

# TOWN OF BASSENDEAN

## MINUTES

### BASSENDEAN LOCAL EMERGENCY MANAGEMENT COMMITTEE HELD IN THE COUNCIL CHAMBER, 48 OLD PERTH ROAD, BASSENDEAN ON WEDNESDAY 6 MARCH 2019, AT 3.30PM

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#### 1.0 DECLARATION OF OPENING/ANNOUNCEMENT OF VISITORS

The Presiding Member declared the meeting open, welcomed all those in attendance and conducted an Acknowledgement of Country.

#### 2.0 ATTENDANCES, APOLOGIES AND APPLICATIONS FOR LEAVE OF ABSENCE

##### Members

Mark Stoneman, Kiara Police, Presiding Member  
Cr Melissa Mykytiuk  
Sharna Merritt, Senior Ranger  
Michelle Clough, Department for Communities  
Jeff Somes, Environmental Health Officer

##### Officers

Graeme Haggart, Director Community Development  
John Lane, Consultant/Committee Executive Officer  
Amy Holmes, Minute Secretary

##### Apologies

Merveen Cross, DEMA, DFES  
Simon Stewert-Dawkins, Director Operational Services  
Ken Cardy, Manager Asset Services  
Ryan Hamblion, Department for Communities  
Gordon Munday, Manager Bassendean SES

#### 3.0 DEPUTATIONS

Nil

**4.0 CONFIRMATION OF MINUTES**

**4.1 Minutes of the Bassendean Local Emergency Management Committee meeting held on 7 November 2018**

**COMMITTEE/OFFICER RECOMMENDATION – ITEM 4.1**

MOVED Jeff Somes, Seconded Sharna Merritt, that the minutes of the BLEMC meeting held on 7 November 2018, be confirmed as a true record.

**CARRIED UNANIMOUSLY 5/0**

**5.0 ANNOUNCEMENTS BY THE PRESIDING PERSON WITHOUT DISCUSSION**

Nil

**6.0 DECLARATIONS OF INTEREST**

Nil

**7.0 BUSINESS DEFERRED FROM PREVIOUS MEETING**

Nil

**8.0 OFFICER REPORTS**

**8.1 Flood Mitigation Project - Update**

DFES is seeking the project be wrapped up without further delay. The Town is seeking to comply.

**COMMITTEE/OFFICER RECOMMENDATION – ITEM 8.1**

**BLEMC – 1/03/19** MOVED Cr Mykytiuk, Seconded Jeff Somes, that the information on the Flood Mitigation Project be received.

**CARRIED UNANIMOUSLY 5/0**

## **8.2 Local Government Emergency Risk Management Project Report**

The Town of Bassendean is currently a participant in the State Risk Assessment Project Local. The first hazard workshop dealing with Heatwave took place on the 7th November at the City of Bayswater hosted by officers from DFES Special Risks Section.

The Town of Bassendean is awaiting confirmation of the location and timing of the next workshop in the series.

A Risk Report, attached to the meeting Agenda, detailed the results of the Heatwave Hazard assessment.

### **COMMITTEE/OFFICER RECOMMENDATION – ITEM 8.2**

**BLEMC – 2/03/19** MOVED Mark Stoneman, Seconded Cr Mykytiuk, that the report of the Emergency Management Risk Project be received.

**CARRIED UNANIMOUSLY 5/0**

## **8.3 State Emergency Management (EM) Exercise Framework Development Project**

In May 2018, the State Emergency Management (EM) Exercise Framework Development Project was commissioned. The purpose of the project was to develop and implement a comprehensive State EM Exercise Framework which integrates with the EM Lessons Management Framework. The State EM Exercise Framework was approved by the SEMC on 7 December 2018.

The framework includes:

- the formation of a State Exercise Coordination Team (SECT) to support the State EM exercise framework which will result in the disbanding of the Emergency Management Advisory Group;
- a capability exercise program that includes local government; and
- a 3 yearly State Emergency Management Exercise.

Attached with the Agenda were the proposed State EM Policy amendments:

- 4.7 – State EM Plan;
- 4.8 - Exercising;
- 4.9 - Exercise Schedules;
- 4.10 - Post Exercise Reports; and
- 19 – Preparedness Procedure.

COMMITTEE/OFFICER RECOMMENDATION – ITEM 8.3

**BLEMC – 3/03/19** MOVED Sharna Merritt, Seconded Jeff Somes, that the information on the amendments to the State Emergency Management Policies be received.

CARRIED UNANIMOUSLY 5/0

**8.4 Town of Bassendean LEMC Business Plan**

In line with State Emergency Preparedness Procedure 7, the Executive Officer should:

- Coordinate the development and submission of committee documents in accordance with legislative and policy requirements including an Annual Report, Annual Business Plan and maintenance of LEMAs.

The Executive Officer prepared and presented, as an attachment to the Agenda, the Town of Bassendean LEMC Business Plan for discussion and adoption.

OFFICER RECOMMENDATION – ITEM 8.4

That the Town of Bassendean LEMC Business Plan 2019 be adopted.

*Committee members were asked to go through the Business Plan and send through any comments to Graeme or John.*

COMMITTEE/OFFICER RECOMMENDATION – ITEM 8.4

**BLEMC – 4/03/19** MOVED Mark Stoneman, Seconded Cr Mykytiuk, that the Town of Bassendean draft LEMC Business Plan 2019 be tabled for consideration by members.

CARRIED UNANIMOUSLY 5/0

**8.5 Town of Bassendean LEMA Amendments**

The LEMA and Recovery Plan has recently been amended in-line with the current list of amendments to State Policy and Procedures as approved by the SEMC on 7 December 2018 (Resolution number 90/2018).

The LEMA and Local Recovery Plan is now in Version 1.1 and tabled at the meeting.

COMMITTEE/OFFICER RECOMMENDATION – ITEM 8.5

- BLEMC – 5/03/19** MOVED Sharna Merritt, Seconded Michelle Clough, that the Town of Bassendean LEMA and Recovery Plan amendments be noted.
- CARRIED UNANIMOUSLY 5/0
- Cr Mykytiuk left the meeting at 4.05pm.*

**8.6** Emergency Management Agency Reports

State Emergency Management Committee Business Unit

The SEMC Business Unit Report (**Attachment 1**) was provided by Merveen Cross and tabled at the meeting.

District Emergency Management Committee (DEMC)

The Central DEMC has not met since the last LEMC meeting. The DEMC is next scheduled to meet on 9 April. Minutes will be circulated when received.

North & East Metropolitan Recovery Group Exercise Report

The report was tabled at the meeting and will be circulated with the minutes.

WALGA EMAG

The WALGA EMAG last met on 11 September 2017. The next meeting is scheduled for 12 March 2019. Minutes attached (**Attachment 3**).

Local Welfare Committee

No meeting has been conducted in the past quarter.

COMMITTEE/OFFICER RECOMMENDATION – ITEM 8.6

- BLEMC – 6/03/19** MOVED Jeff Somes, Seconded Michelle Clough, that the Emergency Management Agency Reports be received.
- CARRIED UNANIMOUSLY 4/0

**8.7** Post-Incident Reports and Post Exercise Reports

The Committee has requested all HMA's routinely forward post incident reports to the Town for presenting to LEMC.

- The North & East Metropolitan Recovery Group Exercise Report was tabled at the meeting (**Attachment 2**) and will be circulated with the minutes.

COMMITTEE/OFFICER RECOMMENDATION– ITEM 8.7

- BLEMC – 7/03/19** MOVED Mark Stoneman, Seconded Sharna Merritt, that post incident and post exercise reports be received.  
CARRIED UNANIMOUSLY 4/0

**8.8 Contact Details and Key Holders**

*Please forward any amendments to Graeme Haggart.*

COMMITTEE/OFFICER RECOMMENDATION – ITEM 8.8

- BLEMC – 8/03/19** MOVED Sharna Merritt, Seconded Mark Stoneman, that the Committee members' contact details be confirmed as amended.  
CARRIED UNANIMOUSLY 4/0

*Cr Mykytiuk returned to the meeting at 4.15pm.*

**8.9 Preparedness, Prevention, Response and Recovery Issues**

- “Volunteering During and Following Local Emergencies – Registration kit for spontaneous volunteers”. *This document (**Attachment 4**) will be circulated with the minutes and included on the agenda for discussion at the next meeting.*
- The Senior Ranger reported that fire season is continuing until the end of March. Rangers will continue to monitor and report properties that require attention.
- The Town will continue to conduct risk assessment models for public events.

COMMITTEE/OFFICER RECOMMENDATION – ITEM 8.9

- BLEMC – 9/03/19** MOVED Cr Mykytiuk, Seconded Jeff Some, that Preparedness, Prevention, Response and Recovery Issues raised, be received.  
CARRIED UNANIMOUSLY 5/0

**9.0** **MOTIONS OF WHICH PREVIOUS NOTICE HAS BEEN GIVEN**

Nil

**10.0** **ANNOUNCEMENTS OF NOTICES OF MOTION FOR THE NEXT MEETING**

Nil

**11.0** **CONFIDENTIAL BUSINESS**

Nil

**12.0** **CLOSURE**

The next meeting will be held on 5 June at 3.30pm.

There being no further business, the Presiding Member declared the meeting closed, the time being 4.20pm.

# **BLEMC ATTACHMENTS**





**TOWN OF BASSENDEAN  
LOCAL EMERGENCY MANAGEMENT COMMITTEE  
DISTRICT EMERGENCY MANAGEMENT ADVISOR REPORT  
6 MARCH 2019**

**Memorandum of Understanding with the Department of Education**

Did you know that DFES has a Memorandum of Understanding with the Department of Education for the provision of bushfire risk management services for public school sites across WA?

The Rural Fire Division's Bushfire Risk Management Liaison Officers work closely with a range of internal and external stakeholders to maintain a Bushfire Zone Register, assess and map bushfire risk, conduct site inspections, develop risk assessment and treatment plans, and provide policy advice.

In 2018, the team conducted a physical inspection of 74 school sites. A recent visit to Badgingarra Primary School, a regional school located within the Shire of Dandaragan, identified a number of recommendations. The team worked together with the school, Departments of Education and Finance to implement the treatments, resulting in an overall reduction in bushfire risk to the school.

In addition to the service provided by DFES through the MOU, the Land Use Planning team of the Rural Fire Division help to minimise bushfire risk to government primary and secondary schools by providing advice on compliance with State Planning Policy 3.7 Planning in Bushfire Prone Areas and the supporting Guidelines for Planning in Bushfire Prone Areas in respect of development at existing schools and the construction of new schools.

The Rural Fire Division staff are now located in Albert Facey House, a state government office located in the Perth CBD. This is a temporary location following the recent Machinery of Government changes to the Department of Fire and Emergency Services.

## **Over 92 per cent of the total land area of WA - 2.3 million square kilometres is Crown land**

The responsibility to manage bushfire risk on this land is spread across a range of government agencies. A new first-of-its-kind interdepartmental committee has been established to support greater coordination in addressing and funding these important bushfire mitigation responsibilities. The 'Bushfire Mitigation on Crown Land' committee will meet regularly, with the first meetings already held in September and December 2018.

## **GIVIT**

Travis Fitch the manager for GIVIT in WA has recently left the agency. All enquiries are to be referred to:

National Stakeholder Manager  
Sarah Tennant  
Email: [Sarah@givit.org.au](mailto:Sarah@givit.org.au)  
Mobile 0477 776 993

If you have this agency included in your recovery plan arrangements please updated the above information.

## **AVAILABLE FUNDING**

### **AWARE**

The AWARE program aims to support local governments in understanding their risk profile to enhance WA's emergency management arrangements. Each year the priorities and eligibility components are adjusted to reflect the evolving nature and emerging trends within emergency management. Projects that have been approved in previous rounds may therefore not be reflective of the current round.

The next round of the AWARE is currently in draft and nominations will be called early 2019.

## **DFES WEEKLY INTELLIGENCE BRIEFING**

DFES issue a weekly intelligence briefing to a range of stakeholders. This briefing provides information on key assessments and situation analysis for a range of expected hazards across the State. If you would like to be included in this distribution please contact: [intelligence@dfes.wa.gov.au](mailto:intelligence@dfes.wa.gov.au).

## **CHANGES TO THE COMPREHENSIVE IMPACT ASSESSMENT AND TRANSFER OF CONTROL**

The DFES Recovery Directorate has recently sent a letter to all local government CEOs advising of the above changes.

### **Background**

Under the State Emergency Management Recovery Procedure 4, it is a requirement for a Comprehensive Impact Assessment (CIA) to be completed prior to the cessation of the response phase of an emergency.

On 6 September 2018, the Department of Fire and Emergency Services (DFES) engaged Storybox Consulting to undertake a review of the utilisation of the CIA form by Controlling Agencies (CA), local governments (LG) and other key stakeholders when transitioning from response to recovery during emergency events.

To address the findings from the review of the CIA, two new resources were developed:

- Impact Statement (IS) which contains the revised and streamlined information from the CIA; and
- Impact Statement Guideline (IS Guide) which are simplified procedural guidelines for the IS.

The IS will be trialled for 6 months before a review, this review will ensure any improvements are identified and implemented prior to a formal recommendation to SEMC for amendments in the State Arrangements.

Separate to the IS, the new Transfer of Control (Incident Management) document is specifically for the transfer of control of incident management for an emergency such as a bushfire from DFES or the Department of Biodiversity Conservation and Attractions (DBCA) back to the respective CA such as the LG or DBCA. Transfer of Control can take place prior to the finalisation of the Impact Statement – this is clearly explained in both documents.

While the aim of the two new resources is to create greater efficiencies and streamline the IS process, it was acknowledged that it may be necessary for LGs to undertake a more detailed impact assessment as the recovery progresses.

For further information please contact:

Suellen Flint  
Deputy State Recovery Coordinator  
Resilience and Recovery  
Department of Fire & Emergency Services  
P. 08 9395 9418 | M. 0427 080 689 | E. [suellen.flint@dfes.wa.gov.au](mailto:suellen.flint@dfes.wa.gov.au)

## **Recovery Tools**

Just a reminder there a number of handy recovery tools available on the SEMC website including:

- [Local Recovery Guideline](#)
- [Communicating in Recovery Guidelines](#)
- Aide-Memoire – Local Recovery Coordinator
- [Community Recovery Handbook](#)

## **2019 SEMC MEETING SCHEDULE**

- 8 March 2019

**District Emergency Management Advisor  
Metropolitan Operations  
Department of Fire and Emergency Services**

# EXERCISE PARTNER 2018

## MULTI LOCAL GOVERNMENT DESKTOP EXERCISE

# EXERCISE REPORT



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# EXERCISE PARTNER 2018

## 1. GOVERNANCE

### 1.1. EMERGENCY MANAGEMENT DISTRICT

North Metropolitan and East Metropolitan

### 1.2. APPROVING AGENCY

This exercise was requested at the annual meeting of the representatives from the eight local governments listed in paragraph 6 of this report, who are signatories to the Partnering Agreement at a meeting that took place at Stirling on 14 February 2018.

### 1.3. DATE

1 & 2 October 2018

### 1.4. TYPE OF EXERCISE

Desktop Discussion Exercise

### 1.5. INTRODUCTION

In Western Australia Local Government must manage the local recovery process following an emergency affecting their community<sup>1</sup>. As part of the recovery management process a local government is required to include a recovery plan in its Local Emergency Management Arrangements and nominate a local recovery coordinator<sup>2</sup>.

Local recovery coordinators must act effectively and appropriately to ensure a smooth recovery can occur within a community affected by an emergency.

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<sup>1</sup> Section 36(b) Emergency Management Act 2005

<sup>2</sup> Section 41(4) Emergency Management Act 2005



**1.6. RECOVERY DEFINITION**

Recovery is the coordinated process of supporting affected communities in the reconstruction of the built environment and the restoration of emotional, social, economic, built and natural environment wellbeing<sup>3</sup>.

**1.7. PARTICIPATING AGENCIES**

The following eight local governments have formed a partnership agreement to undertake the provision of mutual aid between parties to the agreement, for recovery management during emergencies.

Town of Bassendean	Shire of Mundaring
City of Bayswater	City of Stirling
City of Joondalup	City of Swan
City of Kalamunda	City of Wanneroo

**1.8. EXERCISE PARTICIPANTS**

Thirty (30) people were identified and invited to attend the exercise from the eight local governments listed under paragraph 1.7. Fifteen participants attended Phase 2 of the exercise on 2 October 2018. Details of the attending participants are included at Attachment A.

**1.9. AIM OF EXERCISE**

1. To provide local government staff with an understanding of the operation of the **Partnering Agreement Metropolitan North and East Recovery Group for the provision of mutual aid for recovery during emergencies**; and
2. Where applicable improve the Partnering Agreement and the manner in which it is used.

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<sup>3</sup> Commonwealth of Australia 'Community Recovery Handbook 2, page 3, 2011

#### **1.10. OBJECTIVES OF THE EXERCISE**

The objectives of the exercise were:

- To ensure relevant local government officers become familiar with the contents of the Partnering Agreement and how it operates in a recovery management context;
- To test key elements of the Partnering Agreement;
- To be the catalyst to make amendments and improvements to the Partnering Agreement or any other relevant document(s) as identified by the exercise evaluation; and
- To ensure relevant local government officers show the ability and capacity to understand when assistance from other local governments is appropriate and how it should be accessed.

#### **1.11. EXERCISE MANAGEMENT**

Management of the exercise consisted of Bob Phipps (City of Stirling), City of Stirling, Quinta La Rosa (DFES) and Merveen Cross (DFES).

The exercise was facilitated by Quinta LaRosa.

## **2. KEY LESSONS LEARNT, ACTIONS RE KEY LESSONS LEARNT AND RECOMMENDATIONS FOR FUTURE ACTIONS**

For this exercise each of the eight local governments that are signatories to the Partnering Agreement were asked to supply two staff members who are involved in emergency management activities at their local government and who would be best:

- to assist the conduct of the exercise ; and
- be in a position to use any learnings from the exercise and put them to use within their local government.

All local governments' signatories took part of the exercise except for the Shire of Mundaring. Staff from the Department of Fire and Emergency Services (DFES) attended the exercise to assist the local government officers.

All participants took an active and were very interested part in the exercise. Participants were provided with copies of the recently re-signed Partnering Agreement (i.e. signed September / October 2018) to assist in their deliberations over exercise tasks. Details of the staff who attended are provided on Attachment A.

## 2.1. EXERCISE FEATURES – DAY ONE

This exercise was conducted in two phases over two days; Monday 1 October 2018 and Tuesday 2 October 2018.

### Exercise Partner Phase 1 - Part 1: Partnering Agreement

- Seven out of eight local governments that sent participants to the exercise acknowledged knowing about the Partnering Agreement and were able to provide details of appropriate contacts. Two local governments had an in depth knowledge of the agreement.
- Participants all agreed that the best person to update the CEO of the 'current' status of an emergency incident would be the Local Recovery Co-ordinator in conjunction with the Emergency Management Liaison Officer.
- The way in which this update would be supplied would depend on the process within each individual local government

### Exercise Phase 1(Part 1) – Accessing assistance from local governments under the Partnering Agreement

Phase 1 posed a number of questions of participants which were emailed to them. The questions provided scenarios that may require the use of the Partnering Agreement to find an appropriate solution to the problems included in the email.

One local government (Mundaring) did not take part in both Phases of the exercise. All local governments submitted their selection of the local government they would first approach for assistance. As expected, there was a tendency (a ratio of 12:8) in approaching the larger local governments of Stirling, Joondalup, Wanneroo and Swan for assistance rather than the smaller LG's, see Further the participants Figure 1 - Where will local governments go first for assistance? at page 8. Further discussion at Phase 2 of the exercise indicated that having the same local governments approached for assistance, particularly in larger emergencies or disaster incidents would not be the most effective means of accessing assistance.

The exercise participants suggested the development of a group similar to an incident support group (ISG), which they titled Local Government Recovery Support Group (the Group) representing all of the signatories to the Partnering Agreement. The Group would have a holistic view of the resources required by one or more local governments and the availability of resources amongst all eight local governments.

Allowing the Group to make decisions was considered by the participants to be the most useful way of selecting where resources should be obtained.



**RECOMMENDATION 1 LOCAL GOVERNMENT RECOVERY SUPPORT GROUP:** Discussion amongst the attending participants led to an agreement that a group be established of representatives from all eight (8) local governments in a similar manner to an incident support group (ISG). The group will ensure the supply of logistics with the ‘load’ being spread across the eight local governments listed in paragraph 6. The participants were unanimous in their support of this suggestion.

**NOTES**

- a. The Group need not necessarily have to meet at an Incident Management Teams location; they may even meet by internet, telephone or radio (Zoom or similar).
- b. Recommend that the chair of the Group and as many members as possible should be Local Recovery Coordinator’s. This will ensure the required logistics are quickly located and supplied from the most appropriate local government whilst maintaining an accurate district or region wide record on the transfer and use of resources.

Will choose these → This LG ↓	Bassendean	Bayswater	Kalamunda	Mundaring	Stirling	Joondalup	Swan	Wanneroo
Bassendean								
Bayswater								
Kalamunda								
Mundaring	NO RESPONSE							
Stirling								
Joondalup								
Swan	DEPENDS ON HAZARD							
Wanneroo								

Further the participants Figure 1 - Where will local governments go first for assistance?

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### Exercise Partner Phase 1 - Part 1: Business Continuity Plans

Participants were concerned that some of the LG's Business Continuity Plans did not refer to the Partnering Agreement as a logistics resource during emergency incidents or disasters.

The Partnering Agreement should also be included in the local governments emergency management plans, especially the Local Emergency Management Arrangements (LEMA) as a source of additional resources during emergency incidents.



**RECOMMENDATION 2 BCP'S:** The exercise participants recommend that the Partnering Agreement be accepted and implemented as a (an additional) logistics resource for local governments in their BCP's and other emergency plans.

#### NOTE

It was acknowledged by participants that the Partnering Agreement should already be a part of local governments Local Emergency Management Plan and Local Emergency Recovery Plan (i.e. the Local governments Local Emergency Management Arrangements.)

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### Exercise Phase 1 – Part 2: Legislation preventing assistance

Each of the eight local governments who are signatories to the Partnering Agreement was provided with a fictitious emergency event and a number of queries were presented to them concerning the need to seek additional resources for recovery purposes.

**Query ii:** *The participants were asked 'Is there any legislation that would prevent your local government from providing any assistance requested?'*

There was some disparity in the response to this question. Some responses stated there were no issues whilst others named the Health Act, Local Government Act, OSH Act and the Building Act.



**RECOMMENDATION 3:** That a small sub-group examine the requests for assistance that might occur and advise the committee of the legislative issues that could prevent local governments from actioning requested assistance by another local government.

Exercise Phase 1 – Part 2: activating the Partnering Agreement

**Query iii, iv and v.**

Participants were asked to nominate the following:

Query iii: ... who is the person in your local government who approves the provision of assistance (local government officer's position?)

Query iv: ... who in your local government would be responsible for the expenditure by your local government in providing assistance (local government officer's position?)

Query v: ... who in your local government is responsible for keeping sufficient and accurate records of these costs?

There were differences in the positions noted for these questions by the participants from the CEO of the local government to mixtures of Managers and Executive. A consensus was reached at the exercise that the best way to overcome the issue of different officers making decisions in different local governments is to refer to the positions as being the *APPROPRIATE OFFICER* or *APPROPRIATE PERSON*. This action will save the Partnering Agreement being produced as a separate document for each of the participating local governments.

The participants also noted that the Partnering Agreement should be altered to reflect the correct process for activating the agreement i.e. requests for mutual aid are to be made from CEO to CEO or the appropriate person from the requestor of support is to contact the appropriate person at the provider of support

Item 5.8. of the current Partnering Agreement states ...

'To ensure that all requests for mutual aid are directed from the Local Recovery Coordinator (LRC) of the requesting Local Government, to the Chief Executive Officer of the Local Government being requested, to Provide Assistance.'



**RECOMMENDATION 3:** The participants recommend that Item 5.8 be altered to read

***'To ensure that all results for mutual aid are directed from the appropriate officer of the Requester of Support to the appropriate officer of the Provider of Support.'***

Participants identified that support should be provided through activation of the Partnering Agreement. The Partnering Agreement should be altered to include a clear process; Local Recovery Coordinators should convene where possible and discuss which LG or group of LG's is best placed to provide the physical and or human resources needed. The process to include communication to all parties in the Partnering Agreement that it has been activated (see recommendation 3).

## 2.2. EXERCISE PARTNERING AGREEMENT - PHASE 2 - SPECIAL IDEAS

### 2.2.1. COMPREHENSIVE IMPACT ASSESSMENT (CIA),

On who would be best placed to update the CEO of a participating Local Government on the current situation / issues of an emergency incident all participants agreed that the Local Recovery Coordinator is the appropriate position in conjunction or partnership with the Emergency Management liaison officer. The method(s) used depended on the individual local governments communications process.

Most challenging aspects of recovery substantiated from the CIA included staff fatigue, Traffic Management, Waste Management (especially asbestos), and handover from response to recovery via the CIA.

The physical handover from the response phase to the recovery phase using the CIA as the document that provides an extensive handover record and information to the local government. It was felt that due to the CIA being a recent introduction and very few actually used, the document is still not well understood by both HMA/Controlling Agency and LG staff.

#### IMPLICATIONS FOR LOCAL GOVERNMENT AND THE PARTNERING AGREEMENT

- Is the CIA part of the local government's operational recovery plan?
- Are your local recovery co-ordinator and CEO familiar with this document (the CIA) and understand its intent?
- The Partnering Expectations in the Partnering Agreement should be altered to reflect the correct process for activating the agreement, i.e. requests for mutual aid are to be made from CEO to CEO or the appropriate officer from the requestor of support is to contact the appropriate officer in the provider of support (see recommendation 3.)



**RECOMMENDATION 4:** The participants identified that there was limited knowledge of how to develop and complete a CIA Correctly and in a manner that is useful and informative to the local government(s) taking over responsibility for the recovery phase of an emergency incident. Training needs to be supplied to all those involved in the investigation and development of a CIA.



**RECOMMENDATION 5:** Local governments should check their local emergency management arrangements (LEMA) to ascertain whether the CIA has been included as part of the LEMA's operational recovery plan.



**RECOMMENDATION 6:** Local governments should check that their local recovery co-ordinator and CEO are familiar with the CIA document and understand its intent. If they are not appropriate training should be provided.

Participants were asked if their local government had the capacity to cope with its legislated requirement to manage recovery of its community following an emergency incident. Nearly all stated they had in the short to medium-term. In the longer term however the general consensus was that they would have to seek assistance either from the State Government or the Partnering Agreement partners.

#### **IMPLICATIONS FOR LOCAL GOVERNMENT AND THE Partnering Agreement**

For the Partnering Agreement to be activated all Local Recovery coordinators should convene and discuss which LG is best placed to provide the physical and or human resources needed.

### **2.2.2. CUSTOMER SERVICE**

The exercise participants were asked to look at their own local government organisation with a view of assessing their staff training in customer service. During emergency incidents disasters these particular skills were accepted by participants as necessary when dealing with people suffering from the effects of the emergency incident.

All Local Governments present had good knowledge of their own Local Governments capacity in customer service. They were aware of their own capacity and the number of specific staff trained in this field.

Most LGs said they would engage contractors to deal with excess customer service issues. It was discovered that the City of Stirling has good capacity with its own call centre and may be able to manage a request from other Local Governments.

Participants had knowledge of the Partnering Agreement, but only a couple had intimate knowledge of the detail within.

As expected the larger local governments had more training opportunities with significant numbers of office staff receiving Customer Service training. Smaller LG's added that they would look at using the Partnering Agreement and also contract / outsource communications.

All participants agreed that it was essential that people dealing with those suffering as a result of an emergency incident have the skills and understanding (training) to complete those duties.





**RECOMMENDATION 7:** Local governments are encouraged to provide customer service training to sufficient staff so that trained staff are available to handle emergency incidents.

**NOTE:** Look at volunteers to support local government staff.

### 2.2.3. EVACUATION AND RECOVERY CENTRE (ONE STOP SHOP)

Participants provided a number of methods of adequately staffing evacuation centres and one stop shops including giving sufficient Local Government staff training, using volunteers and ensuring adequate staff is provided by Department of Communities.

Participants had a good understanding of the capacity and capability of their own LG to open an evacuation centre. Participants were not aware of the capacity and capability of other Local Governments in the Partnering Agreement.

LG's present all had animal welfare plans but did not necessarily have plans in place to deal with animals at evacuations centres as this is the responsibility of the Department of Communities.

At a one stop shop staff will be required with customer service training. Liaison with other agencies and organisations will be required at one stop shops.

Evacuation centres and one stop shops open at the same time will require more staff.

Some participants were not aware of the differences between an evacuation centre and a recovery centre. The differences were explained.



**RECOMMENDATION 8:** Ensure local governments have developed welfare plans in conjunction with the Department of Communities.

Exercise participants recommend that evacuation centre training be undertaken regularly at local governments to ensure staff local government and other agencies are ready to open, manage and close evacuation centres.

#### **IMPLICATIONS FOR LOCAL GOVERNMENT AND THE Partnering Agreement**

Ensure your Local Government has developed a welfare plan in conjunction with the Department of Communities.

### 2.2.4. WASTE MANAGEMENT

- Participants stated that they have arrangements in place with contractors to deal with waste management issues.

## North and East Metropolitan Partnering Agreement

- Participants stated that Local Governments have the required expertise to manage technical issues relating to waste management unless they are dealing with a large scale recovery effort. LGs would exhaust in house capacity before seeking to activate the Partnering Agreement.
- WALGA has received funding from the Natural Disaster Resilience Program 2017-18 to work with the State to embed waste management considerations into local emergency management planning and response mechanisms. The information provided by the sector has informed the development of a Tender for a WALGA Preferred Supplier Arrangement for hazardous and Emergency Event Services).
- Exploration of Acts that could be waived to make the waste management process easier especially once it is a declared event for purposes of recovery funding.

### **Implications for Local Governments and the Partnering Agreement**

Is your local government familiar with waste management arrangements and the work WALGA is doing in relation to this? WALGA has received funding from the Natural Disaster Resilience Program 2017-18 to work with the State to embed waste management considerations into local emergency management planning and response mechanisms. The information provided by the sector has informed the development of a Tender for a WALGA Preferred Supplier Arrangement for hazardous and Emergency Event Services.

### **2.2.5. PUBLIC INFORMATION**

From the notes and answers provided by participants it is clear that they were aware of their own local governments Communications Plan and how to activate these plans.

- Participants were aware of the Communicating in Recovery Guidelines. The guidelines have been developed to assist local governments to support organisations and communities, in sending, gathering, managing and evaluating information in the recovery stage of an emergency. They provide:
  - advice about the key functions that are required within a recovery communications team in a large recovery effort;
  - advice about the most appropriate flow of information at particular stages of recovery;
  - templates for recovery communications activities;
  - information on how to activate State Government advice to support recovery communications; and

North and East Metropolitan Partnering Agreement

- o information about the Australian Red Cross ‘Communicating in Recovery’ resource book.

Participants identified that when the Partnering Agreement is to be activated all Local Recovery Coordinators should convene and discuss which LG is be best placed to provide the physical and or human resources needed to support. This activation process needs to be documented in the Partnering Agreement.

**Implications for Local Government and the Partnering Agreement:**

- Do your local emergency management arrangements include a plan for communicating in recovery? I.e. recovery communication plan.
- Have you briefed and exercised with your local government spoke person/s and communication team the recovery communication plan?
- Have you assessed your local government capacity and capability to resource the recovery communications role and/ or functions based on business continuity and workforce plans?

**CONCLUSIONS**

**Recommendations**

**RECOMMENDATION 1**

**LOCAL GOVERNMENT RECOVERY SUPPORT GROUP:** Discussion amongst the attending participants led to an agreement that a group be established of representatives from all eight (8) local governments in a similar manner to an incident support group (ISG). The group will ensure the supply of logistics with the ‘load’ being spread across the eight local governments listed in paragraph 6. The participants were unanimous in their support of this recommendation.

**RECOMMENDATION 2**

**BCP’S:** The exercise participants recommend that the Partnering Agreement be accepted and implemented as a (an additional) logistics resource for local governments in their BCP’s and other emergency plans.

**RECOMMENDATION 3:**

That a small sub-group examine the requests for assistance that might occur and advise the committee of the legislative issues that could prevent local

governments from actioning requested assistance by another local government.

**RECOMMENDATION 4:**

The participants identified that there was limited knowledge of how to develop and complete a CIA Correctly and in a manner that is useful and informative to the local government(s) taking over responsibility for the recovery phase of an emergency incident. Training needs to be supplied to all those involved in the investigation and development of a CIA

**RECOMMENDATION 5:**

Local governments should check their local emergency management arrangements (LEMA) to ascertain whether the CIA has been included as part of the LEMA's operational recovery plan.

**RECOMMENDATION 6:**

Local governments should check that their local recovery co-ordinator and CEO are familiar with the CIA document and understand its intent. If they are not, appropriate training should be provided.

**RECOMMENDATION 7:**

Local governments are encouraged to provide customer service training to sufficient staff so that trained staff is available to handle emergency incidents.

NOTE: Look at volunteers to support local government staff.

**RECOMMENDATION 8:**

- a) Ensure local governments have developed welfare plans in conjunction with the Department of Communities.
- b) Exercise participants recommend that evacuation centre training be undertaken regularly at local governments to ensure staff local government and other agencies are ready to open, manage and close evacuation centres

## North and East Metropolitan Partnering Agreement

### ATTACHMENTS

- A) Exercise Partner 2018 – Participants
- B) Current edition of the Partnering Agreement
- C) Current contacts for the Partnering Agreement for local governments
- D) DFES Report on Exercise Partner 2018

**R.S. (Bob) Phipps**

Coordinator Emergency Management  
City of Stirling

12 December 2018

### ATTACHMENT A - EXERCISE PARTNER 2018 - PARTICIPANTS

Name	LG or Agency	Email	Provided feedback
Graham Haggert	Bassendean	<a href="mailto:ghaggart@bassendean.wa.gov.au">ghaggart@bassendean.wa.gov.au</a>	Y
Binh Luong	Bayswater	<a href="mailto:binh.luong@bayswater.wa.gov.au">binh.luong@bayswater.wa.gov.au</a>	Y
Eric Graham	Bayswater	<a href="mailto:eric.graham@bayswater.wa.gov.au">eric.graham@bayswater.wa.gov.au</a>	N
Michele Rogers	Kalamunda	<a href="mailto:Michele.Rogers@kalamunda.wa.gov.au">Michele.Rogers@kalamunda.wa.gov.au</a>	Y
Tim Parry	Kalamunda	<a href="mailto:Tim.Parry@kalamunda.wa.gov.au">Tim.Parry@kalamunda.wa.gov.au</a>	N
Sarah Stampalia	Kalamunda	<a href="mailto:Sarah.stampalia@kalamunda.wa.gov.au">Sarah.stampalia@kalamunda.wa.gov.au</a>	Y
Nic Parry	Kalamunda	<a href="mailto:Nicholas.Parry@kalamunda.wa.gov.au">Nicholas.Parry@kalamunda.wa.gov.au</a>	Y

## North and East Metropolitan Partnering Agreement

Merveen Cross	DFES	<a href="mailto:merveen.cross@dfes.wa.gov.au">merveen.cross@dfes.wa.gov.au</a>	Y
Quinta LaRosa	DFES	<a href="mailto:Quinta.larosa@dfes.wa.gov.au">Quinta.larosa@dfes.wa.gov.au</a>	Y
Derrick Briggs	Joondalup	<a href="mailto:derrick.briggs@joondalup.wa.gov.au">derrick.briggs@joondalup.wa.gov.au</a>	Y
Ron Spragg	Stirling	<a href="mailto:Ron.Spragg@stirling.wa.gov.au">Ron.Spragg@stirling.wa.gov.au</a>	Y
Bob Phipps	Stirling	<a href="mailto:bob.phipps@stirling.wa.gov.au">bob.phipps@stirling.wa.gov.au</a>	Y
Chris Brereton	Stirling	<a href="mailto:chris.brereton@stirling.wa.gov.au">chris.brereton@stirling.wa.gov.au</a>	Y
Richard D	Swan	<a href="mailto:Richard.d @swan.wa.gov.au">Richard.d @swan.wa.gov.au</a>	Y
Resmie Greer	Wanneroo	<a href="mailto:Resmie.Greer@wanneroo.wa.gov.au">Resmie.Greer@wanneroo.wa.gov.au</a>	Y

# PARTNERING AGREEMENT

## METROPOLITAN NORTH & EAST

### RECOVERY GROUP

For

## THE PROVISION OF MUTUAL AID FOR RECOVERY DURING EMERGENCIES

November 2018



## 1. PURPOSE

To undertake the provision of mutual aid between parties to the Agreement, for recovery management during emergencies.

## 2. PARTIES TO THE AGREEMENT

Town of Bassendean

City of Bayswater

City of Joondalup

City of Kalamunda

Shire of Mundaring

City of Stirling

City of Swan

City of Wanneroo

## 3. DEFINITIONS

Definitions to terms contained within the Agreement are as per those contained within the Emergency Management Act 2005 and Regulations 2006 and State Emergency Management Policy.

**Local Government Chairperson** – the person nominated by the Local Government who for the current year has the chair of this committee as described in clause 5.6 below.

**Requestor for Support** – The Local Government(s) seeking assistance under the terms of this Agreement.

**Provider of Support** – The Local Government(s) providing assistance under the provisions of this Agreement.

## 4. PARTNERING AGREEMENT OBJECTIVES

This Partnering Agreement is for the purpose of mutual aid between the parties to the Agreement to undertake the following subject to assessing the impact of the said request for mutual aid on the ability of the Local Authority to assist.

4.1 Ensure all recovery activities are conducted in accordance with the Emergency Management Act 2005 and Regulations 2006 and State Emergency Management Policy.



## North and East Metropolitan Partnering Agreement

- 4.1.1 Provide mutual aid for recovery management activities during emergencies to parties to this agreement.
- 4.2 Conduct recovery planning utilising an “All Agencies” approach in accordance with the Local Recovery Planning Guide and the State Emergency Management Plan 2.3.

## 5. PARTNERING AGREEMENT EXPECTATIONS

- 5.1 To provide where possible both physical and human resources to assist with the recovery management during emergencies. The type of assistance initially is to assist immediate recovery of a short duration. Ongoing protracted assistance, but still in the absence of the emergency being declared a disaster, will be subject to further negotiation and agreement in writing between the parties concerned.
- 5.2 To ensure that the Incident Controller (IC) of the designated Controlling Agency for the incident is advised of all requests for support as soon as practicable, and in consultation with the designated Local Recovery Coordinator (LRC) and the Local Emergency Coordinator (LEC).
- 5.3 To ensure all personnel and equipment provided are covered by the Provider of Support own insurance.
- 5.4 Provider of Support will be responsible for all costs associated with its legislative responsibilities for its employees and equipment incurred during the provision of support unless otherwise agreed in writing.
- 5.5 The Requestor for Support will be responsible for all incidental costs associated with the Provider of Support personnel and equipment such as catering, accommodation, Occupational Health & Safety (OHS) issues, transport fuel and storage.
- 5.6 The position of chair and administrative support of the Metropolitan North & East Recovery Group will be rotated in alphabetical order between parties to this Agreement on an annual basis.
- 5.7 The group will meet at least once annually and at Local Government Chairpersons locality to review this Partnering Agreement and assess its relevance and suitability to the parties and other business relevant to this Agreement and its operation.
- 5.8 To ensure that all requests for mutual aid are directed from the Local Recovery Coordinator (LRC) of the requesting Local Government to the Chief Executive Officer of the Local Government being requested to provide assistance.

## **6. DURATION AND AMENDMENT**

- 6.1 This Partnering Agreement will come into effect at the date of signing by all parties.
- 6.2 This Agreement will remain in place for a period of 4 years or until terminated.
- 6.3 The terms of this Agreement shall not be amended in any respect except by agreement of all parties in writing.

## **7. TERMINATION**

This Agreement may be terminated by mutual agreement of all parties in writing at any time.

## **8. WITHDRAWAL**

Any party may withdraw from this Agreement by giving three months' notice in writing to the Local Government Chairperson (LGC) at any time.

## **9. NOTICES**

Communications in relation to this Partnering Agreement must, unless otherwise notified in writing, be addressed and forwarded as follows:

Chairperson

Metropolitan North & East Recovery Group

c/o (Local Government responsible for chairperson at the time)

## **10. AGREEMENT**

Parties to this Agreement, agree to the preceding provisions in regard to the provision of mutual aid (see next page).

# THIS PARTNERING AGREEMENT IS MADE BETWEEN


Town of Bassendean	_____	_____
	Chief Executive Officer	Date
City of Bayswater	_____	_____
	Chief Executive Officer	Date
City of Joondalup	_____	_____
	Chief Executive Officer	Date
City of Kalamunda	_____	_____
	Chief Executive Officer	Date
Shire of Mundaring	_____	_____
	Chief Executive Officer	Date
City of Stirling	_____	_____
	Chief Executive Officer	Date
City of Swan	_____	_____
	Chief Executive Officer	Date
City of Wanneroo	_____	_____
	Chief Executive Officer	Date

**ATTACHMENT C – PARTNERING AGREEMENT CONTACTS**


Direct contacts at participating local governments – LAST UPDATED 15 September 2018

Local Government	Position / Name	Contact
<p><b>City of Bayswater</b></p>  <p><b>08 9272 0622</b></p> <p><a href="mailto:mail@bayswater.wa.gov.au">mail@bayswater.wa.gov.au</a></p>	<p>1. Local Recovery Coordinator (Michael Worthington)</p> <p>OR</p> <p>2. Deputy Recovery Coordinator (Binh Luong)</p>	<p>P: 08 9272 0641</p> <p>M: 0421 656 762</p> <p>E: <a href="mailto:Michael.worthington@bayswater.wa.gov.au">Michael.worthington@bayswater.wa.gov.au</a></p> <p>P: 08 9272 0688</p> <p>M: 0413 289 886</p> <p>E: <a href="mailto:Binh.luong@bayswater.wa.gov.au">Binh.luong@bayswater.wa.gov.au</a></p>



Local Government	Position / Name	Contact
<p><b>City of Joondalup</b></p>  <p><b>08 9400 4000</b></p> <p><a href="mailto:info@joondalup.wa.gov.au">info@joondalup.wa.gov.au</a></p>	<p>1. Emergency Management Officer (Derrick Briggs)</p> <p>OR</p> <p>2. Manager Asset Management (Sheree Edmonson)</p>	<p>P: 08 9400 4113</p> <p>M: 0416 077 237</p> <p>E: <a href="mailto:derrick.briggs@joondalup.wa.gov.au">derrick.briggs@joondalup.wa.gov.au</a></p> <p>P: 08 9400 4576</p> <p>M: 0439 996 918</p> <p>E: <a href="mailto:Sheree.edmondson@joondalup.waa.gov.au">Sheree.edmondson@joondalup.waa.gov.au</a></p>

Local Government	Position / Name	Contact
<p><b>City of Kalamunda</b></p>  <p><b>08 9257 9999</b>  <a href="mailto:enquiries@kalamunda.wa.gov.au">enquiries@kalamunda.wa.gov.au</a></p>	<ol style="list-style-type: none"> <li>1. Coordinator Community Safety Services (Tim Parry)</li> <li>2. Fire control officer (Nicholas Parry)</li> <li>3. Senior Ranger (Sarah Zulberti)</li> <li>4. Manager Community Safety Services (Michele Rodgers)</li> </ol>	<p>P: M: 0409 127 968</p> <p>E: <a href="mailto:tim.parry@kalamunda.wa.gov.au">tim.parry@kalamunda.wa.gov.au</a></p> <p>P: M: 0457 548 948</p> <p>E <a href="mailto:nicholas.parry@kalamunda.wa.gov.au">nicholas.parry@kalamunda.wa.gov.au</a></p> <p>P: M: 0407 440 946</p> <p>E: <a href="mailto:sarah.zulberti@kalamunda.wa.gov.au">sarah.zulberti@kalamunda.wa.gov.au</a></p> <p>P: M: 0400 424 217</p> <p>E: <a href="mailto:michele.rodgers@kalamunda.wa.gov.au">michele.rodgers@kalamunda.wa.gov.au</a></p>

Local Government	Position / Name	Contact
<p><b>City of Stirling</b></p>  <p><b>08 9205 8555</b></p> <p><a href="mailto:Stirling@stirling.wa.gov.au">Stirling@stirling.wa.gov.au</a></p>	<p>1. Coordinator Emergency Management  (Bob Phipps)</p> <p>OR</p> <p>2. Manager Engineering Operations  (Ron Spragg)</p>	<p>P: 08 9205 7034</p> <p>M: 0409 918 372</p> <p>E: <a href="mailto:bob.phipps@stirling.wa.gov.au">bob.phipps@stirling.wa.gov.au</a></p> <p>P: 08 9205 7030</p> <p>M: 0417 966 134</p> <p>E: <a href="mailto:ron.spragg@stirling.wa.gov.au">ron.spragg@stirling.wa.gov.au</a></p>

Local Government	Position / Name	Contact
<p><b>City of Swan</b></p>  <p>city of swan</p> <p><b>08 9267 9444</b></p> <p><a href="mailto:swan@swan.wa.gov.au">swan@swan.wa.gov.au</a></p>	<p>1. Manager (Magnus Ohman)</p> <p>OR</p> <p>2. Fire &amp; Emergency Management Coordinator Heath Stenton</p>	<p>P: 08 9267 9098</p> <p>M: 0427 356 597</p> <p>E: <a href="mailto:Magnus.ohman@swan.wa.gov.au">Magnus.ohman@swan.wa.gov.au</a></p> <p>P: 08 9267 9447</p> <p>M: 0409 102 343</p> <p>E: <a href="mailto:heath.stenton@swan.wa.gov.au">heath.stenton@swan.wa.gov.au</a></p>
<p><b>City of Wanneroo</b></p>  <p>City of Wanneroo</p> <p><b>08 9405 5000</b></p> <p><a href="mailto:enquiries@wanneroo.wa.gov.au">enquiries@wanneroo.wa.gov.au</a></p>	<p>1. Community Safety and Emergency Management Officer (Resmie Greer)</p> <p>OR</p> <p>2. Manager Community Safety and Emergency Management</p>	<p>P: 08 9405 5363</p> <p>M: 0402 721 003</p> <p>E: <a href="mailto:Resmie.greer@wanneroo.wa.gov.au">Resmie.greer@wanneroo.wa.gov.au</a></p> <p>P: 08 9405 5253</p> <p>M: 0400 342 093</p> <p>E: <a href="mailto:Julie.carlsen@wanneroo.wa.gov.au">Julie.carlsen@wanneroo.wa.gov.au</a></p>



Local Government	Position / Name	Contact
<p><b>Shire of Mundaring</b></p>  <p><b>08 9290 6666</b>  <a href="mailto:shire@mundaring.wa.gov.au">shire@mundaring.wa.gov.au</a></p>	<p>1. Manager Community Safety &amp; Emergency Management (Adrian Dyson)</p> <p>OR</p> <p>2. Coordinator Community Safety and Emergency Management (Craig Cuthbert)</p>	<p>P: 08 9293 6659  M: 0427 010 390  E: <a href="mailto:adrian.dyson@mundaring.wa.gov.au">adrian.dyson@mundaring.wa.gov.au</a></p> <p>P: 08 9290 6605  M: 0429 002 025  E: <a href="mailto:craigcuthbert@mundaring.wa.gov.au">craigcuthbert@mundaring.wa.gov.au</a></p>
<p><b>Town of Bassendean</b></p>  <p><b>08 9377 8000</b>  <a href="mailto:mail@bassendean.wa.gov.au">mail@bassendean.wa.gov.au</a></p>	<p>1. Director Community Development (Graeme Haggart)</p> <p>OR</p> <p>2. Director Operational Services (Simon Stewart-Dawkins)</p>	<p>P: 08 9377 8016  M: 0408 069 226  E: <a href="mailto:ghaggart@bassendean.wa.gov.au">ghaggart@bassendean.wa.gov.au</a></p> <p>P: 08 9377 8002  M: 0417 996 570  E: <a href="mailto:sdawkins@bassendean.wa.gov.au">sdawkins@bassendean.wa.gov.au</a></p>

## Exercise Partner

# EXERCISE REPORT



**2 OCTOBER 2018**

**Author Ms. Quinta LaRosa DFES**

**Context of this Exercise Report:** The Department of Fire and Emergency Services District Emergency Management Advisors were asked to develop and facilitate PHASE 2 of Exercise "Partner 2018". Exercise Partner was developed to provide an opportunity for participants to:

1. To test and practice key elements of the Metropolitan North & East Recovery Group for the provision of mutual aid for recovery during emergencies; and
2. Be the catalyst to make amendments and improvements to the partnering agreement or any other relevant document(s) as identified by the exercise evaluation.

Anecdotal observations and Implications for local Government have been made on each inject of the exercise.

## Special Idea #1

### Focus: Comprehensive Impact Assessment (CIA)

Task 1: Provide a brief summary of the current situation/issues to your CEO. Who is best placed to provide this update?

Did the participants have a clear path towards advising and updating the CEO in mind prior to discussing the matters; especially how and who would provide the update?

Did the participants agree on how to supply the update to the CEO?

#### Observations Task 1

- Participants all agreed that the best person to update the CEO would be the Local Recovery Co-ordinator in conjunction with the Emergency Management Liaison Officer.
- The way in which this update would be supplied would depend on the process within each individual local government.

Task 2: Based on the CIA what will be the most challenging aspect of the recovery process for your local government?

Were the participants in agreement on the most challenging aspects of the recovery process required for the LG?

#### Observations Task 2

- Participants were able to recognise the most challenging aspects of recovery substantiated from the Comprehensive Impact Assessment. These aspects included staff fatigue, waste management, traffic management and the actual sign off to local government (handover).

Task 3: Will the LG be able to cope within its own resources and if not what are the arrangements of enlisting outside assistance?

Can the LG cope with this recovery work within its own resources?

If not, what do they understand is the process arrangements for obtaining external assistance?

Observations Task 3

- Most LG stated that their LG has the capacity and capability to cope with his event in the short to medium term. The LG would start to apply the Partnering Agreement (PA) for a longer-term recovery effort.
- Participants stated that for the PA to be activated all Local Recovery Coordinators should convene where possible and discuss which LG is be best placed to provide the physical and or human resources needed.

Implications for Local Government and the Partnering Agreement

- Is the CIA part of your operational recovery plan?
- Is your local recovery co-ordinator and CEO familiar with this document and understand its intent?
- The Partnering Expectations in the PA should be altered to reflect the correct process for activating the agreement i.e requests for mutual aid are to be made from CEO to CEO or the appropriate personnel from the requestor of support is to contact the appropriate personnel in the provider of support.

**Special Idea #2**

**Focus: Customer Service.**

Task 1: Does your LG have in house capacity to deal with this issue? Are other staff trained in customer service?

Did the participants have the knowledge of their own LGs to answer the questions or where to find the information required?

How well were the participants prepared for queries concerning the PA? Did they have knowledge of the agreement without accessing the document?

#### Observations Task 1

- All LG's present had good knowledge of their own LGs capacity in customer service. They were aware of their own capacity and the number of specific staff trained in this field.

Task 2: How will your local government access additional customer service officers to deal with the large volume of calls?

How well were the participants prepared for the queries concerning the PA? Did they have knowledge of the agreement without accessing the document?

#### Observations Task 2

- Most LGs said they would engage contractors to deal with excess customer service issues. It was discovered that the City of Stirling has good capacity with its own call centre and could manage a request from other LGs.
- Participants had knowledge of the PA but only a couple had intimate knowledge of the detail within.

Task 3: How will the PA be activated in this instance to gain extra support and what is the process for this to occur?

#### Observations Task 3

- Participants stated that for the PA to be activated all Local Recovery Coordinators should convene where possible and discuss which LG is best placed to provide the physical and or human resources needed.

Implications for Local Government and the PA

- For the PA to be activated all Local Recovery Coordinators should convene and discuss which LG is best placed to provide the physical and or human resources needed to support. This activation process needs to be documented in the PA.

**Special Idea #3**

**Focus: Evacuation Centre and Recovery Centre (One Stop Shop).**

Task 1: How will your local government ensure there is enough staff at the evacuation centres?

Were realistic assessments made of the staffing requirements to open an evacuation centre?

Did the participants have a thorough understanding of the resources available in other LGs subject of the PA and what experience/training have they had?

Have LGs got policies or plans to deal with animals brought to evacuation centres?

Observations Task 1:

- Participants had a good understanding of the capacity and capability of their own LG to open an evacuation centre.
- Participants were not aware of the capacity and capability of other LGs in the PA.
- LGs present all had animal welfare plans but did not necessarily have plans in place to deal with animals at evacuations centres as this is the responsibility of the Department of Communities.

Task 2: How can you engage the support of other local government staff and what is the process for this to occur? Who does this? How?

Did the participants know that the PA sets out the process to obtain support from other LG's who are

signatories to the PA?

- Participants identified that support should be provided through activation of the PA. The PA should be altered to include a clear process, Local Recovery Coordinators should convene where possible and discuss which LG is best placed to provide the physical and or human resources needed. The process to include communication to all parties in the PA that it has been activated.

Task 3: Once the evacuation centres are closed and recovery centres are opened, how will these centres be managed and physically manned?

Were the participants aware of the difference in service provided by evacuation centres and recovery centres (one stop shop)?

- Some participants were not aware of the differences between an evacuation centre and a recovery centre. The differences were explained.

Implications for Local Government and the PA

- Ensure your LG has developed a welfare plan in conjunction with the Department of Communities.

**Special Idea # 4**

**Focus: Waste Management**

Task 1: Will your local government under its current contract arrangements be able to deal with the volumes of waste across all categories generated by this event?

Who would supply the information and manage the process, including the acquisition of the resources necessary to complete the task.

Observations Task 1

- Participants stated that they have arrangements in place with contractors to deal with waste management issues.

Task 2: What is your in-house level of expertise to manage the technical issues?

From where would this information be obtained? Are the required people available from within LG? if not where do they come from?

Observations Task 2:

- Participants stated that LGs have the required expertise to manage technical issues relating to waste management unless they are dealing with a large scale recovery effort. LGs would exhaust in house capacity before seeking to activate the PA.
- WALGA has received funding from the Natural Disaster Resilience Program 2017-18 to work with the State to embed waste management considerations into local emergency management planning and response mechanisms. The information provided by the sector has informed the development of a Tender for a WALGA Preferred Supplier Arrangement for hazardous and Emergency Event Services).
- Exploration of Acts that could be waived to make the waste management process easier especially once it is a declared event for purposes of recovery funding.

Task 3: Which of your neighbouring local governments has the expertise or capacity you are looking for? How would you request this support? How would you be a provider of support?

Did the participants know the PA set out the process to obtain support from other LG's who are signatories to the PA?

Observations Task 3:

- Participants identified that when the PA is to be activated all Local Recovery Coordinators should convene and discuss which LG is best placed to provide the physical and or human



resources needed to support. This activation process needs to be documented in the PA.

Implications for Local Government and the PA:

- Is your local government familiar with waste management arrangements and the work WALGA is doing in relation to this? (WALGA has received funding from the Natural Disaster Resilience Program 2017-18 to work with the State to embed waste management considerations into local emergency management planning and response mechanisms. The information provided by the sector has informed the development of a Tender for a WALGA Preferred Supplier Arrangement for hazardous and Emergency Event Services).
- Do your local emergency management arrangements (recovery) include an emergency waste management plan?(considerations like the availability and capacity of local waste management infrastructure in your local area, community priorities for recovery, main types of waste generated, capacity of environmental health officers, resource register for equipment)?

**Special Idea #5**

**Focus: Public Information**

Task 1: What plans are in place for dealing with public information?

Were the participants aware of their LGs PR and Communication Plan?

Observations Task 1:

- Participants were aware of their own LGs Communication Plan and the process for activating this plan.
- In the recovery phase public information would be managed through the communication sub-committee of the local recovery coordinating group.

Task 2: Will it be sufficient or do you need support from the State?

Observations Task 2:

- Participants were aware of the Communicating in Recovery Guidelines. The guidelines have been developed to assist local governments to support organisations and communities, in sending, gathering, managing and evaluating information in the recovery stage of an emergency. They provide:
  - advice about the key functions that are required within a recovery communications team in a large recovery effort;
  - advice about the most appropriate flow of information at particular stages of recovery;
  - Templates for recovery communications activities;
  - Information on how to activate State Government advice to support recovery communications; and
  - Information about the Australian Red Cross 'Communicating in Recovery' resource book.

Task 3: How will you request support from parties to the agreement?

Did the participants know that the PA set out the process to obtain support from other LGs who are signatories to the PA?

Observations Task 3:

- Participants identified that when the PA is to be activated all Local Recovery Coordinators should convene and discuss which LG is best placed to provide the physical and or human resources needed to support. This activation process needs to be documented in the PA.

Implications for Local Government and the PA:

- Do your local emergency management arrangements include a plan for communicating in recovery? I.e. recovery communication plan.
- Have you briefed and exercised with your local government spoke person/s and communication team the recovery communication plan?
- Have you assessed your local government capacity and capability to resource the recovery communications role and/ or functions based on business continuity and workforce plans?

**General Comments**

- The PA to be altered to include the process for activation:
  - Chair to activate the PA;
  - Chair to convene the Local Recovery Co-ordinators from each local government for co-ordination purposes.
- The PA to be altered to include definitions relating to short duration (5.1).

## North and East Metropolitan Partnering Agreement

- Consider altering 5.8 to identify that requests for mutual aid are directed from Chief Executive Officer to Chief Executive Officer or use wording "appropriate" personnel.
- Reference in the PA to each LGs appropriate officer for approval to release.
- Investigate a potential template for a Waste Management Plan.

**ATTACHMENT E – EXERCISE PARTICIPANTS FEEDBACK**

At the completion of Exercise Partner 2018 participants were asked to complete an evaluation / feedback document to assist exercise staff in evaluation of the exercise and its conduct with a view to improving future exercises.

Ten (10) participants identified themselves as representing their local government.

	Personal Experience Question	Number of Responses made	Notes
A.	Why were you selected to participate in this exercise?	10	<ul style="list-style-type: none"> <li>All ten people who responded to the question indicated they were involved in emergency management for their local government</li> </ul>
B.	Are you the right person from the City, if not please explain who you consider should be at the exercise?	10	<ul style="list-style-type: none"> <li>All ten participants indicated they were the right person to attend the exercise. Three of the participants also stated that there were others from their local government that should have attended.</li> <li>These have been noted and will be included as invitee's to future similar exercises.</li> </ul>
C.	Should others be involved from your business / organisation, if so who and why?	10	<ul style="list-style-type: none"> <li>The following were suggested as people / positions that should attend or be involved in exercises in future. Staff from:                             <ol style="list-style-type: none"> <li>1. <i>Communications</i></li> <li>2. <i>Waste</i></li> <li>3. <i>Health</i></li> <li>4. <i>Building Inspectors</i></li> <li>5. <i>Recovery Coordinators</i></li> <li>6. <i>Media/Marketing</i></li> <li>7. <i>Executive Officers</i></li> </ol> </li> </ul>
D.	What have you personally learned from this exercise?	10	<ul style="list-style-type: none"> <li>Comments made by participants:                             <ol style="list-style-type: none"> <li>1. <i>Key actions need to be implemented</i></li> <li>2. <i>Met cohorts from other councils. Better understandings of how the MOU will function and what needs to be done to activate.</i></li> <li>3. <i>When to utilise agreement and how. Gap analysis of</i></li> </ol> </li> </ul>

	Personal Experience Question	Number of Responses made	Notes
			<p><i>current agreement and plans.</i></p> <ol style="list-style-type: none"> <li>4. <i>Some difference in local governments. The need to test application of partnership docs.</i></li> <li>5. <i>More on what other LG's can offer and how and more on how the MOU works.</i></li> <li>6. <i>The need for the Local Recovery Coordinator to form an ISG type group to manage this MOU</i></li> <li>7. <i>Training is every thing</i></li> <li>8. <i>Tips to make the agreement work / more functional. Need to address recovery centric issues.</i></li> <li>9. <i>Better understanding of the Partnering Agreement.</i></li> <li>10. <i>Better understanding of WA arrangements and the role local governments in EM work in WA.</i></li> </ol>
E.	What would have been useful in preparation for this exercise?	10	<ul style="list-style-type: none"> <li>• Comments made by participants:               <ol style="list-style-type: none"> <li>1. <i>Understanding LG agreements plans etc. very well.</i></li> <li>2. <i>Prep was good</i></li> <li>3. <i>The exercise was very well done</i></li> <li>4. <i>The prior exercises were useful</i></li> <li>5. <i>We were able to test our BCP's and make improvements</i></li> </ol> </li> </ul>
F.	Do you think that your organisation would be more effective in responding to an event like this in the City tomorrow?	10	<ul style="list-style-type: none"> <li>• Seven participants responded yes</li> <li>• Comments made by remaining participants               <ol style="list-style-type: none"> <li>1. <i>Yes, it hs given staff not previously involved in EM work a better understanding</i></li> <li>2. <i>I believe we would, nbut sure a lot more to learn</i></li> <li>3. <i>Not more but better equipped to respond</i></li> </ol> </li> </ul>
G.	What could have been improved?	10	<ul style="list-style-type: none"> <li>• Four participants marked the feedback - N/A and another, 'Nothing, overall very useful.'</li> <li>• Other comments made:               <ol style="list-style-type: none"> <li>1. <i>You did a great job with exercise. I like the fact that it was run in a workable group format which isof great use to us.</i></li> </ol> </li> </ul>

	Personal Experience Question	Number of Responses made	Notes
			<ol style="list-style-type: none"> <li>2. Full attendance by the LG's</li> <li>3. Not a lot, met objectives</li> <li>4. Recommended pre-reading</li> <li>5. Should responses be for a particular LG or the consensus of the participants at each table.</li> </ol>
H.	What would you do on return to your work as a result of this exercise?	10	<ul style="list-style-type: none"> <li>• Comments made by participants</li> </ul> <ol style="list-style-type: none"> <li>1. <i>Discus with the relevant people in the organisation.</i></li> <li>2. <i>Report to management</i></li> <li>3. <i>Have a look through our recovery plan as a refresher</i></li> <li>4. <i>Engage with co-workers as new information</i></li> <li>5. <i>Check with external customer service / waste contract</i></li> <li>6. <i>Form more flow charts</i></li> <li>7. <i>Brief the LRC</i></li> <li>8. <i>We have to start updating our plans</i></li> <li>9. <i>Advise other staff involved – go through LEMA again</i></li> <li>10. <i>Add meeting on points raised today to my work load, thanks</i></li> </ol>
I.	What would you do / change with your staff and or procedures?	10	<ul style="list-style-type: none"> <li>• Comments made by participants:</li> </ul> <ol style="list-style-type: none"> <li>1. <i>Update LEMA, update procedures, more training</i></li> <li>2. <i>Activation process mapped in ProMaps</i></li> <li>3. <i>Re-visit Recovery Plans</i></li> <li>4. <i>More awareness of LEMA and Recovery</i></li> <li>5. <i>Nothing at present – apart from actions from exercise</i></li> <li>6. <i>LRC and CEO to all be aware of the agreement and how and when to activate.</i></li> <li>7. <i>Review BCP to include assistance from the MOU</i></li> <li>8. <i>Provide feedback re the Partnering Agreement</i></li> </ol>

# Minutes

## Local Government Emergency Management Advisory Group



3

Meeting No. 1

12:30pm – 15:00pm Tuesday, 12 March 2019 (working lunch provided)

Venue: WALGA, Lvl 1, ONE 70 Railway Parade, WEST LEEDERVILLE

**Attendees:-** Ms Mel Pexton – WALGA (Chair)  
Ms Evie Devitt-Rix - WALGA  
Mr Adrian Dyson – Shire of Mundaring  
Mr Bob Phipps – City of Stirling  
Mr Konrad Seidl - City of Perth  
Mr Michael Duckett – Central Western LEMC  
Ms Myra Giardini – City of Mandurah  
Ms Resmie Greer – City of Wanneroo  
Mr Peter Hayes – City of Bunbury  
Mr Derrick Briggs – City of Joondalup

**Apologies:-** Ms Shirley Elliott – City of Canning  
Mr Graeme Haggart – Town of Bassendean

**Purpose:-** **Showcase initiatives, learnings and case studies within Local Governments.**  
**Create resilient communities throughout WA through sharing knowledge and stakeholder engagement.**

### What's happening around the Regions

#### Shire of Mundaring:

- BRMP endorsed by OBRM. Applied for MAF and received \$258 000 for 21 projects
- State Exercise Framework, Adrian will be attending.
- Shire of Mundaring have representatives on the Operational Fleet Project Action Teams.
- Membership on the Committee for Animals in Emergencies.

#### City of Perth:

- Ongoing updates to PCEMC
- Recovery arrangements updated
- Working through the risk treatments from their risk project
- Work continuing on assessment of crowded places. Discussed the development of the CMAP with presentation to follow.
- Reminder that Emerge is available and open to all LGs for use. City of Perth hosting an info session for LGs to learn more.

#### City of Stirling:

- Requested an update on administration of SES LGGs.
- Ongoing risk project

#### City of Wanneroo:

- SES ESL ongoing issues
- BRMP endorsed
- Risk register reviewed

# Minutes

## Local Government Emergency Management Advisory Group



- Significant work in fire break inspections
- Joint exercise with City of Joondalup – focus on animals, recovery and media communications
- Purchased a changing rooms/toilets for brigades

### City of Bunbury:

- Converting local BRMP methodology to state endorsed BRMP
- Draft BCP endorsed, coming from an EM base.
- Discussions with CBFCOs to extend prohibitive burning times
- Involved in the shark mitigation strategy

### Western Central:

- Analysing risk
- AWARE fund for 7 projects
- Discussions on LEMA model – joint or individual
- Discussion on appointment of Chief Bushfire Control Officers for these LGs who are all in gazetted fire district. (*Action – Mel to provide advice*)

### City of Joondalup:

- Joint exercise next week with City of Wanneroo
- Hospital exercise next Friday, aligned to LEMC requirement
- Working with DFES regional office to receive bushfire notifications

## Member Representation – Committee outcomes

See attachment 1.

## Advocacy and Sector Positions

14:20pm – 14:30pm (10 mins)

<p>Role of a CESM</p> <ul style="list-style-type: none"><li>• Peel proposal for a FEMA position</li></ul>	<p>Mel advised group of WALGA Peel zone proposal to seek eligible funding through the LGGS to fund a Fire and Emergency Management Advisor (FEMA) for LGs. Similar in intent to the CESM, but incorporating all EM and BF responsibilities. Whilst the proposal was developed for the LGs in the Peel zone, it was sent to WALGA for consideration and progression.</p> <p>WALGA have had some early discussions with the State to explore this further. An upcoming workshop on LGGS will provide another avenue for these discussions.</p> <p>LGEMAG members shared different experiences with their CESMs and recent discussions on more CESMs being appointed.</p>
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# Minutes

## Local Government Emergency Management Advisory Group



### City Mobile Audit Program (CMAPS) – City of Perth – Konrad Seidl

Presentation by Konrad, City of Perth.

### Emerging Issues

- **Traffic Management** - City of Bayswater and Western Central LEMC raised some concerns. WALGA advised DFES District Advisor, Merveen Cross was preparing a paper for SEMC to clarify this issue.
- **SES administration (LGGS)** – Mel will raise this at the upcoming workshop on LGGS with DFES and other key stakeholders. Following this workshop a discussion paper will be developed and circulated.
- **Collective Trauma** – Adrian Dyson raised awareness that hostile act is planned to be prescribed as a hazard under the EM Act 2005. Shire of Mundaring considering some training and/or familiarisation on the Red Cross guide on collective trauma, drawing on the experiences of Augusta/Margaret River from the Osmington incidence. Mel advised that the prescription of hostile act has been stalled with no date scheduled for prescription at this time.

### ACTIONS

Action	By whom	Due date
<ul style="list-style-type: none"><li>• Nominate potential guest speakers for LGEMAG meetings to <a href="mailto:EDevitt-Rix@walga.asn.au">EDevitt-Rix@walga.asn.au</a></li></ul>	All members	
<ul style="list-style-type: none"><li>• Send update to members following LGGS workshop (reference LG administration of SES for LGGS).</li></ul>	Mel	29 March 2019
<ul style="list-style-type: none"><li>• Develop member representation template to capture meeting attendance and outcomes. This will be prefilled and distributed to members with the agenda. We will take it as read and use time to discuss any pertinent points members wish to highlight.</li></ul>	Evie	29 March 2019

### Next Meeting

# Minutes

## Local Government Emergency Management Advisory Group



### Attachment 1: Member representation – committee outcomes

Member representation		
Committee	Outcomes	Member
Interagency Bushfire Operations Committee	<ul style="list-style-type: none"> <li>- Membership includes reps from DBCA, DFES and WALGA.</li> <li>- Adrian provided a presentation that he gave to the Preformed Teams (Level 3). See presentation attached with minutes.</li> </ul>	Adrian Dyson
Bushfire Operations Committee	<ul style="list-style-type: none"> <li>- Met for the first time 21/2/2019</li> <li>- Membership includes a rep from each ROAC/DOAC</li> <li>- Initial meeting established ToR</li> <li>- This will give WALGA and the state visibility of the issues facing bushfire volunteers across WA and provide an avenue to bridge the gap between LGs, BFBs and DFES.</li> </ul>	Mel Pexton Non voting member
State Bushfire Advisory Committee	This is still to be established. WALGA will have representation on this committee.	TBC
Bushfire Training	Bushfire training package is being redeveloped in line with feedback from BFBs and LGs following the implementation of the Volunteer pathways. The Bushfire Centre of Excellence staff will be consulting with ROACs/DOACs, including LGs in this process to gain feedback on the proposed new package.	Mel Pexton
Bushfire Centre of Excellence	Awarded to Shire of Murray 😊 Mel has been attending workshops to develop the service offering and packages, along with the principles and approaches. More work to be done! You can read more <a href="#">here</a> .	Mel Pexton
SEMC	Meeting held Friday 8 March. Key areas of interest include: <ul style="list-style-type: none"> <li>- Update on lessons management framework</li> <li>- Update on state exercise framework</li> <li>- Interim animals in emergencies support plan was endorsed</li> <li>- Discussion and further work planned on the emerging issue of drones in emergency aviation</li> <li>- Transportation of hazardous materials presentation</li> </ul>	Joanne Burges
Operational Fleet	WALGA represent the sector on the Operational Fleet Project Board. WALGA also have a seat at the operational Fleet reference group, Mel Pexton. Individual LGs reported as having nominated officers or volunteers to participate and join the relevant	Joanne Burges

# Minutes

## Local Government Emergency Management Advisory Group



	<p>project action teams. Periodical communication is forthcoming to all LGs and stakeholders. The latest communication came in March. See attachment to this email.</p>	
LGGS workshop	<p>WALGA will be hosting an initial workshop/round table discussion with DFES to progress a review of the LGGS. Other stakeholders (incl. AVBFBA) are keen to review elements of the manual however, WALGA have a raft of feedback from members regarding the LGGS, which requires consideration and discussion. WALGA commits to providing an update on the first meeting, from which a broader LG sector wide consultation and engagement process will be developed.</p>	Mel Pexton



# VOLUNTEERING DURING & FOLLOWING LOCAL EMERGENCIES

**Registration kit for spontaneous volunteers**



# Contents

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## Introduction

### What is volunteering?

Volunteering can be defined as time, skills, knowledge and effort willingly given for the common good and without financial gain. The term 'volunteering' covers a diverse range of activities and is part of the wider concept of civic participation. It includes formal volunteering that takes place within organisations (including institutions and agencies) in a structured way and informal volunteering, acts that take place outside the context of a formal organisation. The volunteering sector has long been an enabler and driver of equitable growth in Western Australia, and as such has made a significant contribution to the welfare of the local community.

### What is spontaneous volunteering?

Spontaneous offers to help during and following a disaster are a growing phenomenon. Spontaneous volunteers are individuals or groups of people who seek, or are invited to, contribute their assistance during/ and/or after an emergency event, and who are unaffiliated with any part of the existing official emergency management response and recovery system. Spontaneous volunteers come from all walks of life and contribute a wide range of skills and experience.

Hazard Management Agencies (HMA) acknowledge that offers of assistance can be productive during rescue and recovery efforts however, an influx of people compelled to assist

can also overwhelm agencies and divert critical time and resources away from priority areas, or even compound the situation where people are putting themselves at risk.

### When will I be engaged as an official volunteer representative of the Town of Bassendean?

The Town of Bassendean sincerely appreciates all offers of assistance during and following a significant emergency event however, before you can be considered in any volunteer capacity, formal registration through the Town's Bassendean Volunteer Centre is compulsory. Formal registration not only contributes significantly towards effective mobilisation and support during and following an emergency event, but also towards protecting individuals from liability.

**Please note:** simply registering does not imply that the Town has engaged you as an official volunteer representative, the registration process is merely an expression of interest and does not cover you under the Town's liability to assist in any capacity of emergency response and recovery activities.

To be considered as an official Town of Bassendean volunteer, the Town will contact you in the first instance to notify you that your assistance is required, and to invite you to participate in a compulsory induction process. Once the induction process has taken place, volunteers will be briefed on the scope of their

## Scope

This Volunteer Resource Kit is designed for those who express an interest to volunteer during and following an emergency event. The procedures identified in this kit apply only in circumstances where a response from the *Town of Bassendean* is required to support the appropriate Hazard Management Agency (HMA), or for incidents where the *Town* has a prescribed role under the *Emergency Management Act 2005*. The decision to engage spontaneous volunteers during or following an emergency will be at the discretion of Town of Bassendean CEO, in coordination with the appropriate HMA.

## Background

### Local Community Emergency Management Arrangements

Under the provisions of the *Emergency Management Act 2005*, Local Government Authorities are required to prepare and maintain *Local Emergency Plans* for the safety of their communities in the event of a natural or human-caused emergency. The *Local Community Emergency Management Arrangements* - the *Town's* principal emergency response and recovery plan - sets out the procedures that apply to all emergency incidents which require a response from the *Town of Bassendean* in support of the appropriate Hazard Management Agency (HMA); or for incidents where the *Town*

has a prescribed role under the *Emergency Management Act 2005*.

### Managing Volunteers in Emergencies (MVE) plan

The *Managing Volunteers in Emergencies* (MVE) plan is designed to complement the *Local Community Emergency management Arrangements*; and aims to ensure the appropriate coordination of volunteers, particularly spontaneous volunteers, in the preparedness, response and recovery phases of an emergency event.

Activation of the MVE, and the decision whether to engage the assistance of volunteers during and following an emergency event, will be at the discretion of the *Town's* Incident Management Team.

### Registration Kit for Volunteers

The *Registration Kit for Volunteers* was developed as a practical guide for people who wish to express an interest to volunteer during and following emergency event. The kit identifies the compulsory processes in a step-by-step guide to becoming a registered volunteer with the *Town*; as well as the processes for determining whether the *Town* has engaged you as an official volunteer where your assistance to participate in the response and recovery phase has been formally requested.

## Expression of Interest process

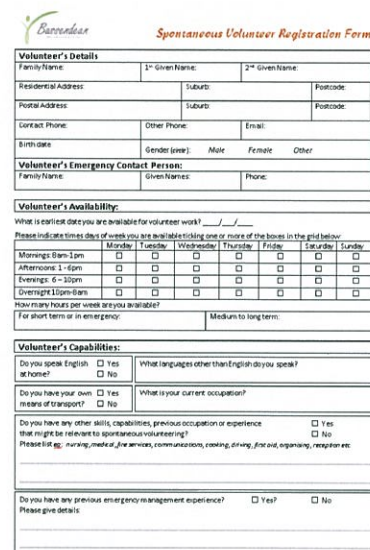
To express your interest to volunteer with the Town of Bassendean, it is preferred that you use the volunteer registration portal on the Town’s website. Registering online saves administrative work for the Town that could be better utilised in the rescue and recovery efforts. To express your interest in registering as a volunteer, please visit the link below:

<https://www.bassendean.wa.gov.au/>

### **IF YOU DO NOT HAVE ONLINE ACCESS TO THE TOWN’S WEBSITE, PLEASE FOLLOW THE ALTERNATIVE REGISTRATION PROCESS BELOW:**

#### **STEP 1:**

If you are unable to complete the online registration form, please complete the *Spontaneous Volunteer Registration Form* attached as appendix 1. of this *Registration Resource Kit*, ensuring that all fields of the document are complete.



**Spontaneous Volunteer Registration Form**

**Volunteer's Details**

Family Name: \_\_\_\_\_ 1<sup>st</sup> Given Name: \_\_\_\_\_ 2<sup>nd</sup> Given Name: \_\_\_\_\_

Residential Address: \_\_\_\_\_ Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Postal Address: \_\_\_\_\_ Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Birth date: \_\_\_\_\_ Gender (sex):  Male  Female  Other

**Volunteer's Emergency Contact Person:**

Family Name: \_\_\_\_\_ Given Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Volunteer's Availability:**

What is earliest date you are available for volunteer work? \_\_\_\_/\_\_\_\_/\_\_\_\_

Please indicate times (day of week) you are available (ticking one or more of the boxes in the grid below)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning: 8am-1pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon: 1-6pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening: 6-10pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime: 10pm-6am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How many hours per week are you available?

For short term or in emergency: \_\_\_\_\_ Medium to long term: \_\_\_\_\_

**Volunteer's Capabilities:**

Do you speak English at home?  Yes  No

What languages other than English do you speak? \_\_\_\_\_

Do you have your own means of transport?  Yes  No

What is your current occupation? \_\_\_\_\_

Do you have any other skills, capabilities, previous occupation or experience that might be relevant to spontaneous volunteering?  Yes  No

Please list eg: nursing, medical, fire services, communications, cooking, driving, first aid, organising, reception etc.

\_\_\_\_\_

Do you have any previous emergency management experience?  Yes  No

Please give details: \_\_\_\_\_

#### **STEP 2:**

In some circumstances, the Town may require a Volunteer National Police Certificate to ensure that only suitable volunteers are engaged to represent the Town of Bassendean. With your consent, the Bassendean Volunteer Centre will lodge an application for a National Police Certificate on your behalf. If you’re Police Certificate shows pending charges, the decision whether to engage your assistance as a volunteer representative will be at the discretion of the Senior Community Development Officer (Volunteers).



**VOLUNTEER NATIONAL POLICE CERTIFICATE CONSENT FORM**

**SECTION A: Applicant Details**

Surname/Primary name: \_\_\_\_\_ Given name/s: \_\_\_\_\_

Gender: \_\_\_\_\_ Date of birth: \_\_\_\_\_ Contact number: \_\_\_\_\_

Residential address: \_\_\_\_\_

Postal address (if different from residential): \_\_\_\_\_

Previous address (Australian address resided within the last 5 years): \_\_\_\_\_

Date residing at previous residence (if exact date is unknown, please list year resided): \_\_\_\_\_

**Previous/Alia/Maiden Names**

Surname/Primary name: \_\_\_\_\_ Given name/s: \_\_\_\_\_

Place of birth: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_ State: \_\_\_\_\_ Country: \_\_\_\_\_

**SECTION B: Consent and Indemnity**

I certify that I am the applicant named in this form and all details herein provided by me are true and correct. I consent to a check of the records of all Australian Police jurisdictions and to the acknowledgment of the existence of any court outcomes and/or pending charges being provided to the volunteer organisation as named in this document via a Volunteer National Police Certificate issued in my name.

In consideration of the WA Police releasing an acknowledgment of any court outcomes, pending charges and other relevant matters under this application, I hereby indemnify the State of WA, its servants and agents including all members of WA Police against all actions, suits, proceedings, costs of actions, suits, claims and demands whatsoever which may be brought or made against or to them by anybody or persons by reason of or arising out of the reason of any details of any court outcomes and other information recorded against my name purporting to relate to or concern me.

Volunteer signature: \_\_\_\_\_ Date: \_\_\_\_\_

**SECTION C: Volunteer Agency Verification**

I confirm that I have viewed the applicant's ID documents as per the guidelines and verified that the details contained within this form match the ID. I confirm that I am authorised by my volunteer organisation to submit volunteer checks on their behalf and that all other only the details contained in this form are the only online application.

Volunteer agency representative signature: \_\_\_\_\_ Date: \_\_\_\_\_



### **STEP 3**

A condition of applying for a National Volunteer Police Certificate is that adequate supporting documents are provided for verification.

The background check requires **one primary** document and **one secondary** document, either of which must contain a photo. Alternatively, **three secondary** documents is also acceptable, provided that at least one contains a photograph.

Please see the list of suitable ID documents below accepted for a Volunteer National Police Certificate:

#### **Primary documents**

- Full Australian birth Certificate
- Australian Citizenship Certificate
- Australian or International Passport
- Registration of Descent

#### **Secondary documents**

- License or Permits issued under Australian Law
- WA photo card/Proof of Age Card
- Immicards
- Working With Children's Card
- Dangerous Goods Security Card
- Government Employee Photo ID
- Centrelink or Social Security Card
- Department of Veteran Affairs Card
- Centrelink or Social security card
- Tertiary Education Institution ID Card
- Australian Learner's Permit
- Medicare Card
- Property Lease or Rental Agreement
- Debit Card or Credit Card
- Council or Shire notice
- Utilities Bill

### **STEP 4:**

Once you have completed the Spontaneous Volunteer Registration form and National Police Certificate application, please use one of the following methods outlined below in order of the Town's preference for receiving volunteer registration documents:

1. Via email: [\*\*volunteers@bassendean.wa.gov.au\*\*](mailto:volunteers@bassendean.wa.gov.au)
2. Via post : PO Box 87 Bassendean 6934, Att: Bassendean Volunteer Centre
3. In person to the Bassendean Volunteer Centre (50 Old Perth Road Bassendean

## What now?

The town of Bassendean sincerely appreciates the motivation and commitment that has inspired you to offer assistance in a time of crisis and in addition, values the time and effort you have taken to express your interest to volunteer by completing the registration forms.

Please remember that at this point – the initial expression interest and registration process - the Town has not engaged you as an official volunteer representative covered under the Town’s liability to participate in emergency response and recovery activities. If additional

assistance is required from volunteers, the Town will contact you directly and invite you to participate in a compulsory formal induction process.

If the Town of Bassendean does not contact you requesting your assistance, please do not feel offended or think that your expression of interest to assist is not sincerely appreciated. The need for additional support from volunteers will be determined by the Town of Bassendean at the advice of the appropriate Hazard Management Agency.



## How the Town of Bassendean will communicate with spontaneous volunteers

The Town of Bassendean uses a variety of communication mediums to disseminate information during and following a significant emergency event. Below is a list of the mediums the Town will use to communicate with potential

volunteers, as well as the general public. If you register as a volunteer with the Town and have provided either an email or phone number, we will endeavour to contact you via this method. However, social media is a highly effective way of disseminating critical information to large amounts of people, so please monitor the Town of Bassendean and Bassendean Volunteer Centre's Facebook pages for live updates.



Town of Bassendean:

[mail@bassendean.wa.gov.au](mailto:mail@bassendean.wa.gov.au)

Volunteer Centre:

[volunteers@bassendean.wa.gov.au](mailto:volunteers@bassendean.wa.gov.au)



Town of Bassendean:

**(08) 9377 8000**

Volunteer Centre:

**(08) 93772191**



Town of Bassendean:

**PO Box 87 Bassendean 6934 WA**

Volunteer Centre:

**PO Box 87 Bassendean 9634 WA**



Town of Bassendean:

<https://www.bassendean.wa.gov.au/>

Volunteer Centre:

<http://bassendeanvolunteer.com.au/>



Town of Bassendean Facebook page

Bassendean Volunteer Centre Facebook Page

## Volunteering with the Town of Bassendean

### Briefings and debriefings

Those who are engaged as official volunteers under the guidance of the Town, will receive a briefing at the start of every shift to identify roles and activities of volunteers; as well as provide updates on the current emergency situation. Debriefings will also take place to identify what went well, what didn't, and to provide opportunities for feedback and to raise concerns.

### Training

In some circumstances, training may be offered or even required to perform certain volunteer roles - this will be at the discretion of the Senior Community Development Officer.

### Health & Safety

The Town places high value on the health and safety of its staff, volunteers and residents. During and following an emergency many hazards may be evident or concealed. It is therefore critical that volunteers follow the instructions provided by Town staff or emergency agencies responding to the event. Whilst the Town has a duty of care to ensure your safety, volunteers also have a duty of care to themselves and others. If you receive an injury, even if it is minor, please report it immediately to a Town staff member.

### Volunteer support

Following an emergency, the Town recognises that some volunteers may be deeply affected by

their experiences and require ongoing emotional or psychological support. If you feel that you need support, please report this to the Volunteer Centre Manager, Town staff member and/or supervisor so that appropriate support can be offered.

### Insurance

Those who are officially registered as volunteers of the Town of Bassendean and are engaged to perform volunteer activities under the strict instruction from a Town representative, will be covered under the Town's public liability and personal accident insurance. However, it should be noted that reckless behaviour may forfeit your right to make a claim where it was found that you didn't follow the instructions of the Town.

## Reporting lines for volunteers

During your placement as a volunteer, please report all issues to the Senior Community Development Officer (Volunteers) or a Town of Bassendean staff member. Your concerns will be reported through the following chain of command



# Appendix 1. Spontaneous Volunteer Registration Form



Volunteer's Details		
Family Name:	1 <sup>st</sup> Given Name:	2 <sup>nd</sup> Given Name:
Residential Address:	Suburb:	Postcode:
Postal Address:	Suburb:	Postcode:
Contact Phone:	Other Phone:	Email:
Birth date	Gender ( <i>circle</i> ): <i>Male</i> <i>Female</i> <i>Other</i>	
Volunteer's Emergency Contact Person:		
Family Name:	Given Names:	Phone:

## Volunteer's Availability:

What is earliest date you are available for volunteer work? \_\_\_/\_\_\_/\_\_\_

Please indicate times days of week you are available ticking one or more of the boxes in the grid below:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Mornings: 8am-1pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoons: 1 - 6pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evenings: 6 – 10pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overnight 10pm-8am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How many hours per week are you available?

For short term or in emergency:	Medium to long term:
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## Volunteer's Capabilities:

Do you speak English at home? <input type="checkbox"/> Yes <input type="checkbox"/> No	What languages other than English do you speak?
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Do you have your own means of transport? <input type="checkbox"/> Yes <input type="checkbox"/> No	What is your current occupation?
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Do you have any other skills, capabilities, previous occupation or experience that might be relevant to spontaneous volunteering? Please list eg: <i>nursing, medical, fire services, communications, cooking, driving, first aid, organising, reception etc.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
_____	

Do you have any previous emergency management experience? Please give details:	<input type="checkbox"/> Yes? <input type="checkbox"/> No
_____	
_____	

Do you have any physical or mental disabilities that you think might limit your mobility or impact your capacity to respond to some emergency situations?

Yes

No

Please give details:

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Do you have a National Police Clearance?  Yes?  No

Date issued: / /

Do you have a current WA Working With Children Card?  Yes?  No

WWC Card Number: \_\_\_\_\_ Expiry date: / /

Do you have a driver's licence valid for use in WA?  Yes  No

Licence Num: \_\_\_\_\_ Class: \_\_\_\_\_ Expiry Date: ...../...../. Country / State issued:

Please list the sorts of tasks you prefer or would be willing to do as a spontaneous volunteer:

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Please list any tasks you are unwilling or unable to undertake as a spontaneous volunteer:

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Please list any resources or equipment you have available that you might be able to provide in case of emergency: *eg. personal phone, internet access, other communication devices, passenger vehicle, commercial vehicle, machinery and tools, kitchen.*

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Please list any special requirements you may need to carry out volunteer work *eg. dietary, access, rest breaks, mobility device etc.*

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# VOLUNTEER NATIONAL POLICE CERTIFICATE CONSENT FORM

## SECTION A: Applicant Details

Surname/Primary name

Given name/s

Gender

Date of birth

Contact number

Residential address

Postal address *(if different from residential)*

Previous address *(Australian address resided within the last 5 years)*

Date residing at previous residence *(if exact date is unknown, please list year resided)*

### Previous/Alias/Maiden Names

Surname/Primary name

Given name/s

### Place of birth

Suburb/Town

State

Country

## SECTION B: Consent and Indemnity

I certify that I am the applicant named in this form and all details herein provided by me are true and correct. I consent to a check of the records of all Australian Police Jurisdictions and to the acknowledgment of the existence of any court outcomes and/or pending charges being provided to the volunteer organisation as named in this document via a Volunteer National Police Certificate issued in my name.

In consideration of the WA Police releasing an acknowledgement of any court outcomes, pending charges and other relevant matters under this application, I hereby indemnify the state of WA, its servants and agents including all members of WA Police against all actions, suits, proceedings, causes of actions, cost, claims and demands whatsoever which may be brought or made against it or them by anybody or person by reason of or arising out of the reason of any details of any court outcomes and other information recorded against my name purporting to either relate to or concern me.

Volunteer signature

Date

## SECTION C: Volunteer Agency Verification

I confirm that I have viewed the applicant's ID documents as per the guidelines and verified that the details contained within this form match the ID. I confirm that I am authorised by my volunteer organisation to submit volunteer checks on their behalf and that will enter only the details contained on this form into the VNPC online application.

Volunteer agency representative signature

Date