emergencies and will be forwarded to the IAC. If the IAC is not activated, any offer being responded to from the NCMC (or MCDEM - if NCMC not activated) will be copied to MFAT and relevant agencies.

Figure 1: How offers of international assistance are received



Receiving offers of international assistance

When offers of international assistance are received, IAC personnel will:

- list all offers on NCMC EMIS;
- inform the Logistics Team of offers which may need domestic transportation support;
- where required, seek advice from other agencies regarding unique offers of assistance;
- consider each offer on its merit and the required need; and
- ask MFAT to provide the agreed response (broad guidance below).

Purpose	Content of message	Timeframe
Initial acknowledgement	Thanks / Confirm received / Hold	Within 24 hours
If offer related to immediate response	Accept / Decline or remain on hold	Within 2 days
If offer remains on hold and relates to immediate response	Accept / Decline or remain on hold	Provide update every 2 – 5 days
If offer related to recovery, medium term or where need is unclear	Accept / Decline / update with new information remain on hold	Within 5 days

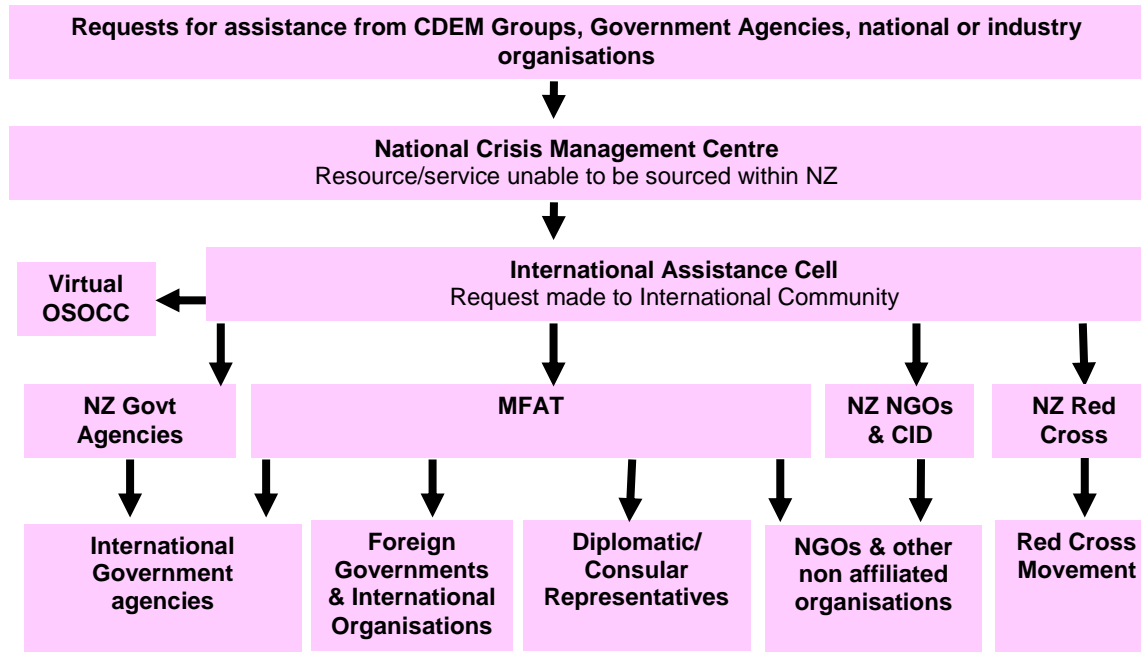
Declining offers

Decisions to decline offers of international assistance will be based on operational response requirements. MFAT will provide the formal response on behalf of the New Zealand Government when offers are declined.

Requests for International Assistance

International assistance requests All requests for assistance, which may include international resources are to be forwarded to the NCMC. Requests for resources not available in New Zealand will be provided to the IAC. The process is shown in Figure 2.

Figure 2: Process for requests for international assistance



Receiving requests for international assistance

When requests for international assistance are received:

- confirm the exact nature of the request (specific resource/service);
- confirm the reason for the request (i.e. what is the nature of the problem, which may assist in a more rapid facilitation of a solution);
- confirm with the NCMC Logistics Team that the resource/service is needed and cannot be sourced domestically;
- seek a recommendation from originator of the request or Logistics Team (where appropriate) a potential supplier(s) or location(s) of the resource/service;
- identify (where appropriate) whether the resource/service can be procured through a New Zealand agent or agency; and
- update international assistance portal on EMIS.

Accepting Offers of and making Requests for International Assistance

Accepting offers for international assistance

Requirements for accepting offers of international assistance are:

- All offers of international assistance must be provided to the Director CDEM / National Controller for consideration.
- Some agencies may have existing international response arrangements. These agencies must ensure that the IAC is aware of any offers of international assistance received from partners. Even when international arrangements exist between agencies, any offers of international assistance must be considered and agreed by the Director CDEM / National Controller before acceptance of that assistance.
- The Director CDEM / National Controller may discuss offers received with ODESC or others before making a decision on any offers to be accepted;
- The IAC Manager is responsible for providing offers to the Director CDEM / National Controller at least once daily for consideration.
- Any offers to be accepted must be signed off by the Director CDEM / National Controller.
- The IAC Manager is responsible for the sign-off process including record keeping (scanned copies of signed accepted offers are to be filed in the MCDEM document management system), updating EMIS and communicating accepted offers to members.
- In the case of a State of National Emergency a unified local response centre may be established. In this case, offers will be signed off by the Director CDEM / National Controller deployed forward via the local logistics function.
- The Logistics Team must be informed of any accepted offers which may require a delivery or logistics component if not provided by the donating entity.
- MFAT, through its ECC, will use existing lines of communication to foreign governments (including through foreign diplomatic missions), partners and international organisations regarding agreed offers of assistance.

Note:

- New Zealand NGOs have their own arrangements for surge capacity and mutual assistance from their international partners. These arrangements are considered to be internal support arrangements.
- New Zealand NGOs via the NDRF will keep the IAC informed of international surge capacity and/or mutual assistance being deployed into New Zealand during emergencies.

Continued on next page

Accepting Offers of and making Requests for International Assistance, Continued

Requesting international assistance

Requirements for requesting international assistance are:

- All requests for international assistance must be provided to the Director CDEM / National Controller for consideration.
- Any international request must be accompanied by a recommendation about which country/partner/organisation will be sent the request.
- The Director CDEM / National Controller may discuss requests for international assistance with ODESC or others before making a decision on any requests to be made.
- The IAC Manager is responsible for providing requests to the Director CDEM / National Controller at least once daily for consideration.
- Any requests to be made must be signed off by the Director CDEM / National Controller with a recommendation about which country/partner/organisation will be sent the request.
- The IAC Manager is responsible for the sign-off process including record keeping (scanned copies of signed accepted offers are to be filed in the MCDEM document management system), updating EMIS and communicating approved requests to members.
- In the case of a State of National Emergency a unified local response centre may be established. In this case, offers will be signed off by the Director CDEM / National Controller deployed forward via the local logistics function.
- The Logistics Team must be informed of any accepted offers which may require a delivery or logistics component if not provided by the donating entity.
- MFAT, through its ECC, will use existing lines of communication to foreign governments (including through foreign diplomatic missions), partners and international organisations regarding agreed requests for assistance.

Note:

Once an international resource has been requested and the resource has been mobilised, even if a domestic resource becomes available, the international resource should remain en route to New Zealand and not cancelled.

IAC contribution to the development of the NCMC action plan

Decisions to accept or request international assistance should be communicated to the Planning Intelligence Manager to include in the national action plan. Details of confirmed tasking, communication channels (e.g. through MFAT ECC) will be provided.

An update on current international assistance offers and requests, details on mobilisation and deployment of resources and action decisions should be provided to the Planning Intelligence Manager at each planning team meeting.

Annex 1: IAC Member Agency Contact Details

Introduction

The table below provides the contact details for member agencies for business as usual activities. Members are responsible for keeping MCDEM informed if any details outlined below change.

Annex 2: Activating the IAC - 24/7 Contact Details

Introduction

The table below provides the 24/7 contact details for member agencies during emergencies. Members are responsible for ensuring duty personal within their agency are familiar with the IAC and the arrangements documented in this SOP. Members are responsible for keeping MCDEM informed if any details outlined below change.

Annex 3: Shift Start Checklist

Introduction

The checklists below are to be completed by the Manager of international assistance cell or a delegated team member at the start of each activation or shift

International assistance activation

This checklist shows the tasks to be completed at the initial start up:

Task	Complete
Start call-out/notification of IAC members	<input type="checkbox"/>
Tasks/functions assigned to team	<input type="checkbox"/>
Start all international assistance computers (ensure printer and peripherals functioning)	<input type="checkbox"/>
Open EMIS	<input type="checkbox"/>
Log on to Virtual OSOCC Username: 'NMC International Assistance' Password: 'IAC'	<input type="checkbox"/>
Set up hard copy back-up file folder for messages and phone log	<input type="checkbox"/>
Confirm if established with Operations Manager (or Response Manager if appointed) for notification to all NCMC functions	<input type="checkbox"/>

New Shift

This checklist shows the tasks to be completed at the start of each new shift in the NCMC :

Task	Complete
Appoint a manager of the international assistance cell	<input type="checkbox"/>
Complete the shift handover form (see Annex 2)	<input type="checkbox"/>
Establish break times with staff	<input type="checkbox"/>
Maintain regular communications with key contacts	<input type="checkbox"/>
Continually update status boards, message log and plans and ensure they are saved electronically	<input type="checkbox"/>

Annex 4: Handover Form

Explanation To be completed by the near the END of each shift for information and use by the incoming shift.

Note:

This form is held as an electronic template on the NCMC shared drive (S:/), under the folder "Event Templates", and also DMS:MEM-2101-3, Doc ID: 118007DB

Activation Name:	Outgoing Shift International Assistance Manager:	Outgoing Shift Date:
Current Activation Level:		Shift Times ___ : ___ to ___ : ___

Current international assistance information: (current event information, liaison with groups / ECCs etc)	Summary of key actions and/or decisions undertaken this shift:	Suggested incoming shift priorities: (directives from National Controller and urgent information requirements)

Information on status or key international activities including offers and requests for international assistance	Issues arising and action required:	Non-urgent considerations:

Extra Notes:	Next Situation Report due: ___ : ___ hrs	Managers initials:
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Annex 5: The Role of the International Red Cross Red Crescent Movement (Movement) in Disaster Relief

1. New Zealand Red Cross is one of 188 National Red Cross and Crescent Societies which provide global disaster management capacity and capability.
 2. National Societies are recognised as auxiliaries to their respective governments for services in the humanitarian field under national and international law and statutes.
 3. National Societies, supported by the International Federation (IFRC), work with communities and public authorities to reduce risk, mitigate the effects of, prepare for, respond to and recover from disasters.
 4. New Zealand Red Cross has national disaster management capability and capacity and service agreements with MFAT, NZ Police, MCDEM and the Ministry of Health.
 5. NZRC may receive offers of assistance from international donors, governments, corporates, other international institutions or National Societies directly or via the International Federation (IFRC).
 6. New Zealand Red Cross has bilateral arrangements for mutual assistance with Australian Red Cross.
 7. New Zealand Red Cross may request international assistance to support its own domestic operations or those of other agencies or sectors via the international assistance cell (IAC).
 8. Such assistance may be in the form of funding, logistics, procurement, assessments, relief supplies, surge personnel, response teams, technical advice or support and thematic response units e.g. water sanitation, field hospitals, IT and telecoms.
 9. For a significant disaster event in New Zealand, New Zealand Red Cross will implement its major international assistance contingency plan in consultation with the IAC/NCMC.
 10. All disaster management activities are undertaken in line with the core Red Cross fundamental principles of neutrality, impartiality and independence and in accordance with the code of conduct for the international Red Cross and Red Crescent movement and NGO's in disaster relief, relevant disaster law (IDRL) and movement statutory guidelines.
-

The New Zealand Government and the New Zealand Red Cross have pledged to adopt and utilise the International Disaster Response Laws, Rules and Principles (IDRL) Guidelines. Please refer to www.ifrc.org/idrl for more information.

Annex 6: The Role of Non-Governmental Organisations

Non-Governmental Organisations (NGOs) are non-profit organisations or associations that stand independently of the state. NGOs are active in a wide spectrum of activities including development, environmental work, humanitarian response and relief, social welfare, advocacy and human rights. NGOs may be financed by private individuals, groups, governments or intergovernmental organisations e.g. the European Union. They can be used by organisations (e.g. the UN) as channels for delivering humanitarian supplies (e.g. food aid) or services. NGOs may be divided into two main categories, namely international NGOs, i.e. those working in the international field (even though they may not be an international organisation in the strictest sense of the term) and local NGOs, i.e. those working within their own country. Many do both.

NGOs work in all areas of the humanitarian field and provide the greatest international capacity to implement relief on the ground. NGOs tend to specialise in one or two fields, or to target their efforts towards one vulnerable population group. They usually offer skilled staff, rapid deployment capacity (if they are not already in the area), operational flexibility, and resources that might not otherwise be available in an emergency. NGOs can be an essential partner in disaster response because they are known locally and they themselves know the area, the culture, the population, etc. In many cases they work together with international NGOs, the UN and others. In any given emergency there may be a large proliferation of NGOs. They may organise themselves into NGO coordination bodies to meet their collective needs and integrate activities to maximise their impact. NGOs may be part of, or lead one of the eight clusters, in the Cluster System (i.e. WASH, logistics, protection, early recovery, health and nutrition, shelter, emergency education and inter-cluster coordination).

In New Zealand, the domestic (local) NGO umbrella body is the Association of Non-Governmental Organisations of Aotearoa (ANGOA). The international NGO umbrella body is the Council for International Development (CID). The coordinating body for New Zealand NGOs involved in international humanitarian work is the NGO Disaster Relief Forum (NDRF) which is an standing committee of CID and facilitated by a CID staff member. Members of CID and NDRF endorse the Sphere Humanitarian Charter and Minimum Standards in Humanitarian Response, and The Code of Conduct for International Red Cross and Red Crescent Movement and NGOs in Disaster Relief as the minimum acceptable requirement for NGOs working internationally. See www.sphereproject.org and www.ifrc.org for more information.

NGO Disaster Relief Forum (NDRF) Members				
ADRA NZ	Caritas Aotearoa NZ	CBM NZ	ChildFund NZ	Christian World Service
Oxfam NZ	RedR NZ	Rotary NZ World Community Service	Salvation Army	Save the Children NZ
SurfAid NZ	Tear Fund NZ	The Leprosy Mission NZ	UNICEF NZ	World Vision NZ
International NGOs with a presence in New Zealand				
ADRA	Amnesty International	ANCOP	Caritas	CBM
ChildFund	Christian World Service	ECPAT	Family Planning International	Fred Hollows Foundation
Greenpeace	Habitat for Humanity	Hope International Development Agency	International Needs	ITUC(NZCTU)
Mission Aviation Fellowship	Oxfam	Pax Christi	Quaker Peace and Service	RedR
Rotary	Salvation Army	Save the Children	Soroptimist International	Surfaid International
Tear Fund	Transparency International	WWF	World Vision	YMCA
Zonta				
Relevant United Nations branches in New Zealand				
UNANZ	UNICEF	UNIFEM		

Annex 7: Deploying an UNDAC Team into NZ

In compliance with General Assembly Resolution 2816 (XXVI) and 46/182, the Emergency Relief Coordinator (ERC) was established by the Secretary-General. United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA) is the office of the ERC who is also the UN Under-Secretary-General (USG) for Humanitarian Affairs and reports directly to the Secretary-General. The resolution sets out the basic principles for humanitarian assistance to be provided by the organisation and recommends specific measures to facilitate a prompt and coordinated response to complex emergencies and natural and man-made disasters. The ERC is mandated by the General Assembly to coordinate and direct all international response to disasters.

The United Nations Disaster Assessment & Coordination (UNDAC) system is a part of UN OCHA and is deployed pursuant (in New Zealand) to a request from the New Zealand government. It supports the government by providing technical services, principally in on-site coordination and information dissemination. It aims to facilitate close links between country-level, regional and international response efforts. It assists in meeting international needs for early and qualified information on the situation and, when necessary, in the coordination of international relief at the site of the emergency. Standard Terms of Reference (ToR) for an UNDAC deployment are discussed between UN OCHA and the affected country. The Emergency Relief Coordinator (ERC) may, within this framework, modify the ToRs for an UNDAC mission, consulting with the affected Government depending on the requirements of a given emergency situation.

MCDEM is the New Zealand focal point for UNDAC.

Annex 8: Use of the Virtual OSOCC during New Zealand Emergencies

New Zealand supports the use of the Virtual OSOCC as an important information sharing and information management tool. New Zealand has a range of stakeholders who have an interest in and are registered for the Virtual OSOCC including local, regional, national stakeholders as well as NGOs and others from New Zealand. When an emergency occurs in New Zealand, it is inappropriate for many of the New Zealand stakeholders currently registered to add comments about how New Zealand may have been affected and what support New Zealand may need. Comments, information and documents about an emergency affecting New Zealand can only be provided on the Virtual OSOCC by approved New Zealand government representatives.

To prevent misinformation or inaccurate information being communicated to the international community, New Zealand applies two levels of access for New Zealand users during emergencies affecting New Zealand:

Level 1: New Zealand Users

- New Zealand users are able to read information.
- Level 1 New Zealand users would have no authorisation to upload material or add comments during an emergency affecting New Zealand.

Level 2: Authorised New Zealand Users

- Role specific and/or named individuals that have authorisation to upload information on an emergency affecting New Zealand will be provided to Emergency Services Branch at the beginning of an emergency.
- The list will include the following roles:
 - Political and Operational Focal points for UNDAC, INSARAG and APHP
 - Director/National Controller, Ministry of Civil Defence & Emergency Management
 - National Crisis Management Centre – Operations
 - National Crisis Management Centre – International Assistance Cell
 - National Crisis Management Centre – New Zealand Fire Service Liaison
 - New Zealand UNDAC members and APHP members
 - New Zealand USAR Coordination
 - Director of Consular Division, Ministry of Foreign Affairs and Trade
 - Chief Executive/National Commander of New Zealand Fire Services

Note:

- NGOs are not restricted by these arrangements but are requested to only upload information regarding their organisation's response activities.
 - Those outside of the above parameters or individuals making a request to become a Level 2 User during an emergency affecting New Zealand are to be referred to the Ministry of Civil Defence & Emergency Management to determine whether the person should given Level 1 or Level 2 access.
 - The IAC will periodically review New Zealand membership of the Virtual OSOCC and make recommendations to the Emergency Services Branch about currency and/or accuracy of profiles.
-