

ATTACHMENT NO. 1



STATE EMERGENCY MANAGEMENT

A Strategic Framework for
Emergency Management in
Western Australia

Legislation

Policy

Plan

Procedure

GUIDELINES

Glossary

DRAFT

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Local Recovery Guidelines

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AMENDMENT TABLE

AMENDMENT		DETAILS	AMENDED BY: (INITIALS)
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A copy of this document is available on the State Emergency Management
Committee internet site www.semc.wa.gov.au

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1 Introduction

HOW TO USE THE GUIDELINES

Part 1 – Introduction to Recovery provides:

- the definition of recovery; and
- an overview of the principles, objectives and environment effects of recovery.

Part 2 – Preparedness and Planning provides an overview of measures to prepare for recovery including how to develop a Recovery Plan.

Part 3 – Managing Recovery provides an overview of how to manage recovery once it has commenced.

This document is to be read in conjunction with the following documents:

- *Emergency Management Act 2005* (EM Act);
- *Emergency Management Regulations 2006* (EM Regulations)
- State Emergency Management Policy (State EM Policy);
- State Emergency Management Plan (State EM Plan);
- State Hazard Plans (Westplans);
- State Emergency Management Procedures (State EM Procedures);
- relevant State Emergency Management Guidelines (State EM Guidelines); and
- State Emergency Management Glossary (State EM Glossary).

It should be noted that the State EM Procedures are divided into Prevention, Preparedness, Response and Recovery sections, with individual procedures referred to as 'State EM Prevention Procedure', 'State EM Preparedness Procedure', 'State EM Response Procedure' and 'State EM Recovery Procedure', as applicable.

To help us to continually update and improve these Guidelines your feedback and comments are welcomed and can be directed to semc.policylegislation@dfes.wa.gov.au

WHAT IS RECOVERY?

Recovery is the coordinated process of supporting "emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing" (EM Act).

Local governments are to ensure the preparation and maintenance of local recovery arrangements. This includes the identification of a Local Recovery Coordinator and inclusion of a Recovery Plan within the Local Emergency Management Arrangements as detailed in State EM Policy Sections 2.5 and 6.3 and State EM Plan Sections 6.3 – 6.6. The supporting Local Recovery Plan addresses the restoration of emotional, social, economic and physical wellbeing of a community, the reconstruction of infrastructure and the provision of support services following an emergency.

This Guideline has been developed to assist local governments and communities prepare a local recovery plan that:

- empowers the community;
- is a dynamic working document; and
- reflects the individuality of the community.

Under section 36(b) of the EM Act, it is a function of local government to manage recovery following an emergency affecting the community in its district.

The extent of recovery activity will, however, depend on the nature and magnitude of the emergency. In some circumstances, it may be necessary for the State Government to assume responsibility for coordinating the recovery process at a whole-of-government level.

This higher-level coordination operates only to ensure that the affected community has equitable and appropriate access to available resources. The management of recovery must still be determined at the local government level.

RECOVERY PRINCIPLES

Recovery forms the fourth element of the PPRR (Prevention, Preparedness, Response, Recovery) approach to emergency management which is applied in Western Australia. A community's ability to cope with the impact of emergencies depends mainly on whether it, along with the Hazard Management Agencies (HMAs), has prepared plans, arrangements and programs for each of the four components.

The State's recovery activities are underpinned by the [National Principles for Disaster Recovery](#):

Understand the CONTEXT: Successful recovery is based on an understanding of the community context, with each community having its own history, values and dynamics.

Recognise COMPLEXITY: Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.

Using COMMUNITY-LED approaches: Successful recovery is community-centered, responsive and flexible, engaging with community and supporting them to move forward.

COORDINATE all activities: Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and needs.

COMMUNICATE effectively: Successful recovery is built on effective communication between the affected community and other partners.

Recognise CAPACITY: Successful recovery recognises, supports and builds on individual, community and organisational capacity and resilience.

OBJECTIVES OF RECOVERY

The objectives of recovery activities, as outlined in [State EM Policy Section 6](#) and State EM Plan Section 6 are:

- To assist recovery at a personal, community, economic and environmental level;
- To ensure that recovery activities are community-led;
- To ensure that available government and non-government support to affected communities is targeted;
- To assist communities to rebuild in a way that enhances social, economic and environmental values where possible;
- To improve resilience of the relevant communities; and
- To ensure that lessons learnt through the recovery process are captured and available to managers of future recovery processes.

UNDERSTANDING THE EFFECTS OF DISASTERS AND EMERGENCIES

Emergencies and disasters have impacts on the social, built, economic and natural environments of a community. It is important that each of these effects is understood and addressed in the local recovery planning.

Social environment effects

The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing. Emergencies and disasters can cause major societal and personal upheavals, and reactions within a community may be diverse. Common feelings experienced may include shock, fear, anger, helplessness, sadness, guilt and shame. These feelings will affect individual and community behaviour. Effects may be immediate or long term. Plans should include psychological support strategies.

Built environment effects

Damage to infrastructure such as communication systems, transport systems, energy supplies, water and sewerage systems, food distribution, health facilities, education facilities and buildings may cause serious disruption to a community and significantly affect their ability to function normally. Damage to these services will also significantly impact the delivery of recovery services. Plans should include strategies for working with service providers and re-establishing vital infrastructure.

Economic environment effects

The primary economic effects of emergencies and disasters are physical damage to infrastructure and stock and loss of income through reduced trading. The consequences of reduced trading or production can include bankruptcy, forced sale, business closure, loss of experienced workers, a depleted customer base and reduced population. These consequences may be exacerbated by a reduction of disposal income within the community.

Natural environment effects

The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and animal damage/loss; and national parks, and cultural and heritage sites.

More information on the social, built, economic and natural environment effects of disasters and emergencies can be obtained from the [Australian Emergency Management Handbook 2 Community Recovery](#).

Community-led Recovery¹

In the immediate phases of relief and early recovery, recovery agencies can make proactive decisions about supporting anticipated community needs. These decisions are based on knowledge and experiences from previous disasters, coupled with a sound understanding about the consequences of the disaster upon the community and its capacity to meet its own needs.

As individuals, groups and the community recommence engaging, communicating and becoming more aware of the emerging consequences of the disaster, they are able to collectively plan for their recovery needs. Recovery agencies should facilitate and support individuals, groups and communities to identify, prioritise and implement their own recovery process. This involves working with and engaging communities on issues of local concern, and developing localised community recovery plans and projects.

Recovery planning built upon community development fundamentally aims to support self-help and strengthen the resources, capacity and resilience already present within individuals and communities.

Best practice community engagement is underpinned by a set of principles, including:

Inclusiveness: the involvement of people potentially affected by, or interested in, projects or activities, including individuals and groups from culturally diverse backgrounds: engagement should be undertaken in ways that encourage people to participate and that seek to connect with those who are hardest to reach;

Commitment: engagement should be genuine and aimed at identifying, understanding and engaging relevant communities, and should be undertaken as early as possible;

Building relationships and mutual respect: development of trust through personal contact and keeping promises is a priority: effective relationships between government and non-government sectors, industry and community should be maintained by using a variety of communication channels, by acknowledging and respecting community capacity, values and interests, and by exploring these areas to find common ground;

¹ Information in these Guidelines on community-led recovery and effective communication in recovery is from the Australian Emergency Management Handbook 2 Community Recovery. For additional recovery resources refer to [Appendix One](#).

Integrity: genuine community engagement is a means through which the integrity of government and the democratic processes of government are maintained;

Transparency and accountability: engagement should be undertaken in a transparent and flexible manner so that communities understand what they can influence and to what degree; and

Feedback and evaluation: engagement processes should inform participants of how their input contributed to decision making.

Recovery managers need to be clear when engaging with communities about the ability of the community to have input (for example, whether community input will be considered and policy programs adjusted accordingly, or whether the community engagement process is only about informing the community of the practice to be adopted). Trust can be eroded if the community engagement methods used are inappropriate, or promise a level of involvement or decision making that is not delivered.

Early assessment should be made of any need for, and likely benefit of, additional community development resources, which may be required when:

- the emergency has a demonstrated impact upon social infrastructure and networks and economic systems;
- an affected area is experiencing or is likely to experience socioeconomic disadvantage as a result of the emergency; and/or
- the emergency has created a high degree of stress/distress within the community that will impact upon its health, wellbeing and socioeconomic recovery.

2 Preparedness

NOMINATE A LOCAL RECOVERY COORDINATOR

Local governments are required to include the nomination of a Local Recovery Coordinator in their local emergency management arrangements. There should be more than one person appointed and trained to undertake the role in case the primary appointee is unavailable when the emergency occurs.

The Local Recovery Coordinator is responsible for the development and implementation of recovery arrangements, in conjunction with the local government including:

- Preparation, maintenance and testing of the Local Recovery Plan; and
- Coordination of the promotion of community awareness of the recovery arrangements.

A suggested role and functions for the Local Recovery Coordinator is attached in [Appendix Two](#).

CONSIDER MEMBERSHIP OF A LOCAL RECOVERY COORDINATION GROUP

It is prudent to consider the potential membership of a Local Recovery Coordination Group prior to events occurring.

A Local Recovery Coordination Group is the strategic decision-making body for recovery. Local Recovery Coordination Groups provide visible and strong leadership and have a key role in restoring confidence to the community through assessing the consequences of the emergency and coordinating activities to rebuild, restore and rehabilitate the social, built, economic and natural environments of the affected community.

A Local Recovery Coordination Group might comprise of:

- The Local Recovery Coordinator;
- Key local government staff and elected members;
- Local representatives of participating agencies (government, non-government and private sector) who have the ability to provide specific services, for example local government, Western Australia Police Force (WA Police Force), Department of Communities, Essential Services (Water Corporation, Western Power/Horizon Power, Alinta Gas, Telstra), and Main Roads WA, and Department of Health (WA Health); and
- Members of the community, community groups or leaders from local community groups/associations/committees.

A suggested role and functions for the Local Recovery Coordination Group is attached in [Appendix Three](#).

Details of potential roles and responsibilities of organisations that may be participants in the recovery phase of an emergency are attached in [Appendix Four](#).

DEVELOPING A LOCAL RECOVERY PLAN

A Local Recovery Plan should be practical and easy to use and must be easily accessible by community members and emergency managers. The Plan is a part of the Local Emergency Management Arrangements, and the **Local Emergency Management Committee (LEMC)** should be engaged in its development.

The format and contents of individual recovery plans will vary according to the characteristics of the community for which it is being prepared. **The following information should be used as a guide to assist local governments to prepare their own, area specific Local Recovery Plan.**

What are Local Recovery Plans?

Western Australia is a diverse state that presents a variety of hazards and risks that differ from one local government area to another. Events that cause disruption and damage to communities may occur at any time and without warning. Individuals and communities can be affected in ways which interfere with their normal functioning and their physical environment.

Recovery is the coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing.

A Recovery Plan is developed to clearly identify recovery arrangements and operational considerations. It identifies any agreements that have been made between local governments and/or emergency management agencies and refers to other appropriate documents where necessary.

The process of recovery planning enables a community to anticipate potential problems and identify possible solutions. While not every situation can be anticipated, appropriate arrangements for a range of scenarios can be developed. This will enable a community to react faster and more effectively, especially during the critical hours following an emergency. Knowing information such as responsibilities, coordination centre locations, tasks and available resources can significantly speed a community's recovery.

Who prepares a Local Recovery Plan?

HMA's have comprehensive plans for responding to an emergency and will assist in the commencement of the recovery process (for the specific hazards that are their responsibility). However, it is a function of the local government to *"manage recovery following an emergency affecting the community in its district"* (s. 36 EM Act).

The local government must prepare a Local Recovery Plan and nominate a Local Recovery Coordinator (s. 41(4) EM Act). The Local Recovery Coordinator, in conjunction with the local government, will have responsibility for developing the Local Recovery Plan for endorsement by the Council of the Local Government.

Community engagement in recovery planning

Community involvement in the development of the Local Recovery Plan will provide greater idea generation, and ensure that the Plan addresses the needs, issues and concerns of the community. It may also improve community confidence in recovery and generate a sense of ownership for the Plan within the community. Community participation in the process is also an effective tool in increasing recovery awareness.

The type of communication required is largely dependent on the demography of the local community and the time and resources available. Consideration should be given to preparing a communications strategy. The following table outlines steps for planning and implementing a community engagement strategy.

Planning and Implementing a Community Engagement Strategy

Step	Information
1. Establish target audience	<p>Consider the demographics of the area and investigate what groups or networks exist. Consider targeting:</p> <ul style="list-style-type: none"> • Agency networks; • The general public; • Community groups e.g. environmental groups, farming groups, community action groups, church groups, sporting clubs, service clubs, Aboriginal groups, schools, chambers of commerce and industry; • LEMC; • Local government networks; • Brigades and volunteer groups; and • Neighbouring LEMCs.
2. Determine matters to be communicated	<p>Determine what information you need from the community. This may include:</p> <ul style="list-style-type: none"> • Historical emergency events – how has recovery been managed in the past? What could be improved; and • General feedback on the draft Local Recovery Plan. <p>Determine what information you are going to provide the community.</p> <p>This may include:</p> <ul style="list-style-type: none"> • Emergency management awareness; • Recovery awareness; and • Recovery coordination centre locations.

Step	Information
3. Determine methods of communication	<p>Considering the target audience, determine the most appropriate methods of communication. Different communication methods using different medium may be required to address various audiences. Consider the following methods:</p> <ul style="list-style-type: none"> • Circulars (distributes information within agency networks); • Community meetings; • Community Kiosks (an informal workshop with displays encouraging small group discussion); • Community displays (exhibiting the draft Plan in public areas); • Pre-planned meetings (presenting information at existing community group meetings e.g. Rotary); • Panels and focus group (establish a group to represent a cross section of the community); • Media (utilising local newspapers, radio stations, posters or pamphlets to distribute information and request feedback); • Internet/Intranet (utilising local websites to distribute information and request feedback); and • Email (establish an email address for public enquiries and comments).
4. Develop an implementation plan	Record the target audience, matters to be communicated and methods of communication to be used in an implementation plan.

Following the development of the Local Recovery Plan, consider securing local media coverage of the approval phase and use that opportunity as an additional method to build public support for the process.

For more information on community participation, refer to DFES's 'A simple guide for engaging the community in emergency management' on the DFES website www.dfes.wa.gov.au

How much consultation is required?

The amount of community participation required will be dependent on the number of essential matters to be communicated, both from and to the community (Step 2 above). The extent of consultation will also be based on the diversity and size of the local community and the time and resources available.

REVIEW

Local emergency management arrangements (including the Local Recovery Plan) are to be reviewed in accordance with State EM Policy Statements 2.5.2 and 6.3.2 and State EM Preparedness Procedure 8, and amended and replaced whenever the local government considers it appropriate (s. 42 EM Act).

According to State EM Policy Statements 2.5.2 and 6.3.2 and State EM Preparedness Procedure 8, local emergency management arrangements (including a Local Recovery Plan) are to be reviewed and amended as follows:

- contact lists are reviewed and updated quarterly;
- a review is conducted after an event or incident in which the local recovery plan was implemented;
- a review is conducted after training that exercises the arrangements;
- an entire review is undertaken every five years, as risks might vary due to climate, environment and population changes; and
- circumstances may require more frequent reviews.

EXERCISES

LEMCs must develop appropriate exercise plans and schedules to test local arrangements (including Local Recovery Plans) annually (s. 39 EM Act, State EM Policy Section 4.8 and State EM Plan Section 4.7).

Exercising the arrangements during the planning process will allow the LEMC to:

- Test the functionality and effectiveness of the local arrangements;
- Bring together members of emergency management agencies and give them knowledge of, and confidence in, each other;
- Help educate the community about local arrangements and programs thus providing them with confidence in their local government and emergency management agencies;
- Allow participating agencies an opportunity of testing their operational procedures and skills in simulated emergency conditions; and
- Test the ability of separate agencies to work together on common tasks, and to assess effectiveness of co-ordination between them.

The management of an exercise is a systematic process involving planning, documenting, conducting, evaluating and validating.

Training in exercise management prior to embarking on any type of exercise ensures a relevant and effective exercise program.

APPROVING THE LOCAL RECOVERY PLAN

The Local Recovery Plan is to be endorsed by the LEMC and tabled with the District Emergency Management Committee (DEMC).

The DEMC may make recommendations to the LEMC to enhance the effectiveness of the Local Recovery Plan.

The DEMC should ensure that the Plan complies with the EM Act and State EM Policy and State EM Plan.

Exchange of information between local government areas might also be offered through the DEMC. This exchange may provide for best practice local recovery planning in the emergency management district.

The final version of the Local Recovery Plan should be tabled with the local government Council for approval. A copy of the approved Plan should be forwarded to the SEMC for noting.

CONTENT OF LOCAL RECOVERY PLANS

A recommended Local Recovery Plan template is attached in [Appendix Five](#).

The template is a guide only and some headings and suggested inclusions may be more relevant to your community and your area.

FINANCIAL PREPARATION

There are a number of actions which local governments should take to ensure they are financially prepared to undertake recovery activities, should the need arise.

These actions include:

- Understanding and treating the risks to their community through an appropriate risk management process;
- Ensuring assets are adequately insured;
- Establishing a cash reserve for the purpose, where it is considered appropriate for the level of risk;
- Understanding the use of section 6.8(1)(b) or (c) of the *Local Government Act 1995*. Under this section expenditure not included in the annual budget can be authorised in advance by an absolute majority decision of the Council, or by the mayor or president in an emergency and then reported to the next ordinary meeting of the Council;
- Understanding the use of section 6.11(2) to utilise a cash reserve established for another purpose, subject to one month's local public notice being given of the use for another purpose. *Local Government (Financial Management) Regulations 1996* – regulation 18(a) provides an exemption from giving local public notice to change the use of money in a reserve where the mayor or president has authorised expenditure in an emergency. This would still require a formal decision of the Council before money can be accessed;
- Understanding the use of section 6.20(2) to borrow funds, subject to one month's local public notice of the proposal and exercising of the power to borrow by an absolute majority decision of the Council;

- Ensuring an understanding of the types of assistance that may be available under the Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA) for all events prior to 1 November 2018; and under the Disaster Recovery Funding Arrangements – Western Australia (DRFA-WA) for all events following 1 November 2018 inclusive, and what may be required of local government in order to gain access to this potential assistance. (Refer page 22 for further information regarding WANDRRA and DRFA-WA); and
- Understanding the need to manage cash flow requirements by making use of the option of submitting progressive claims for reimbursement from WANDRRA or DRFA-WA. or Main Roads WA.

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3 Managing Recovery

COMMENCEMENT OF RECOVERY

Roles and responsibilities for recovery are detailed in State EM Policy Section 6, State EM Plan Section 6 and State EM Recovery Procedures 1-4.

Controlling Agency

The Controlling Agency with responsibility for the response to an emergency will initiate recovery activity during the response to that emergency. To facilitate recovery it will:

- liaise with the Local Recovery Coordinator/s where the emergency is occurring and include them in the incident management arrangements including the Incident Support Group and Operations Area Support Group;
- undertake an initial impact assessment for the emergency and provide that assessment to the Local Recovery Coordinator and the State Recovery Coordinator;
- coordinate completion of the Comprehensive Impact Assessment, prior to cessation of the response, in accordance with the approved procedure, and in consultation with the Incident Support Group, all affected local governments and the State Recovery Coordinator; and
- Provide risk management advice to the affected community (in consultation with the HMA).

DETERMINATION OF LEVEL OF STATE INVOLVEMENT

State Recovery Coordinator

In conjunction with the local government/s, the State Recovery **Coordinator** is to consider the level of state involvement required, based on a number of factors pertaining to the impact of the emergency. A list of criteria to be considered as triggers for escalation of recovery activity is included in Appendix G of the State EM Plan. The capacity of the local government to manage the recovery, the number of local governments affected, and the complexity and length of the recovery are likely to be critical factors.

Assessment and Operational Recovery Planning

It is essential that an assessment of the recovery and restoration requirements be conducted as soon as possible after the impact of the event. This will be based on the Impact Assessment data provided by the Controlling Agency and the Local Recovery Plan contained in the Local Emergency Management Arrangements.

Depending upon the extent of the restoration and reconstruction required, the Local Recovery Coordinator and Local Recovery Coordination Group should develop a specific recovery plan setting out the recovery process to be implemented (See [Appendix Six](#) for a template of an event specific Operational Recovery Plan).

Local Recovery Coordinator

During the emergency, the Local Recovery Coordinator is responsible for liaising with the Controlling Agency and participating in the incident management arrangements; and ensuring the local arrangements are established.

The Local Recovery Coordinator coordinates local level recovery activities in conjunction with the Local Recovery Coordination Group/ and in accordance with the plans, strategies and policies determined by the Local Recovery Coordination Group.

The suggested role and functions for the Local Recovery Coordinator is attached in [Appendix Two](#).

Local Recovery Coordination Group

The role of the Local Recovery Coordination Group is to coordinate and support local management of the recovery processes within the community in conjunction with the Local Recovery Coordinator.

A suggested role and functions for the Local Recovery Coordination Group is attached in [Appendix Three](#).

Local Recovery Coordination Group Subcommittees (where required)

Following are some examples of recovery subcommittees which it may be useful to establish:

1. Community (Social) Subcommittee;
2. Infrastructure (Built) Subcommittee;
3. Environment (Natural) Subcommittee; and
4. (Economic) Subcommittee.

Sample Recovery Subcommittee Role Statements attached in [Appendix Seven](#).

A diagram of the potential recovery governance structure is attached in [Appendix Eight](#).

EFFECTIVE COMMUNICATION IN RECOVERY

The effective management of communication following an emergency or disaster can be used to promote and hasten community recovery. It provides an opportunity for the community to have its issues and concerns addressed in the recovery process.

Communication—the how

Communication methods include:

- community meetings;
- pamphlets/flyers/brochures;
- print newsletters;
- noticeboards;
- word of mouth;
- posters/billboards;
- face-to-face;
- email newsletters;
- websites;

- local newspapers;
- text messaging;
- social media;
- radio and television;
- video communication; and
- blogs.

Communication—the who

In considering information gathering, processing and dissemination channels, it is necessary to take account of who needs information and whose role it is to provide information. It is relatively easy to identify two broad groups that need information: (1) the affected community and (2) those working towards community recovery. The individuals, groups and organisations included in those groups are innumerable; however, special mention needs to be made of the information needs of:

- Indigenous and culturally and linguistically diverse communities, people with disabilities and seniors, and isolated and vulnerable people;
- elected representatives; and
- the media.

Communication—the what

The broad categories of information that needs to be communicated (perhaps in different ways at different times) in the recovery process are covered by the following questions:

- what has happened in the community?
- what areas have been affected and how have they been affected?
- what do the community see as issues and priorities?
- what is recovery likely to involve?
- what plans are in place for the wellbeing of the community?
- what services and resources are available for recovery of the community?
- what information will assist the community to achieve recovery?

Communication—the where

Information can be provided at a range of settings, including:

- any place where people spontaneously or normally congregate;
- disaster sites (if it is safe to do so) such as mass-casualty events, train or aeroplane crashes, bridge or tunnel collapse etc;
- reception or assembly points (airports, evacuation holding locations in central business districts, hospitals etc);
- overseas repatriation centres (airports etc);
- relief, recovery centres/one stop shops, which can be used for the short, medium or long term—these services provide the opportunity for face-to-face information provision, as well as a central repository for up-to-date newsletters and agency specific information such as fact sheets, posters and leaflets;

- outreach programs;
- community information forums, or neighbourhood or community meetings—these can include congregations of sporting, spiritual, recreational and school groups;
- community events (street/neighbourhood barbecues, memorials, anniversary events, social occasions); and
- through a central website with links to relevant government and non-government service information — websites can establish email networks and use pre-existing community groups' databases. Note: using community groups' databases for email contact has privacy law issues.

In addition to information regarding services available to individuals, there is a need for broader information regarding community activities. The dissemination of such information is an important part of supporting the community.

Community Information Briefings and Debriefings

In the event of a major incident, community information (including community briefings and meetings) are often led jointly by emergency services, local governments and State government departments.

The role of community briefings in the recovery context is to provide:

- clarification of the emergency event (Controlling Agency);
- advice on services available (recovery agencies);
- input into the development of management strategies (lead recovery agencies, often local government); and
- advice to affected individuals on how to manage their own recovery, including the provision of public health information (specialist advisers).

Community meetings can serve varying purposes at different stages of the recovery process and are an excellent means of communicating recovery information to and from an affected community. When well-planned and actively managed, they can be useful in providing information, gathering concerns, dispelling rumour and correcting misconceptions.

Clarity about the purpose of the meeting is paramount. Community meetings that are not well planned and are hazy about their objectives have a high potential to go awry and degenerate into a forum of scape-goating, blame-laying and complaint.

The objectives of community meetings depend on the stage of recovery that the community has reached at the time the meeting is to be held. However, the objectives should always include raising or maintaining the profile of the recovery effort and assisting the community towards recovery.

In planning public meetings, the following must be taken into account:

- the patronage under which the meeting is to be held (local authority, emergency management organisation, recovery agency);
- the objectives of the meeting, the agenda to be addressed, the process of conducting the meeting, the speakers (including local identities) and their subject matter;

- availability of personnel to address issues after the meeting;
- the process for expressions of concern or complaint by attendees;
- advertisement of the venue, date and time, purpose, patronage, speakers and complaint process;
- strategies to deal with and follow up expressions of concern or complaint and further meetings/arrangements;
- management issues; and
- the needs of vulnerable groups.

Public meetings should:

- be held at a neutral venue;
- have a strong, independent but fair and non-defensive chair;
- have representatives from emergency-related disciplines to give factual information;
- address the psychosocial issues as well as physical aspects of recovery;
- have a pre-determined finishing time;
- allow for a review of the meeting and its effect on the recovery process; and
- follow up issues raised and prepare report-back for subsequent meetings.

Regardless of the success or otherwise of the meeting, every effort should be made to conclude the meeting on a note of optimism for the early and successful recovery of the community.

Financial Assistance

The primary responsibility for safeguarding and restoring public and private assets affected by an emergency rests with the owner, who needs to understand the level of risk and have appropriate mitigation strategies in place. However, government recognises that communities and individuals do not always have the resources to provide for their own recovery and financial assistance is available in some circumstances.

Any recommendations for the implementation of assistance measures outside existing policies must be submitted to the Premier for consideration.

Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA) and Disaster Recovery Funding Arrangements - Western Australia (DRFA-WA)

The Western Australian State Government provides a range of relief measures to assist communities recover from an eligible event including, bushfire, cyclone, earthquake, flood, landslide, meteorite strike, storm, storm surge, tornado, or tsunami or declared terrorist incident.

The Department of the Premier and Cabinet DFES, as the State Administrator, may activate WANDRRA (for events prior to 1 November 2018) or DRFA-WA (for events following 1 November 2018) for an eligible event if the estimated cost to the State of eligible measures is anticipated to exceed the Small Disaster Criterion (currently set at \$240,000).

The Commonwealth has released the national DRFA which will commence on 1 November 2018, and the State's measures will be referred to as DRFA-WA. Key points to note:

- A new set of guidelines and supporting materials will be made available to assist local governments apply the DRFA-WA guideline, effective 1 November 2018.
- WANDRRA officers, now part of DFES, will continue to administer WANDRRA and DRFA-WA.
- For all events that occur prior to 1 November 2018, the current WANDRRA guidelines and processes will apply.
- For all events that occur following 1 November 2018, the new DRFA-WA Guidelines and processes will apply.
- Until 30 June 2021, two systems may be running in parallel, depending on when events occur and the type of damage.

If you have any queries regarding DRFA-WA please contact the administrators at drfawa@dfes.wa.gov.au

For all current WANDRRA queries, please contact the administrators at [wandrra@dfes.wa.gov.au](mailto:wandr@dfes.wa.gov.au)

Further details are available at www.dfes.wa.gov.au/recovery

<http://www.dpc.wa.gov.au/DPCFunctions/ReliefandRecovery/Pages/Default.aspx>

Department of Human Services – Centrelink

In an emergency, Centrelink will ensure that payments to its existing clients in the area affected by the emergency are not disrupted. In addition, Centrelink may provide financial assistance to any person whose livelihood has been affected by the emergency. The Australian Government Disaster Recovery Payment is a government declared payment which may be available to assist people who have been adversely affected by natural disasters in various local government areas. Centrelink is represented on the State Emergency Welfare Committee and where possible should be invited to join Local Recovery Coordination Groups.

Public Appeals – Lord Mayor's Distress Relief Fund (LMDRF)

State EM Plan Section 6.10 and State EM Recovery Procedure 1 outline the arrangements for initiating and managing appeals and donations; including that all donations of cash resulting from a public appeal should be directed to the LMDRF.

Calls for public donations to assist with any emergency recognised by any government or statutory body within Western Australia or Australia in general should be initiated by the Board of the LMDRF. Such calls may be either on the initiative of the Board itself or by the Board in consultation with any Government or statutory body.

The commencement of an appeal fund does not override the statutory obligations, on the part of various government agencies, to provide welfare, relief and reconstruction assistance to those affected by emergencies.

Non-Government Organisations (NGOs)

In some circumstances, NGOs can provide assistance by way of emergency relief funds, shelter, accommodation or household supplies. Where possible, all offers of, or requests for, assistance should be coordinated through the Local Recovery Coordination Groups to avoid duplication of effort and confusion.

Appeals for donations of physical items such as food and furniture should be discouraged unless specifically requested through the Local Recovery Coordination Group.

EVALUATION OF RECOVERY

The evaluation of recovery activities is essential to maximise lessons learned and identify where improvements can be made.

The evaluation can involve:

- Community and stakeholder surveys;
- Interviews;
- Workshops; and
- Assessment of key project outcomes.

Conducting an initial evaluation no later than 12 months after the event is recommended.

TRANSITIONING TO MAINSTREAM SERVICES

The planning process for the transition from a full-scale recovery operation back to the usual level of government involvement in a community needs to commence very early in the recovery journey. This allows roles and functions to return to normal as quickly as possible without leaving the community feeling abandoned or creating expectations of ongoing government services that cannot be maintained. Systems and processes implemented to facilitate recovery require flexibility to adapt to evolving circumstances, and should be implemented in a way that helps affected communities to build capacity to manage their own longer-term recovery, rather than creating dependencies on new and temporary arrangements.

Clear terms of reference enable committees and other governance bodies to determine whether they have fulfilled their designated function and are able to disband. Recovery activities which are implemented as programs or projects will have defined budgets, deliverables and timeframes which clarify expectations for the community.

Social and personal support services are likely to be required in the longer term and the need for a considerable period of psychosocial support (often several years) should be planned for.

Appendices

Further information about recovery can be found at the following websites:

www.dfes.wa.gov.au/recovery

www.semc.wa.gov.au

<http://www.redcross.org.au/emergency-resources.aspx>

<https://www.disasterassist.gov.au/Pages/home.aspx>

<https://www.aidr.org.au/media/1488/handbook-2-community-recovery.pdf>

<https://www.semc.wa.gov.au/Documents/Resources/EMTools/CommunicatingInRecoveryGuidelines.pdf>

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ROLE

The Local Recovery Coordinator is responsible for the development and implementation of recovery arrangements for the local government, in conjunction with the Local Recovery Coordination Group.

FUNCTIONS

- Ensure the Local Recovery Plan is established;
- Liaise with the Controlling Agency, including attending the Incident Support Group and Operations Area Support Group meetings where appropriate;
- Assess the community recovery requirements for each event, in conjunction with the HMA, Local Emergency Coordinator (LEC) and other responsible agencies;
- Provide advice to the Mayor/Shire President and Chief Executive Officer (CEO) on the requirement to convene the Local Recovery Coordination Group (LRCG) and provide advice to the LRCG if convened;
- Ensure the functions of the Executive Officer are undertaken for the Local Recovery Coordination Group;
- Assess for the LRCG requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate;
- Determine the resources required for the recovery process in consultation with the Local Recovery Coordination Group;
- Coordinate local level recovery activities for a particular event, in accordance with plans, strategies and policies determined by the LRCG;
- Monitor the progress of recovery and provide periodic reports to the Local Recovery Coordination Group and State Recovery Coordination Group, if established;
- Liaise with the State Recovery Coordinator on issues where State level support is required or where there are problems with services from government agencies locally;
- Facilitate the acquisition and appropriate application of the resources necessary to ensure an effective recovery;
- Ensure the recovery activities are consistent with the principles of community engagement;
- Arrange for the conduct of an operational debriefing of all participating agencies and organisations as soon as possible after cessation of the arrangements; and
- Arrange for an evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency.

ROLE

The role of the Local Recovery Coordination Group is to coordinate and support local management of the recovery processes within the community.

FUNCTIONS

- Establishing subcommittees as required;
- Assessing requirements, based on the impact assessment, for recovery activities relating to the social, built, economic and natural wellbeing of the community with the assistance of the responsible agencies where appropriate;
- Developing an operational plan for the coordination of the recovery process for the event that:
 - takes account of the local government long term planning and goals;
 - includes an assessment of the recovery needs and determines which recovery functions are still required;
 - develops a timetable and identifies responsibilities for completing the major activities;
 - considers the needs of youth, the aged, the disabled, and culturally and linguistically diverse (CALD) people;
 - allows full community participation and access; and
 - allows for the monitoring of the progress of recovery.
- Overseeing the delivery of projects that support the social, built, economic and natural environments of recovery to ensure that they are community-led and targeted to best support the recovery of impacted communities;
- Facilitating the provision of services, public information, information exchange and resource acquisition;
- Providing advice to the State and Local Government/s to ensure that recovery programs and services meet the needs of the community;
- Negotiating the most effective use of available resources including the support of State and Commonwealth agencies;
- Monitoring the progress of recovery, and receiving periodic reports from recovery agencies;
- Ensuring a coordinated multi agency approach to community recovery;
 - Providing a central point of communication and coordination for the actions of the wide range of recovery-related services and projects being progressed outside of the direct control of the Committee; and
 - Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness.

Appendix Four: Organisational Responsibilities

The following list details the assigned and/or potential roles and responsibilities of organisations that may be participants in the recovery phase of an emergency affecting your community.

Local government

- Ensure that a Local Recovery Plan for its district is prepared, maintained and tested (s.41(4) EM Act);
- Appoint a Local Recovery Coordinator(s) [(s.41(4) EM Act);
- Chair the LRCG;
- Provide secretariat and administrative support to the LRCG, as required;
- Provide other representatives to the LRCG or its subcommittees, as appropriate to the emergency (e.g. Building Surveyor, Environmental Health Officer, Community Services); and
- Ensure the restoration/reconstruction of services/facilities normally provided by the local government.

Department of Communities

- Provide a representative to the LRCG;
- Coordinate emergency welfare services as part of the recovery process, including emergency accommodation, catering, clothing and personal effects, personal services, registration and reunification, financial assistance (State EM Plan Section 5.4); and
- Manage the provision of the Personal Hardship and Distress measures under **WANDRRA or DRFA-WA** ~~the WA Natural Disaster Relief Arrangements~~, including counselling, emergency assistance and temporary accommodation (State EM Plan Section 6.10 and **WANDRRA or DRFA-WA**).

Department of Primary Industries and Regional Development

- Provide a representative to the LRCG;
- Provide technical support to primary producers and industry groups for recovery from animal or plant pest or disease emergencies; and
- Manage the provision of assistance **measures** to primary producers **farmers**, particularly in relation to **eligible financial services or reimbursements** ~~the Primary Producer Package~~ under **WANDRRA or DRFA-WA** (State EM Plan Section 6.10 and **WANDRRA or DRFA-WA**).

Main Roads Western Australia

- Provide a representative to the LRCG;
- Assess and report on damage to State/Federal road infrastructure that may impact on the community;
- ~~In conjunction with the Local Government assist with the assessment of damage to local roads and~~ Issue of advice of roads closure/alternate transport route; and
- **Provide advice and support to local governments involved in reopening and restoring damaged local roads. Main Roads WA is responsible for processing all local government road infrastructure claims under WANDRRA. Under the**

DRFA-WA, DFES Disaster Recovery Funding Officers will be processing all local government road infrastructure claims directly under the DRFA-WA.

~~Assist the local government with the reopening and restoration of damage to local roads including providing access to funding where available through the Main Roads WA Flood Damage to Local Roads Special Funding Assistance Program and/or WANDRRA.~~

Essential Services (Including Power, Telecommunications, Water and Gas – Western Power/Horizon Power, Telstra, Corporation, Alinta Gas)

- Provide a representative to the LRCG (co-opted as required);
- Assess and report on damage to essential services and progress of restoration of services; and
- Facilitate restoration of priority services as requested by the LRCG.

Commission/Business Enterprise Centre (if available)/ Small Business Development Corporation

- Provide a representative to the LRCG (co-opted as required); and
- Assist with the assessment of the impact of the emergency on small business; and
- ~~Provide advice on and facilitate access to available services/funding support, e.g. WANDRA small business support measures.~~

Department Of Education (Or Local School Representative)

- Provide a representative to the LRCG (co-opted as required); and
- Advice on issues affecting normal operation of schools, e.g. restrictions on student access or damage to school premises.

Local Health Services Provider (Department Of Health or Local Health Officer)

- Provide a representative to the LRCG;
- Advise on health, environmental health and medical issues arising from the emergency; and
- Coordinate the local health components of the recovery process.

Department of Water and Environmental Regulation

- Provide advice on environmental protection, clean up and waste management.

Lord Mayor's Distress Relief Fund

- Liaise with the LRCG to assess the requirement for public donations and if required initiate "Calls for Public Donations" in accordance with the State Policy on "Appeals and Donations during Emergencies";
- As required set up a local appeals committee in conjunction with the LRCG; and
- Provide advice to the LRCG on criteria for, and assessment of, requests for financial assistance.

<Name of Local Government>

<Date of Plan>

Table of contents

1. PART ONE: INTRODUCTION

1.1. Authority

The Local Recovery Plan has been prepared in accordance with section 41(4) of the *Emergency Management Act 2005* and forms a part of the Local Emergency Management Arrangements for the <local government>. This plan has been endorsed by the <insert name> Local Emergency Management Committee and has been tabled for information and comment with the <insert name> District Emergency Management Committee. This plan has been approved by the <name of local government>.

1.2. Purpose

The purpose of the Local Recovery plan is to describe the arrangements for effectively managing recovery at a local level, including accountability and responsibility.

1.3. Objectives

The objectives of the Plan are to:

Describe the roles, responsibilities, available resources and procedures for the management of recovery from emergencies for the <name of local government>

- Establish a basis for the coordination of recovery activities at the local level;
- Promote effective liaison between all Hazard Management Agencies (HMA), emergency services and supporting agencies, which may become involved in recovery; and
- Provide a framework for recovery operations.

1.4. Scope

The scope of this recovery plan is limited to the boundaries of <name of local government> and forms a part of its Local Emergency Management Arrangements. It details the local recovery arrangements for the community.

2. PART TWO: RELATED DOCUMENTS AND ARRANGEMENTS

The following documents are related to this Plan:

<Any relevant plans and arrangements that exist for the area should be listed for reference purposes. For example HMA recovery plans, unique local government policies, local emergency management arrangements, support plans, airport procedures etc. >

2.1 Agreements, Understandings and Commitments

The following agreements (Memorandums of Understanding) are in place between <name of local government> and other local governments, organisations or industries in relation to the provision of additional resources in recovery.

<The following information should be provided as a minimum and may be included in an attachment:

- Who the agreements are with;
- What obligations do these agreements impose on the local government;
- Any special considerations; and
- Reference details for the agreements.>

3. PART THREE: RESOURCES

The resources available and contact details for recovery have been identified and are included in [Attachment 1](#).

<Resources may include local government staff and volunteers, Elected members, emergency management agencies, subject matter experts and contacts, local government facilities, resources available through a resource sharing agreement, plant and equipment, transport vehicles and volunteers and community groups.

It is important to update the contact details at least once every year>

The following table identifies suitable Local Recovery Coordination Centres in the local government area:

Centre Name	Address	Capacity and Available Resources	Contacts

3.1 Financial arrangements

The <name of local government> has arrangements in place to insure its assets. Details of these arrangements are attached <include in attachment>

The following arrangements have been made to fund recovery activities if necessary:

- <identify cash reserves>; and
- <Detail planned expenditure arrangements including access to cash reserves established for another purpose or borrowing arrangements under *LG Act 1995* s6.8(1)(b) and (c), s6.1(2) and s6.20(2).>

The State EM Policy Section 6 and State EM Plan Section 6 outlines the States recovery funding arrangements. Relief programs include:

- Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA);
- Disaster Recovery Funding Arrangements in WA (DRFA-WA)
- Centrelink; and
- Lord Mayor's Distress Relief Fund (LMDRF).

Information on these relief arrangements can be found in State EM Plan Section 6.10.

4. PART FOUR: ROLES AND RESPONSIBILITIES

The roles and responsibilities of those involved in recovery are outlined below.

Local Recovery Coordinator

The <Position Title> has been appointed as the Local Recovery Coordinator in accordance with the *Emergency Management Act 2005*, S 41. (4). The <Position Title> will act in the role when the primary appointee is unavailable when an emergency occurs.

The Local Recovery Coordinator is responsible for the development and implementation of the recovery arrangements for the local government.

The functions of the LRC are:

<A suggested role and functions can be found in [Appendix Two](#) of the **Local Recovery Guidelines**>.

Attachment 2 of this Plan provides a Local Recovery Coordinator/Coordination Group Action Checklist.

The Local Recovery Coordination Group

The Local Recovery Coordination Group comprises a core membership of <insert number and titles/agencies represented>.

The role of the Local Recovery Coordination Group is to coordinate and support local management of the recovery processes within the community.

The functions of the Local Recovery Coordination Group are:

<A suggested role and functions for the Group can be found in [Appendix Three](#) of the Local Recovery Guidelines>.

Local recovery Coordination Group subcommittees (where required)

It may be appropriate to consider establishing one or more subcommittees to assist the Local Recovery Coordinator and Coordination Group by addressing specific components of the recovery process.

Consideration will be given to establishing the following subcommittees, dependent on the nature and extent of the recovery:

1. <Community (Social);
2. Infrastructure (Built);
3. Environment (Natural); and
4. Finance (Economic).>

<Suggested roles and functions for the Subcommittees can be found in [Appendix Seven](#) of the **Local Recovery Guidelines**>.

4.1. Communication plan

Key groups who need to receive recovery information, the methods available and potential locations where information can be provided are detailed below:

Who needs information?	How – what communication methods will be used?	Where will the information be provided?
<Affected Community Recovery workers Vulnerable Groups>	<Types of Social media available Website>	<Potential public meeting venues Potential one-stop-shop locations>

ATTACHMENT 1 TO LOCAL RECOVERY PLAN**RECOVERY RESOURCE AND CONTACT LISTING**

This listing was last updated on <date>.

Name	Resource type (role, service, volunteer, equipment, community group etc)	Organisation Location/	Contact Details	Other relevant details

ATTACHMENT 2 TO LOCAL RECOVERY PLAN**LOCAL RECOVERY COORDINATOR/COORDINATION GROUP ACTION CHECKLIST**

(Please note this listing is a guide only and is not exhaustive)

Task Description	Complete
Within 48 hours*	
Local Recovery Coordinator to contact and alert key local contacts	
Local Recovery Coordinator to liaise with the Controlling Agency and participate in the incident management arrangements, including the Incident Support Group and Operations Area Support Group where appropriate	
Local Recovery Coordinator to receive initial impact assessment from the Controlling Agency	
Local Recovery Coordinator to determine the need for the Local Recovery Coordination Group to be convened and its members briefed, in conjunction with the local government	
Local Recovery Coordinator and the local government to participate in the determination of state involvement in conjunction with the State Recovery Coordinator	
Meet with specific agencies involved with recovery operations to determine actions	
Further develop and implement event specific Communication Plan, including public information, appointment of a spokesperson and the local governments internal communication processes.	
Consider support required, for example resources to maintain a record of events and actions	
Within 1 week	
Participate in consultation on the coordination of completion of a Comprehensive Impact Assessment by the Controlling Agency	
Activate a recovery coordination centre if required	
Identify special needs groups or individuals.	
Determine the need to establish subcommittees, and determine functions and membership if necessary	
Develop an Operational Recovery Plan which determines the recovery objectives and details the recovery requirements, governance arrangements, resources and priorities	

Task Description	Complete
Within 1 week cont.	
Confirm whether the event has been proclaimed an eligible natural disaster under the Western Australia Natural Disaster Relief Arrangements (WANDRRA) or Disaster Recovery Funding Arrangements in WA (DRFA-WA) and if so what assistance measures are available.	
Manage offers of assistance, including volunteers, material aid and donated money.	
Report to organisational hierarchy on likely costs/impact of involvement in recovery activities.	
Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counselling, material aid, accommodation, financial assistance and social, recreational and domestic facilities.	
Establish a system for recording all expenditure during recovery (includes logging expenditure, keeping receipts and providing timesheets for paid labour)	
Consider establishing a call centre with prepared responses for frequently asked questions	
Establish a 'one-stop shop' recovery centre to provide the affected community with access to all recovery services.	
Manage restoration of essential infrastructure/.	
Brief media on the recovery program.	
Within 12 months	
Determine longer-term recovery strategies	
Debrief recovery agencies and staff	
Implement transitioning to mainstream services	
Evaluate effectiveness of recovery within 12 months of the emergency	

*Timeframes are approximate only

OPERATIONAL RECOVERY PLAN

(Suggested composition/layout following a major emergency)

(Name of community) Local Recovery Coordination Group

Operational Recovery Plan

Emergency: (type and location)

Date of Emergency:

Section 1 Introduction

- Background on the nature of the emergency or incident;
- Aim or purpose of the plan; and
- Authority for plan.

Section 2 Assessment of Recovery Requirements

- Details of loss and damage to residential, commercial and industrial buildings, transport, essential services (including State and Local Government infrastructure) **which may be sourced from the Comprehensive Impact Assessment**;
- Estimates of costs of damage;
- Temporary accommodation requirements (includes details of evacuation centres);
- Additional personnel requirements (general and specialist);
- Human services (personal and psychological support) requirements; and
- Other health issues.

Section 3 Organisational Aspects

Details the composition, structure and reporting lines of the groups/committees and subcommittees set up to manage the recovery process

Details the inter-agency relationships and responsibilities

Details the roles, key tasks and responsibilities of the various groups/committees and those appointed to various positions including the Recovery Coordinator.

Section 4 Operational Aspects

- Details resources available and required;
- Redevelopment Plans (includes mitigation proposals);
- Reconstruction restoration programme and priorities, (including estimated timeframes);
- Includes programs and strategies of government agencies to restore essential services and policies for mitigation against future emergencies;
- Includes the local government program for community services restoration;
- Financial arrangements (assistance programs **(WANDRRA or DRFA-WA)**, insurance, public appeals and donations); and
- Public information dissemination.

Section 5 Administrative Arrangements

- Administration of recovery funding and other general financial issues;
- Public appeals policy and administration (including policies and strategies for office and living accommodation, furniture and equipment details for additional temporary personnel).

Section 6 Conclusion

Summarises goals, priorities and timetable of plan.

Signed by

Chair, Local Recovery Coordination Group

Date:

(The assistance of the Shire of Mundaring is acknowledged in the provision of information contained in this appendix)

COMMUNITY (OR SOCIAL) SUBCOMMITTEE

Objectives

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event;
- To facilitate understanding on the needs of the impacted community in relation to community wellbeing;
- To assess and recommend priority areas, projects, and events to assist with the recovery process in the immediate and short-term regarding the restoration and strengthening of community wellbeing;
- To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration and strengthening of community wellbeing; and
- To ensure the affected community is informed and involved in the recovery processes so actions and programs match their needs.

ENVIRONMENT (OR NATURAL) SUBCOMMITTEE

Objectives

- To provide advice and guidance to assist in the restoration of the natural environment post the event;
- To facilitate understanding of the needs of the impacted community in relation to environmental restoration;
- To assess and recommend priority areas, projects and community education to assist with the recovery process in the immediate and short-term regarding the restoration of the environment including weed management and impacts on; and
- To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration of the natural environment in the medium to long term.

INFRASTRUCTURE (OR BUILT) SUBCOMMITTEE

Objectives

- Assist in assessing requirements for the restoration of services and facilities in conjunction with the responsible agencies where appropriate;
- To provide advice and assist in the coordination of the restoration of infrastructure assets and essential services damaged or destroyed during the emergency; and
- To assess and recommend priority infrastructure projects to assist with the recovery process in the immediate and short, medium and long term.

FINANCE (OR ECONOMIC) SUBCOMMITTEE

Objectives

- To assess and recommend priority recovery activities to assist with the direct and indirect impacts on the economic position of the area;
- Consider the need for an economic impact assessment;
- Consider participation of business and/or industry representatives in economic recovery decision making;
- Work with the insurance sector to coordinate insurance companies' response;
- Consider projects to ensure tourism viability is maintained;
- Support and promotion of the economic viability of affected community through short and long term projects;
- Coordination of supply and distribution of emergency fodder, water, fencing, agistment and other materials/services; and
- To provide advice on care and management of livestock, including feed, water, fencing, agistment and transport.

Lord Mayor's Distress Relief Fund Role

Liaise with the LMDRF to make recommendations on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship as a result of the event.

Functions

- Work with the LMDRF in the development of eligibility criteria and procedures by which payments from the LMDRF will be made to affected individuals which:
 - ensure the principles of equity, fairness, simplicity and transparency apply;
 - ensure the procedures developed are straightforward and not onerous to individuals seeking assistance;
 - recognise the extent of loss suffered by individuals;
 - complement other forms of relief and assistance provided by government and the private sector;
 - recognise immediate, short, medium and longer term needs of affected individuals; and
 - ensure the privacy of individuals is protected at all times.
- Facilitate the disbursement of financial donations from the corporate sector to affected individuals, where practical.

Sample LMDRF Eligibility Criteria and Levels of Financial Assistance

(Criteria used by the Shire of Mundaring for the Parkerville-Stoneville-Mt Helena Fire on 12 January 2014)

Owners/Owner Occupiers

For Owners/Owner Occupiers of properties impacted by the event, there are three levels of LMDRF grant assistance available as follows:

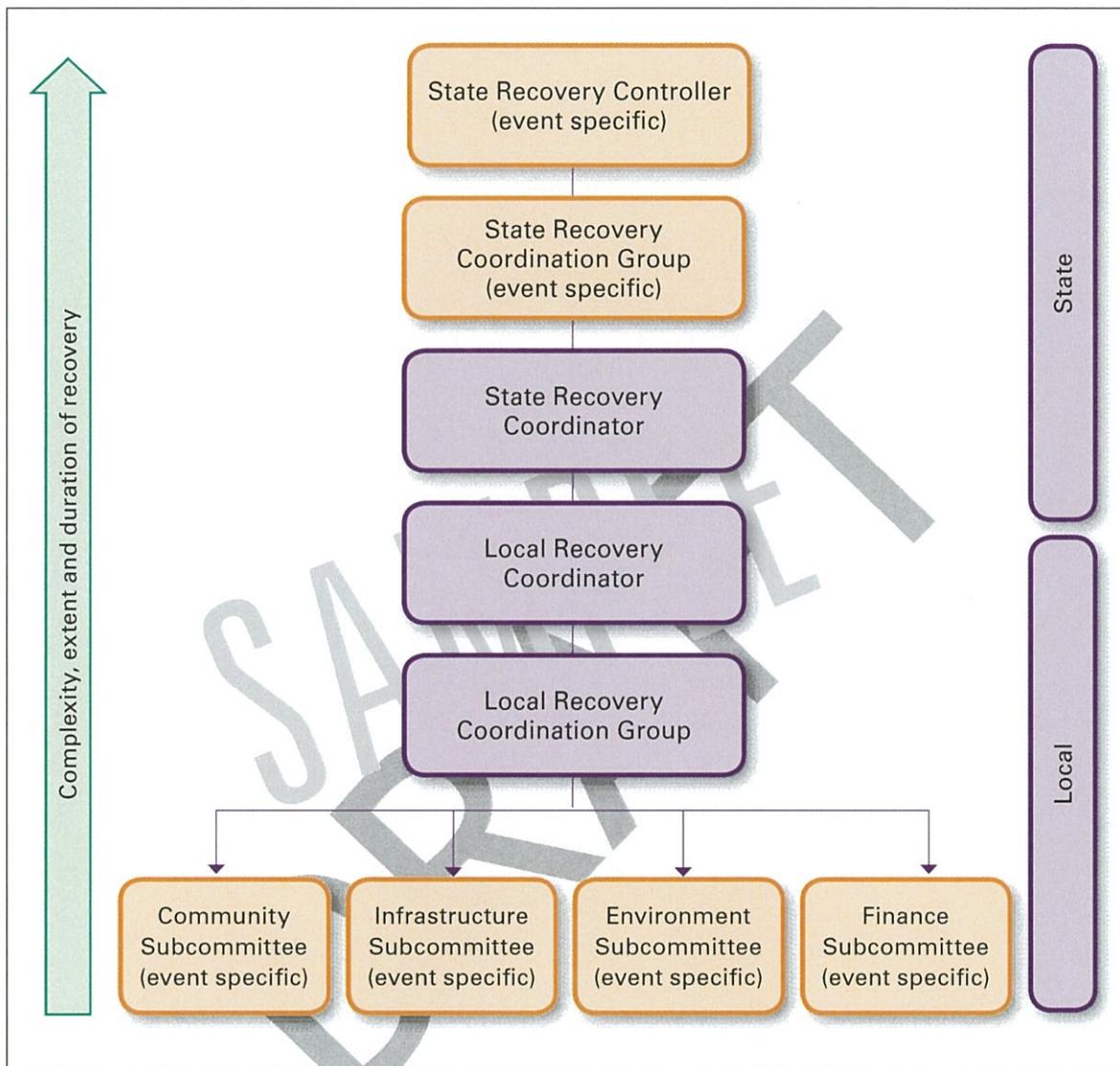
- Level One – shall apply in those instances where the house/house and contents have been totally destroyed;
- Level Two – shall apply in those instances where the house/house and contents have been damaged but the house remains habitable; and
- Level Three – shall apply in those instances where there has been other property damage/loss, e.g. sheds, shed contents, pergolas, outdoor furniture etc.

Occupiers

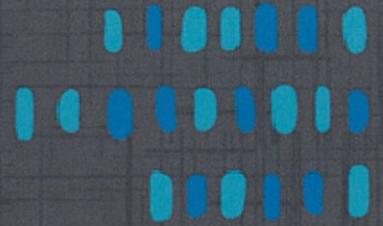
For Occupiers (those renting) of properties impacted by the event, there are two levels of LMDRF grant assistance available as follows:

- Level Four – shall apply in those instances where the house contents have been totally destroyed as a consequence of the house being totally destroyed; and
- Level Five – shall apply in those instances where there has been partial damage/loss of house contents and other personal effects.

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ATTACHMENT NO. 2



Local Emergency Welfare Plan

MIDLAND REGION

(SUPPORTING CITY OF SWAN, CITY OF KALAMUNDA, SHIRE OF MUNDARING, TOWN OF
BASSENDEAN and SHIRE OF CHITTERING)

(Updated September 2018)

Prepared by

Department of Communities - Emergency Services

Tabled and accepted at the

LOCAL EMERGENCY MANAGEMENT COMMITTEE on ()



This Plan can be activated for hazards defined under the WA State Emergency Management Arrangements eg State Hazard Plan - Heatwave, State Hazard Plan – Fire, State Hazard Plan – Crash Emergency, State Hazard Plan - HAZMAT.

To activate this Plan call the Department of Communities Emergency Services On Call Coordinator on **0418 943 835, 24 hours/ 7 days**

Local Emergency Welfare Plan - CITY OF SWAN, CITY OF KALAMUNDA, SHIRE OF MUNDARING, TOWN OF BASSENDEAN and SHIRE OF CHITTERING

Contact details

To make comment on this plan please contact

Ryan Hamblion
Senior District Emergency Services Officer
Metro East
Department of Communities
E: Ryan.Hamblion@Communities.wa.gov.au
M: 0427 429 042

Amendment List

AMENDMENT		DETAILS	AMENDED BY
NO.	DATE		NAME
	Sep 2018	Complete Review and Reissue.	Ryan Hamblion
1			
2			
3			
4			
5			
6			

Local Emergency Welfare Plan - CITY OF SWAN, CITY OF KALAMUNDA, SHIRE OF MUNDARING, TOWN OF BASSENDEAN and SHIRE OF CHITTERING

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1. Introduction

1.1 Outline

The Local Emergency Welfare Plan is to be read in conjunction with the State Emergency Welfare Plan, both prepared by the Department of Communities (Communities).

The State and Local Emergency Welfare Plans are support plans which document the strategic management and coordination of welfare services in emergencies, as part of the Western Australian State Emergency Management (EM) Arrangements.

The scope of this local plan includes:

- Communities responsibilities for the planning, response and recovery stages for the management and coordination of welfare services, including resources, within the identified geographical boundaries;
- agreed responsibilities of emergency management partnering agencies, coordinated by Communities to provide welfare services during emergencies.

1.2 Exercise and review period

This plan is to be exercised at least annually, and will be reviewed every two years, with Appendices and contact details reviewed quarterly and after each activation.

1.3 Welfare services definition

The provision of immediate and ongoing supportive services to alleviate, as far as practicable, the effects on people affected by an emergency. To assist in coordinating the provision of welfare services, six (6) functional areas have been identified:

- **emergency accommodation including welfare centres** – see Appendix 5
- **emergency catering** – see Appendix 7
- **emergency clothing and personal requisites** – see Appendix 8
- **personal support services** – see Appendix 9
- **registration and reunification** – see Appendix 6
- **financial assistance** - in Western Australia there are a number of financial assistance programs that may be put in place following a major emergency. Communities has the provision of some financial assistance being available for assessed immediate needs. This is determined at the time of the emergency using the principle of needs on a case-by-case basis for affected persons, as approved by Communities State Welfare Coordinator/ Communities Emergency Services Coordinator.

2. Preparedness and Operation of this Plan

2.1 Organisational responsibilities

The development and maintenance of this plan is allocated to the Communities District Emergency Services Officer, in consultation with members of the Emergency Welfare Coordination Group (EWCG), if there is one, and the Local Emergency Management Committee (LEMC). A contact list of the organisations that constitute the EWCG is provided in Appendix 2 and their agreed organisational responsibilities are provided in Appendix 3.

2.2 Special considerations

LGs plan for special considerations as per the State EM Policy 4.6.1 –

EM planning must consider where special arrangements will be required. For example any groups within the community whose circumstances may create barriers to obtaining information, understanding instructions, or reacting to an emergency. This includes but is not limited to:

- children and youth;
- older people;
- people with disability;
- those who are medically reliant;
- Aboriginal and Torres Strait Islanders;
- individuals from culturally and linguistically diverse (CaLD) backgrounds;
- isolated individuals and communities; and
- transient individuals and communities.

In addition, EM planning must consider special arrangements for animals as per the State Emergency Welfare Plan 2.3.6 -

Animals in welfare centres

For health and safety reasons no animals, including pets, are permitted in welfare centres with the exception only of Assistance animals e.g. Guide Dogs, “Hearing” Dogs and Disability Aid Dogs. Some local governments may have an Animal Welfare Plan for them to coordinate the management of animals and pets in emergencies.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in local emergency management arrangements. Also see Appendix 5 Emergency Accommodation, point 5.5 Children, organisations, educational and care facilities.

Communities prioritises its response in line with its operational capacity, and relies on those agencies or organisations which provide support to these groups having suitable plans and response capabilities in place, prior to an emergency to cater for these groups’ needs.

2.3 Resources – Preparedness and Operational

Communities has primary responsibility for managing and coordinating welfare services resources. This plan is based on the utilisation of resources existing within a community and to supplement those resources when required at the State level. In some emergencies interstate/national resources may be required. Requests for additional resource support should be made by the Local Welfare Coordinator to the State Welfare Coordinator/Emergency Services Coordinator. Communities is responsible for appointing Welfare Coordinators as follows:

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
Communities State Welfare Coordinator (SWC)	The title “State Welfare Coordinator” used throughout this plan is the Communities representative appointed by the Communities Director General (DG). This role is delegated

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Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<p>to the Director Emergency Services. Responsibilities include:</p> <ul style="list-style-type: none"> (a) Coordination of all emergency welfare support services at the State level; (b) Represent the DG on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required; (c) Act as the DG's representative on the following: <ul style="list-style-type: none"> • SEMC Response and Capability Subcommittee; • SEMC Recovery Subcommittee; • SEMC Community Engagement Subcommittee; • Other State and national level committees as appropriate. (d) Chairing the State Welfare Emergency Committee (SWEC); (e) Coordination of all partnering agencies within the State Welfare Coordination Centre.
Communities Emergency Services Coordinator (ESC)	<p>This role may be delegated by Communities Emergency Services (ES) Director to the rostered Communities ES On Call Officer during activation and operations to carry out Communities emergency management functions. The ESC is the link between the Local Welfare Coordinators and the State Welfare Coordinator and, where applicable, with the relevant HMA/Controlling Agency. The ESC is authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements. Responsibilities include:</p> <ul style="list-style-type: none"> (a) Establish the State Welfare Coordination Centre and manage centre functions during operation; (b) Activate responses to emergency situations, authorise emergency expenditure and utilise resources to meet those responses; (c) Assist the State Welfare Coordinator with their functions as required; (d) Manage emergency welfare services functions as required; (e) Provide support to country staff/offices involved in emergencies; (f) Represent Communities on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required.
Communities District Welfare Representatives	<ul style="list-style-type: none"> (a) Represent Communities on District Emergency Management Committees (DEMCs) to address emergency welfare support matters (Communities District Director or proxy); (b) Ensure the arrangements of this plan are clearly understood at the district level;

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Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<ul style="list-style-type: none"> (c) Clarify Communities policy on emergency welfare matters where required; (d) Refer matters of a contentious nature to Communities Emergency Services for resolution; (e) Ensure development, testing and maintenance of Local Emergency Welfare Plans for the district in which the Local Government (LG) areas fall; (f) Appointing Local Welfare Coordinators for each Local Emergency Management Committee (LEMC); (g) Represent Communities on Operational Area Support Groups (OASGs) as required.
Senior District Emergency Services Officer (SDESO)	<ul style="list-style-type: none"> a) As a local emergency management resource, develop local arrangements, procedures and resources eg EM Kits; b) Develop, test and maintain the Local Emergency Welfare Plans for the district in which the Local Government/s (LG) areas fall; c) Ensure staff and volunteers of Communities and partnering agencies are trained and exercised in their welfare responsibilities by conducting training sessions and exercises annually; d) Liaise and establish networks and partnerships with agencies; e) Assist with activations if available; f) Team Leader – Early Response Teams g) Assist and support the District Welfare representatives and Local Welfare Coordinators to carry out their roles.
Communities Local Welfare Coordinators (LWC)	<p>Local Welfare Coordinators (LWCs) shall be nominated officers of Communities within an LG area/s.</p> <p>A Communities LWC responsibilities include:</p> <ul style="list-style-type: none"> (a) Establish and manage the activities of the local Emergency Welfare Coordination Groups (EWCG), where determined appropriate by the District Director; (b) Represent Communities and the emergency welfare function on LEMCs and Local Recovery Committees; (c) During activation, manage and coordinate emergency welfare services, including establishing and managing welfare centres, and if further welfare assistance is required request for additional support services via the Communities Emergency Services; (d) Represent Communities on the Incident Support Group (ISG) when required.
Communities Welfare Centre Coordinator (WCC)	<p>In some circumstances Welfare Centre Coordinators (WCCs) are appointed. They shall be nominated officers of Communities and the WCC responsibilities include:</p> <ul style="list-style-type: none"> (a) Establish and manage the operations of the welfare centre/s, including coordinating staff and partnering

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Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<p>agencies staff and volunteers, to provide appropriate welfare services to the evacuees in the welfare centre.</p> <p>(b) Communicate regularly with the LWC, and if further welfare assistance is required request for additional support services via the LWC;</p> <p>(c) Remaining at the centre to manage the centre operations.</p>
Local Government Welfare Support	<p>a) When an emergency event takes places within the boundaries of an LG, they may be activated by the HMA or by Communities to provide the initial welfare response to evacuating community members. This is primarily due to their close proximity to the emergency event and their ability to quickly identify and open a pre-determined welfare centre. If the activation request is from the HMA the LG should contact Communities to inform and consult with them of the activation to open a welfare centre. The role of the LG in these early stages would be to ensure that evacuees have a safe location to relocate to, and that they can be provided with basic needs and services until such time as Communities can arrive to take on the coordination role of the welfare centre. Basic needs and services may include refreshments, registration, basic information, and personal support. On arrival of Communities, the LG would then provide a handover to the designated Communities Welfare Coordinator, and take on the LG Welfare Liaison Officer role as a support to Communities.</p> <p>b) In some circumstances the emergency event may not escalate to a significant level, and the LG may determine that they are able to continue to operate the welfare centre without the need for deployment of Communities staff. If this situation arises the LG must seek approval from Communities to retain the coordination role and have this decision documented formally.</p> <p>c) In some circumstances it may not be possible for Communities to attend the welfare centre due to geographical distances, road conditions, conflicting events, or other unforeseen circumstances. In these cases the LG may be asked to continue to provide the coordination role for the welfare centre, with support and advice being available from Communities via telephone or other means. In these situations Communities would approve in advance any required expenditures in relation to operating the welfare centre, and would meet these costs if required.</p>

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Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<p>If LGs elect to undertake their own welfare arrangements without Communities consultation, LGs are responsible for their own costs.</p>

2.4 Training

Training, both internally and inter-agency, will be determined by Communities and Emergency Welfare Coordination Groups. All training is to ensure staff and volunteers of Communities and partnering agencies have the necessary skills to provide appropriate welfare services under this plan, and in accordance with their roles and responsibilities.

2.5 Plan Activation Procedures

Communities will activate this plan from two sources:

- (1) As per State Emergency Management Policy 5.3.4 'A Support Organisation is responsible for specific activities in support of the Controlling Agency/HMA, and may also support Combat Agencies and other Support Organisations upon request'.
- (2) The State Welfare Coordinator/Emergency Services Coordinator based on information provided internally and/or externally, may identify the need to activate this support plan.

Regardless of who first identifies the need, the HMA/Controlling Agency and Communities State Welfare Coordinator (SWC), Emergency Services Coordinator (ESC) or Local Welfare Coordinator shall confer and agree that this plan should be activated; discuss the safe location of welfare centres and welfare services required. If activated at the local level the Local Welfare Coordinator will advise Communities SWC/ESC.

Once this decision is made the State or Local Welfare Coordinator shall assess the immediate welfare services required and activate Communities and partnering agencies if required and available. See Appendix 1 Communities Standard Operating Procedures for activation procedures.

Communities, representing partnering agencies, should be included as a member of the ISG and OASG, if formed, and will appoint an appropriate Communities representative accordingly.

2.6 Plan Activation Stages

The plan will normally be activated in stages. In an impact event for which there is no warning period, these stages may be condensed with stages being activated concurrently.

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Activation Stage number	Activation Stage name and actions
Stage 1	<p>Alert: By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided from within Communities.</p> <ul style="list-style-type: none"> (a) Partnering agencies are alerted by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies alert their own personnel; (c) Additional information allowing partnering agencies time to arrange preliminary preparations is provided; (d) Key personnel are briefed on action to be taken; (e) Establish liaison as appropriate with the HMA/Controlling Agency and/or Emergency Coordinator.
Stage 2	<p>Activation: By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided internally and/or externally.</p> <ul style="list-style-type: none"> (a) On behalf of the HMA/Controlling agency, and in consultation with the welfare centre owners, the Local Welfare Coordinator organises for the designated welfare centre to be opened if required. The safest and most appropriate centre needs to be agreed on by the HMA, LG and Communities; (b) Required partnering agencies are activated by the SWC/ESC or Local Welfare Coordinator and proceed to the welfare centre; (c) Welfare services are provided under the coordination of the Local Welfare Coordinator with partnering agencies assisting as required; (d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Local Welfare Coordinator and partnering agencies; (e) Welfare services requirements are continuously monitored and reviewed by the Local Welfare Coordinator and adjusted accordingly. (f) If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/ESC.
Stage 3	<p>Stand Down: HMA/Controlling Agency to officially notify Communities to Stand Down; or SWC/ESC or Local Welfare Coordinator to request of HMA/Controller Agency to Stand Down if they assess welfare services no longer required.</p> <ul style="list-style-type: none"> (a) Partnering agencies are informed of the Stand Down by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies stand down in accordance with relevant procedures for their agency;

Activation Stage number	Activation Stage name and actions
	<ul style="list-style-type: none"> (c) Partnering agencies are to advise the SWC/ESC or Local Welfare Coordinator when stand down has been completed; (d) Communities to officially hand back the welfare centre facility to the owner and coordinate cleaning and any repairs required whilst the facility operated as a welfare centre; (e) The SWC/ESC or Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible; (f) Post operation reports to be written by Communities – see 2.9.

2.7 Public Information Management

The HMA/Controlling Agency is responsible for the provision and management of media and public information during emergencies, and all non-welfare matters will be referred to them. Communities and partnering agencies to this plan should only provide information to the public and the media on issues that are directly their responsibility, and with approval from the Communities SWC/ESC.

If the **Register.Find.Reunite. system** is activated, Communities SWC/ESC will give approval for Australian Red Cross to provide R.F.R. information to the HMA/Controlling Agency, or the State Emergency Public Information Coordinator (SEPIC).

2.8 Exchange of Information

During a state of emergency or emergency situation, emergency management agencies can share personal information relating to persons affected by the emergency, State EM Plan 5.2.5. Communities Local Welfare Coordinator is to contact Communities SWC/ESC to seek approval before there is any exchange of information.

2.9 Debriefs and Post Operation Reports

The Local Welfare Coordinator conducts a debrief of participating staff and agencies as soon as practical after all agencies are stood down. This is to identify lessons learnt through the activation for continuous improvement of any future activations. Following this, the Local Welfare Coordinator, or appointed Communities officer, writes the Post Operation Report.

3 Recovery

3.1 Recovery Definition

The Emergency Management Act 2005 (s. 3) defines recovery as the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial, and economic wellbeing.

As per the State Emergency Management Plan and the State Emergency Welfare Plan, it is the responsibility during recovery for the Department of Communities to coordinate the welfare components of recovery in line with the services outlined in this Plan for people affected by an emergency.

3.2 Emergency relief and assistance in recovery

Where possible, all offers of assistance and donations, including donated goods and services, should be coordinated through the Local Recovery Committee to avoid duplication of effort and confusion, State EM Policy 6.9.

Communities, as a support organisation, is not responsible for the coordination or collection of monetary donations or donated goods or services; restocking perishables or transporting people to/from homes and communities.

3.3 Financial Assistance in recovery

Sourced from State EM Plan 6.10 –

Through **Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA)**, the State Government provides a range of relief measures to assist communities recover from an eligible natural event

Department of Communities may provide some financial assistance in recovery for individuals and families if WANDRRA is activated. This assistance is to alleviate the personal hardship or distress arising as a direct result of an eligible natural disaster, and is assessed on a case by case basis by Communities SWC/ESC. Some categories are subject to income and/or assets testing.

Other financial assistance that may be available after an emergency are:-

- **Department of Human Services Centrelink (Centrelink)** – will ensure payments to its existing clients in the area affected by the emergency are not disrupted. It can often provide financial assistance to any person whose livelihood has been affected by the emergency. Where possible, Centrelink should be invited to join the Local Recovery Coordination Group.
If activated by the Australian Government, Centrelink can administer –
 - **Australian Government Disaster Recovery Payment (AGDRP)** - a one-off payment to assist people who have been significantly affected by a disaster. It is not for minor damage or inconvenience.
 - **Australian Government Disaster Recovery Allowance (AGDRA)** - a short term payment to assist individuals who can demonstrate their income has been affected as a direct result of a declared disaster.
- **Public Appeals – Lord Mayor’s Distress Relief Fund** – City of Perth established and manage this fund to provide relief of personal hardship and distress arising from natural disasters occurring within Western Australia.

3.4 Cessation of recovery

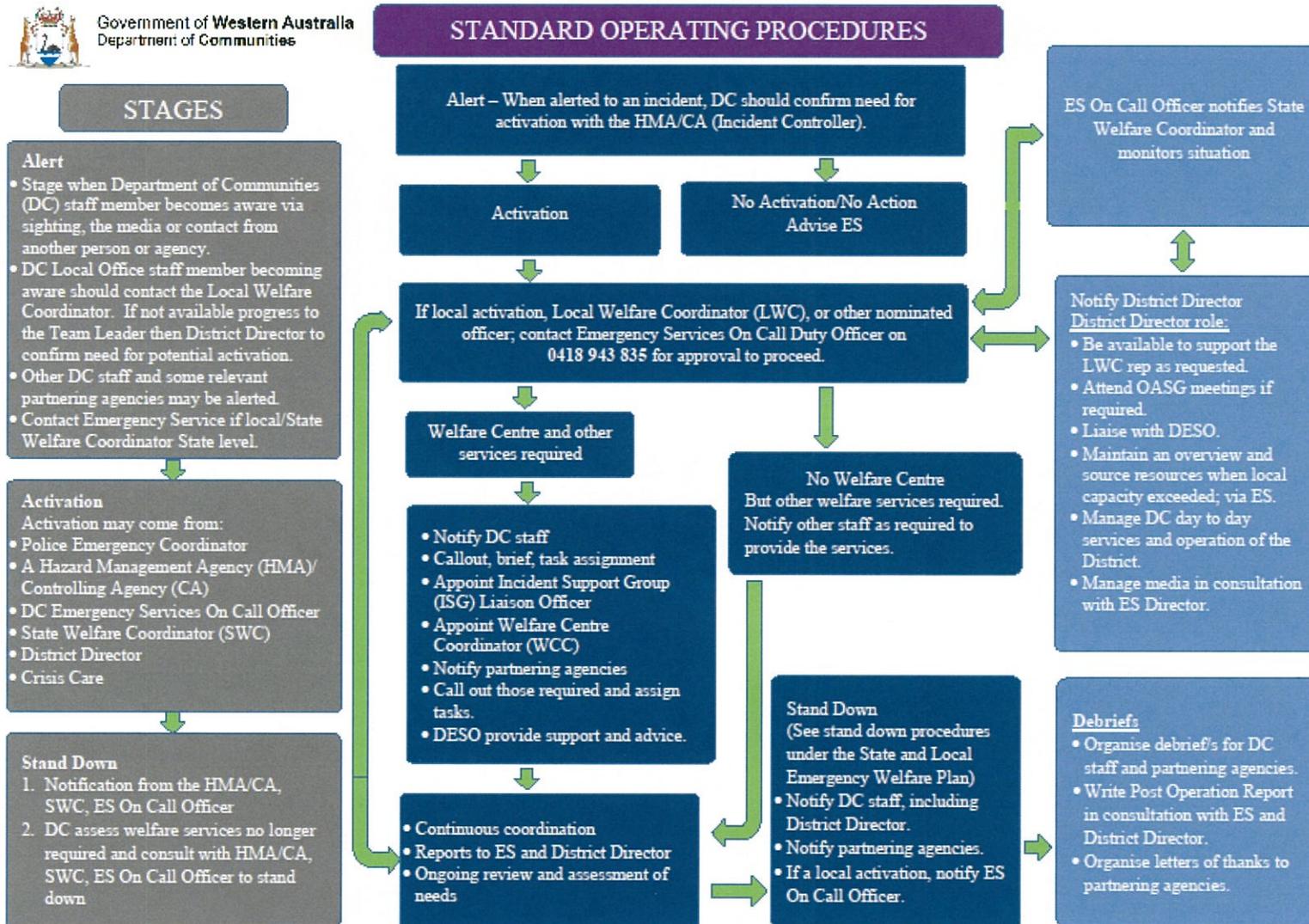
Communities cessation of welfare services in recovery will be dependent on community needs, access to existing community services, and individuals’ and

communities' resilience. Accordingly Communities cessation may vary from other recovery services.

3.5 Review of recovery activities

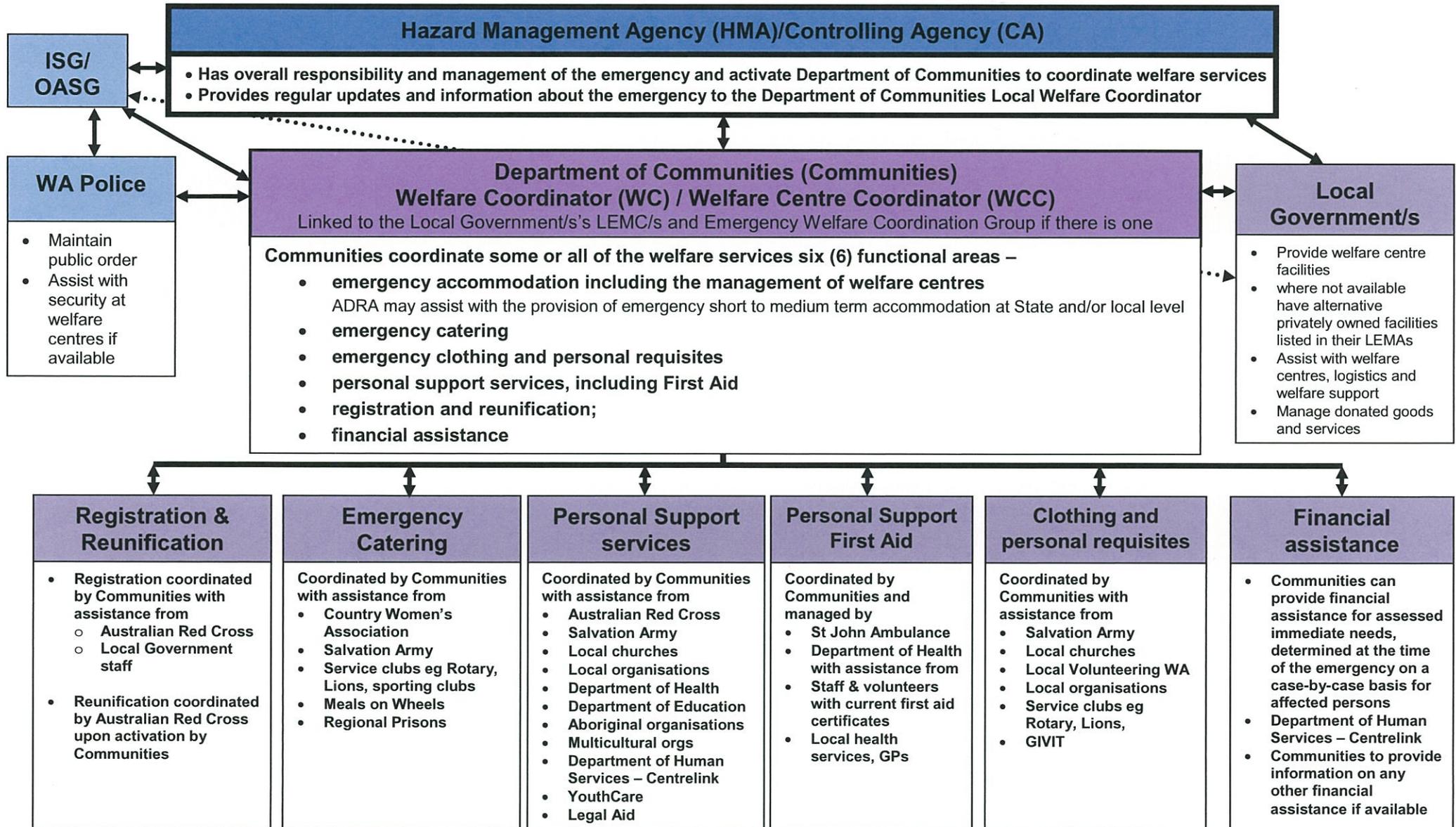
Communities will undertake an evaluation of the effectiveness of its own recovery activities including an assessment of preparedness for any future event.

Appendix 1 – Department of Communities Standard Operating Procedures



Appendix 2 – Local Emergency Welfare Coordination

Please see Appendix 4 – Organisational Responsibilities for details of each partnering agency’s responsibilities.



Appendix 3 –Emergency Welfare Coordination Group/Partnering Agencies

- In some locations where there are enough local partnering agencies, Communities will establish an Emergency Welfare Coordination Group.
- This coordination group is an advisory, consultative and referral group to oversee and assist in the planning and operation of local level welfare services. Their agreed organisational responsibilities are provided in Appendix 4.
- All partnering agencies staff and volunteers assisting Communities in accordance with this plan are required to comply with Communities policies, including those relating to working with children, volunteers, Occupational Health and Safety and emergency management.
- In multi-agency responses Team Leaders for each functional area may be appointed, i.e. Registration Team Leader, Emergency Catering Team Leader.

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Department for Communities (DC) Functions include: Overall Coordination * Accommodation * Financial Assistance * Counseling Personal Support * Personal Requisites * Registration			
Name/Position	Email	Work Hours	After Hours Contact
First Contact Ryan Hamblion Senior District Emergency Service Officer	Ryan.Hamblion@Communities.wa.gov.au	0427 429 042	On Call Duty Officer - 0418 943 835
Second contact Lucy Davies District Director	Lissanne.Davies@Communities.wa.gov.au	9274 9414	0417 953 687
Third contacts - Mundaring Cassie Kelly Local Welfare Coordinator	Cassie.Kelly@Communities.wa.gov.au	9274 7512	0429 900 759
Third contacts – Swan/Bullsbrook David Skipworth Local Welfare Coordinator	David.Skipworth@Communities.wa.gov.au	9374 7530	0448 518 985
Third contacts - Kalamunda Michelle Clough Local Welfare Coordinator	Michelle.Clough@Communities.wa.gov.au	9374 7517	0412 788 561
Third contacts - Bassendean Sharon Ellis Local Welfare Coordinator	Sharon.Ellis@Communities.wa.gov.au	9274 9481	0430 110 615
Third contacts - Chittering Lian Webb Local Welfare Coordinator	Lian.Webb@Communities.wa.gov.au	9274 9485	0429 374 229

Local Emergency Welfare Plan - CITY OF SWAN, CITY OF KALAMUNDA, SHIRE OF MUNDARING, TOWN OF BASSENDEAN and SHIRE OF CHITTERING

City of Swan Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets			
Name/Position	Email	Work Hours	After Hours Contact
First Contact Heath Stenton Manager Community Safety	Business Hours (8am-5pm): 1. Community Safety Manager – 9267 9447 or 0409 102 343 2. City of Swan Customer Support Centre – 9267 9267		After Hours: 1. Community Safety On- Call – 0407 563 660 2. Community Safety Manager 0409 102 343
Shire of Mundaring Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets			
Name/Position	Email	Work Hours	After Hours Contact
First contact Adrian Dyson Manager Community Safety & Emergency Management	AdrianDyson@mundaring.wa.gov.au	9290 6659	0427 010 390
Second Contact Craig Cuthbert Coordinator Community Safety & Emergency Management	craigcuthbert@mundaring.wa.gov.au	9290 6605	0429 002 025
Third Contact Mark Luzi Director Statutory Services	markluzi@mundaring.wa.gov.au	9290 6650	0427 010 428

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Shire of Kalamunda Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets			
Name/Position	Email	Work Hours	After Hours Contact
First contact Tim Parry Coordinator Emergency Management	Tim.Parry@kalamunda.wa.gov.au	9257 9919	0409 127 968
Second contact Nicholas Parry Fire Control Officer	Nicholas.Parry@kalamunda.wa.gov.au	9257 9919	0409 127 968
Third Contact Michele Rogers Manager Community Safety	Michele.Rogers@kalamunda.wa.gov.au	9257 9813	0400 424 217
Town of Bassendean Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets			
Name/Position	Email	Work Hours	After Hours Contact
First contact Graeme Haggart Director Operational Services	ghaggart@bassendean.wa.gov.au	9377 8002	0417 996 570
Second contact Sharna Merritt Senior Ranger	smerritt@bassendean.wa.gov.au	9377 8064	0419 955 254

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Shire of Chittering Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets			
Name/Position	Email	Work Contact	After Hours Contact
First Contact David Carroll CESM/CBFCO	cesm@chittering.wa.gov.au	9576 4600	0409 529 138
Second Contact Alan Sheridan CEO	ceo@chittering.wa.gov.au	9576 4600	0419 741 618
Third Contact Tresa White MHR	mhr@chittering.wa.gov.au	9576 4600	0458 192 648
Red Cross Functions include: Registration of evacuees * Manage Inquiry * Personal support (1st, 2nd, and 3rd contact used for day to day business. For emergency responses refer to after hours contact numbers in 3rd column)			
Name/Position	Email	Work Hours	After Hours Contact
First Contact Carolyne Doherty Emergency Services Coordinator	cdoherthy@redcross.org.au	9225 1961 0488 911 548	Emergency Control 0408 930 811
Second Contact Erin Fuery Emergency Services Manager	efuery@redcross.org.au	9225 8865 0448 991 399	

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Salvation Army Functions include: Catering * Emergency Clothing/Personal requisites * Personal support			
Name/Position	Email	Work Hours	After Hours Contact
First contact Ben Day Director of Emergency Services	Ben.day@aus.salvationarmy.org	9209 1142	407611466
Country Women’s Association Functions Include: Catering support * Personal services * Emergency clothing/personal requisites			
Name/Position	Email	Work Hours	After Hours Contact
First contact Sue Merredith Alexander Heights	scottblu@bigpond.net.au	0411 466 249	Activated by Salvation Army
Second contact Muriel Barron Location ??	muriel.barron@gigpond.com	0419 044 820	
Third contact Lesley Langley Location ??	leslang@bigpond.com	9384 1137	

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Department of Human Services (Centrelink)			
Functions include: Financial Assistance * Counseling			
Name/Position	Email	Work Hours	After Hours Contact
First contact Melanie Harper Team Leader - Midland	melanie.harper@humanservices.gov.au	9464 8156	0417 961 254
Second contact Andrew Wong Manager - Midland	andrew.wong@humanservices.gov.au	9238 9010	0428 530 446
Police			
Functions Include: Maintain public order at evacuation centre as required			
Mundaring Jeff Taylor OIC	Jeff.Taylor@police.wa.gov.au	9290 1900	0475 821 529
Swan Jason Longhorn OIC	Jason.Longhorn@police.wa.gov.au		0400 582 673
Kalamunda Simon Parke OIC	simon.parke@police.wa.gov.au	93592014	0439 698 883
Bassendean Mark Stoneman OIC	mark.stoneman@police.wa.gov.au	9376 7007	0414 461 726
Chittering Iain Lind OIC	Iain.Lind@police.wa.gov.au	9575 5602	0429 117 780

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St John Ambulance (Volunteers) Functions Include: First aid only			
Name/Position	Email	Work Hours	After Hours Contact
St Johns – Apart from medical emergencies all activations must be approved by the ESU On Call Emergency Services Coordinator on 0418 943 835	Emergencies – 000/112/106 Event Health Services – Can provide advice and consult on appropriateness of activation. Will also activate services and stand down general attendance when requested.	9334 1311	9334 1311
Melissa Rorke Event Operations Manager	melissa.rorke@stjohnambulance.com.au	9334 1232	0419 817 059
Manager EM Unit Stave Hall	emergencymanagement@stjohnambulance.com.au		0427 113 237
Youth Care Functions Include: Personal Support and Pastoral Care			
Name/Position	Email	Work Hours	After Hours Contact
1st Contact Youth Care PCIR	pcir@youthcare.org.au	9376 5000	9376 5000

Local Emergency Welfare Plan - CITY OF SWAN, CITY OF KALAMUNDA, SHIRE OF MUNDARING, TOWN OF BASSENDEAN and SHIRE OF CHITTERING

DFES/SES Functions Include: Logistics Support			
Name/Position	Email	Work Hours	After Hours Contact
First contact Swan SES Duty Officer On call 24/7		0407 197 130	0407 197 130
Second contact Ash Smith Local Manager	manager@swanses.org.au	0409 689 188	0409 689 188
Third Contact Shelley Staff Deputy Local Manager	deputy@swanses.org.au	0447 470 049	0447 470 049
DFES/COMMUNITY LIAISON UNIT (CLU) Functions Include: Public information * Liaison between Incident controller and community			
Name/Position	Email	Work Hours	After Hours Contact
1st Contact Suzanne Blyth Community Liaison Unit	suzanne.blyth@dfes.wa.gov.au	0427 445 639	Duty Officer 0408 296 320
VOLUNTEERING WA Functions Include *Management of Volunteers *Management of Donated Goods *Personal Support			
Name/Position	Email	Work Hours	After Hours Contact
1st Contact Jen Wyness Senior Manager Services	jen@volunteeringwa.org.au	9482 4315	0422 941 483

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DEPARTMENT FOR HEALTH Functions Include: Personal Support			
Name/Position	Email	Work Contact	After Hours Contact
1st Contact (24/7) On Call Duty Officer (Department of Health) Disaster Preparedness and Man. Unit		9328 0553	9328 0553

Appendix 4 – Organisational Responsibilities

- Partnering agencies that may be engaged by Department of Communities (Communities) to assist in fulfilling their welfare obligations as part of the Local Emergency Welfare Plan.
- Communities as an emergency management support organisation coordinates emergency welfare services when activated via this plan – the Local Emergency Welfare Plan.
- To coordinate emergency welfare services requires the support of a number of statutory, private and voluntary organisations, known as partnering agencies. These responsibilities are allocated on a state-wide basis and have been determined by agreement between the respective agencies at the State level via the State Welfare Emergency Committee and Communities.
- At the local level these responsibilities may be varied to suit the capabilities and availability of welfare organisations. The responsibilities are negotiated between Communities and the agency at the local level and are reflected in this Appendix.
- The allocated responsibilities do not restrict one agency from assisting another, regardless of its primary role.
- Should a partnering agency not be able to manage its primary responsibilities, support with those responsibilities may be requested from the Local Welfare Coordinator. Ultimately, Communities is responsible for these functions where no partnering agency assistance is available.

Agency / Organisation Name	Normal role if engaged
Department of Communities (Communities) – Lead Welfare Agency	(1) Coordinate all functional areas of an emergency welfare response during emergencies; (2) Appoint the Local Welfare Coordinators to support each Local Government area; (3) If applicable, establish and manage the activities of the Midland Emergency Welfare Coordination Group including the provision of secretariat support; (4) Provide staff and operate the Welfare Centres if required; (5) Coordinate all welfare resources utilised under this plan; (6) Coordinate the welfare functional areas of: (a) Emergency Accommodation; (b) Emergency Catering; (c) Emergency Clothing and Personal Requisites; (d) Personal Support Services; (e) Registration and Reunification; (f) Financial Assistance; (7) Provide representatives to various emergency management committees and coordination groups as required.
Department of Communities - Disability	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available;

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Agency / Organisation Name	Normal role if engaged
Services	<ul style="list-style-type: none"> (3) Provide strategic policy advice regarding the provision of welfare services to people with disabilities; (4) Assist with other welfare functional areas where agreed.
Department of Communities - Housing	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available; (3) Provide strategic policy advice regarding the provision of emergency accommodation; (4) Assist with other welfare functional areas where agreed.
ADRA - Adventist Development and Relief Agency	<ul style="list-style-type: none"> (1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of emergency short to medium term accommodation; (3) Provide regular updates to Communities, including a list of all emergency accommodation organised for evacuees; (4) Assist with other welfare functional areas where agreed.
Australian Red Cross	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Assist with Registration at Welfare Centres; (3) Manage and operate the Register.Find.Reunite. system; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
Country Women's Association	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Emergency Catering at Welfare Centres; (3) Assist with the provision of Personal Support Services; (4) Assist with the provision of Emergency Clothing and Personal Requisites; (5) Assist with other welfare functional areas where agreed.
Department of Education	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required ; (2) Provide access to facilities for Emergency Accommodation where available; (3) Provide access to facilities for Emergency Catering where available; (4) Provide access to staff to assist with Personal Support Services, including School Psychology Service where agreed and available; (5) Assist with other welfare functional areas where agreed.
Department of Fire and Emergency	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Engage "face to face" two way communication and liaison with affected communities through a point of public

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Agency / Organisation Name	Normal role if engaged
Services (DFES) Community Liaison Unit	interface e.g. at a welfare centre distributing relevant incident information such as traffic management information, and support the facilitation of public meetings and other community based communications.
Department of Health	<ol style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Provide a comprehensive response to mental health effects of an emergency, as outlined in the Mental Health Disaster Subplan; (3) Provide health response as outlined in the State Health Emergency Response Plan; (4) Assist with the provision of Personal Support Services at Welfare Centres; (5) Assist with other welfare functional areas where agreed.
Department of Human Services – Centrelink	<ol style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Provide Financial Assistance to people affected by the emergency in accordance with DHS Centrelink guidelines, policies and the Social Security Act; (3) Provide support services or referral advice to appropriate agencies; (4) Assist with other welfare functional areas where agreed.
Department of Local Government, Sport & Cultural Industries, including Office of Multicultural Interests Divsn	<p><i>Negotiate at the local level how the Department of Local Government, Sport and Cultural Industries could assist;</i></p> <ol style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework; (3) Assist with other welfare functional areas where agreed.
GIVIT – online donation management system	<ol style="list-style-type: none"> (1) Provide a Support Agency Officer as required to be a reference source regarding donated goods.
Legal Aid Western Australia	<ol style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Provide relevant legal information for emergency impacted persons and/or communities; (3) Assist with other welfare functional areas where agreed.
Local Churches/ Church Ministers Fellowship	<ol style="list-style-type: none"> (1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of Personal Support Services; (3) Assist with other welfare functional areas where agreed.
Local Government Welfare Support	<p><i>Negotiate at the local level with individual Local Governments any additional responsibilities eg Ranger Services.</i></p> <ol style="list-style-type: none"> (1) Provide a Local Government Welfare Liaison Officer as required; (2) Assist with the welfare functional area of Emergency

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Agency / Organisation Name	Normal role if engaged
	<p>Accommodation by utilising Local Government facilities as Welfare Centres, and where not available have alternative privately owned facilities listed in their LEMAs;</p> <p>(3) Assist Communities -to provide the initial welfare response to evacuating community members. See above 2.3 Local Government Welfare Support Response.</p> <p>(4) Assist with other welfare functional areas where agreed.</p>
Salvation Army	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Provide Emergency Catering at Welfare Centres;</p> <p>(3) Provide Emergency Clothing and Personal Requisites such as toiletries and other incidentals to those affected as required;</p> <p>(4) Assist with the provision of Personal Support Services;</p> <p>(5) Assist with other welfare functional areas where agreed.</p>
St John Ambulance	<p>Please call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA. If an ambulance is required please call 000/112/106.</p> <p>(1) Provide a Support Agency Officer /s as required;</p> <p>(2) Provide qualified First Aiders at Welfare Centres, where required and available;</p> <p>(3) Assist with other welfare functional areas where agreed.</p>
Volunteering WA	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment;</p> <p>(3) Manage affiliated and spontaneous non-affiliated Volunteers;</p> <p>(4) Assist with other welfare functional areas where agreed.</p>
WA Police	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Maintain public order where required;</p> <p>(3) Assist with other welfare functional areas where agreed.</p>
YouthCare	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Assist with the provision of Personal Support Services at Welfare Centres where available including practical support, emotional support and pastoral care support.</p> <p>(3) Assist with other welfare functional areas where agreed</p>

Appendix 5 – Emergency Accommodation

The provision of temporary shelter for persons rendered homeless by an emergency, or due to evacuation from an emergency, ranging from short to medium term accommodation, is coordinated and assessed by Communities.

Please note - in the event of an evacuation, people may make their own accommodation arrangements eg stay with family or friends locally (if this is safe) or in another town.

Points of clarification:

5.1 Establishment of welfare centres

As per State EM Policy -

- (a) 5.7.3 - The Controlling Agency is responsible for the management of evacuation during an incident, and this continues during an emergency response.
- (b) 5.7.4 - Local governments, HMAs, relevant EMAs (i.e. Support Organisations and Controlling Agencies), in consultation with relevant Local Emergency Management Committees (LEMCs), must identify and advise of refuge site and welfare centres including evacuation centres appropriate for the hazard. The welfare centres should be documented in the LEMA, and are also recorded on the State Welfare Centre Database which HMAs and Controlling Agencies have access to.
- (c) 5.9.5.5 - LEMCs must ensure that LEMA identify appropriate facilities and existing infrastructure within their boundaries are available for use by EMAs or note where there are no facilities.

Therefore the establishment and management of welfare centres by Communities is on behalf of the HMA or Controlling Agency, in consultation with welfare centre owners. This could be local governments or private facility owners. Welfare centres are established as emergency facilities from which Communities coordinate accommodation, food, clothing, financial assistance, registration, personal support and other welfare services until alternative arrangements can be made.

5.2 Welfare centres definition

In Western Australia welfare centres are a facility that may provide for evacuation, reception, accommodation and relief and recovery (commonly referred to as a 'one-stop-shop') for an impacted community. Welfare centres may continue the extended provision of services into the recovery phase where LGs take responsibility as the lead agency in recovery. For the purposes of this plan all such facilities are classified as Welfare Centres.

5.3 Safety considerations

To ensure the safety of evacuees and welfare centre staff and volunteers, Communities will not establish welfare centres –

- in Bushfire Emergency Warning areas, and will only establish welfare centres in Bushfire Watch and Act areas with the assurance of the HMA/Controlling Agency that it is deemed safe to do so;
- if there is not safe access routes to the welfare centres;
- if there are structural concerns about the facility, and/or health concerns eg no running water, no drinking water, non-functioning sewage system, gas or chemical leaks in the area.

5.4 Children, organisations, educational and care facilities

As per State EM Plan 5.3.2 Community Evacuation, Stage 4: Shelter –

Children and vulnerable people in Evacuation Centres

Unaccompanied children, without direct parental or responsible adult supervision, should be evacuated into the care of the Department of Communities at the evacuation centre.

The preferred option for agencies, organisations or educational and care facilities such as women's refuges, men's hostels, group homes, is for them to have arrangements in place to either evacuate to a similar facility or shelter in place if safe.

If it is necessary to evacuate to a welfare centre, supervisory staff or members with responsibility for the care, supervision or provision of services to children and their clients must remain at the centre and continue to supervise and provide services until such time as alternative arrangements are made. This may include children being returned to parents or other responsible adult approved by that agency, organisation or educational and care facility.

Agencies, organisations and educational and care facilities at evacuation centres should liaise with the welfare coordinator at these centres for further advice and assistance in relation to unaccompanied children.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in local emergency management arrangements, State EM Plan 4.6.1 Special Considerations.

5.5 Animals in welfare centres

For health and safety reasons no animals, including pets, are permitted in welfare centres with the exception only of Assistance animals e.g. Guide Dogs, "Hearing" Dogs and Disability Aid Dogs. Some local governments may have an Animal Welfare Plan for them to coordinate the management of animals and pets in emergencies.

5.6 Responsibility for the welfare centre premises

Communities will take responsibility for the premises utilised as welfare centres from the time of their operations until their closure. Communities shall exercise reasonable care in the conduct of its activities, and agree to replace or reimburse for supplies used in the operation of welfare centres.

As Communities operate welfare centres on behalf of the relevant HMA/Controlling Agency, in the event of any claim for unusual damage incurred as a result of the use of a facility as a welfare centre, Communities will facilitate processes with the HMA/Controlling Agency to respond to the claim. The owner/s of the facilities agrees to utilise their building insurance in the event of damage resulting from the actual disaster event to the structure of the building.

Communities will utilise contract cleaners or pay for the use of the facilities' cleaners to restore the facilities directly utilised as welfare centres back to serviceable condition, if requested.

5.7 School evacuations

If a school needs to evacuate upon receiving advice/instructions from the Incident Controller or HMA, they should try to evacuate to another school as a first option, or self-manage in a Communities designated welfare centre. Schools can evacuate to the community welfare centre with the schools' students under the duty of care and responsibility of the evacuated school.

Schools should use resources within the school such as gym mats, blankets if they have them, any food in school canteens etc. However if these resources are not available and Communities have spare items, these items will be shared with the school. If schools and Communities do not have these resources available, Communities will share any information on sourcing items as listed in the Local Emergency Welfare Plan.

5.8 State Welfare Centres

In some circumstances, particularly in larger State level sized emergencies, facilities in a local area in which an emergency or disaster has occurred may not be suitable/sufficient to ensure the safety of all evacuees, welfare staff and volunteers. In these circumstances local governments or private facility owners may be asked for use of their facility as a 'State Welfare Centre' to assist affected members of other local government areas. At these times it would be the expectation that the State Welfare Centre would operate in a similar manner with the same procedures as if operating as a Local Welfare Centre as outlined in this plan.

See over for the list of Pre-determined Welfare Centres.

Appendix 5 - List of Pre-Determined Welfare Centres

Note:

Capacity normal use

'Capacity normal use' is shown as the official registered capacity of the building in accordance with licensing for building use. As a guide when being used as a welfare evacuation centre CPFS would recommend utilising only one third of capacity for a short term evacuation (I.E. not overnight), or one third capacity for overnight or longer evacuations.

SHIRE OF MUNDARING				
NAME	CAPACITY	ADDRESS	GPS	CONTACT
Glen Forrest Hall	200	15-35 Stratham Street, GLEN FORREST	-31.90667, 116.101536	Duty Ranger - 9290 6666
Pakerville Hall, Recreation Centre	280	Cnr Seaborne Street and Redfern Road, PARKERVILLE	-31.893092, 116.139176	
Brown Park Community Centre	400	Cnr Salisbury Road and Amherst Road, SWANVIEW	-31.889766, 116.053552	
Mt Helena Recreation Centre	882	Keane Street (Next to Mt Helena PS), MT HELENA	-31.874952, 116.220929	

TOWN OF BASSENDEAN				
NAME	CAPACITY	ADDRESS	GPS	CONTACT
Bassendean Seniors and Community Centre	400	50 Old Perth Road, BASSENDEAN	-31.904026, 115.950030	1st Call - 9377 8000 2nd Call - 0408 069 226
Cyril Jackson Recreation Centre	500	53 Reid Street, BASSENDEAN	-31.912689, 115.940273	3rd Call - 0419 955 254

CITY OF KALAMUNDA				
NAME	CAPACITY	ADDRESS	GPS	CONTACT
Ray Owen Sports Centre	840	96 Gladys Road, LESMURDIE	-32.001359, 116.044085	1st Tim Parry - 0409 127 968
Lesmurdie Hall	200	97 Gladys Road, LESMURDIE	-32.002064, 116.043091	2nd Nic Parry - 0457 549 948
High Wycombe Recreation Centre	300	200 Newburn Road, HIGH WYCOMBE	-31.947307, 116.005600	3rd Michele Rogers 0419 832 230
Kalamunda Agricultural Hall	200	50 Canning Road, KALAMUNDA	-31.976322, 116.056911	4th Sarah Zulberti - 0407 440 946
Hartfield Park Recreation Centre	500	199 Hale Rd, FORRESTFIELD	-31.994201, 115.997264	

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CITY OF SWAN

NAME	CAPACITY	ADDRESS	GPS	CONTACT
Altone Park Leisure Centre	1500	290 Benara Road, BEECHBORO	-31.874664, 115.939320	Business Hours - 9267 9267 A/H - 0407 563 660 or Insight - 9267 9267
Swan Park Leisure Centre	400	27 Gray Drive, MIDVALE	-31.883104, 116.024125	
Ethel Warren Community Centre	350	5 Marouba Ave, BULLSBROOK	-31.667441, 116.032034	

SHIRE OF CHITTERING

NAME	CAPACITY	ADDRESS	GPS	CONTACT
Bindoon Hall	200	6180 Great Northern Highway, BINDOON	-31.385850, 116.096785	
Wannamal Community Centre	100	2619 Bindoon-Moora Road, WANNAMAL	-31.163840, 116.056138	
Muchea Hall and Sports Ground	180	48 Archibald Street, Muchea	-31.581970, 115.970892	
Lower Chittering Hall and Sportsground	255	23 Chittering Valley Road, Chittering	-31.570473, 116.102422	

Appendix 6 – Welfare function of Registration and Reunification

- This functional area enables individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated, intrastate, interstate or internationally.
- To facilitate the accounting of persons affected by such incidents, Communities may use the registration and reunification Register.Find.Reunite. system or other options as appropriate. The Register.Find.Reunite. system has been developed at the State and national level. In Western Australia this system is activated by Communities and managed by the Australian Red Cross on behalf of Communities.
- The system provides for the registration and reunification of affected persons using standardised forms. Stocks of these forms are held by Communities offices, the Australian Red Cross State Inquiry Centre and its local teams and some local governments to be readily available for immediate use at welfare centres.
- In addition, impacted individuals may choose to register themselves online using the Register.Find.Reunite. system once it has been activated.

See over for Communities Standard Operating Procedures for the welfare function of Registration and Reunification.

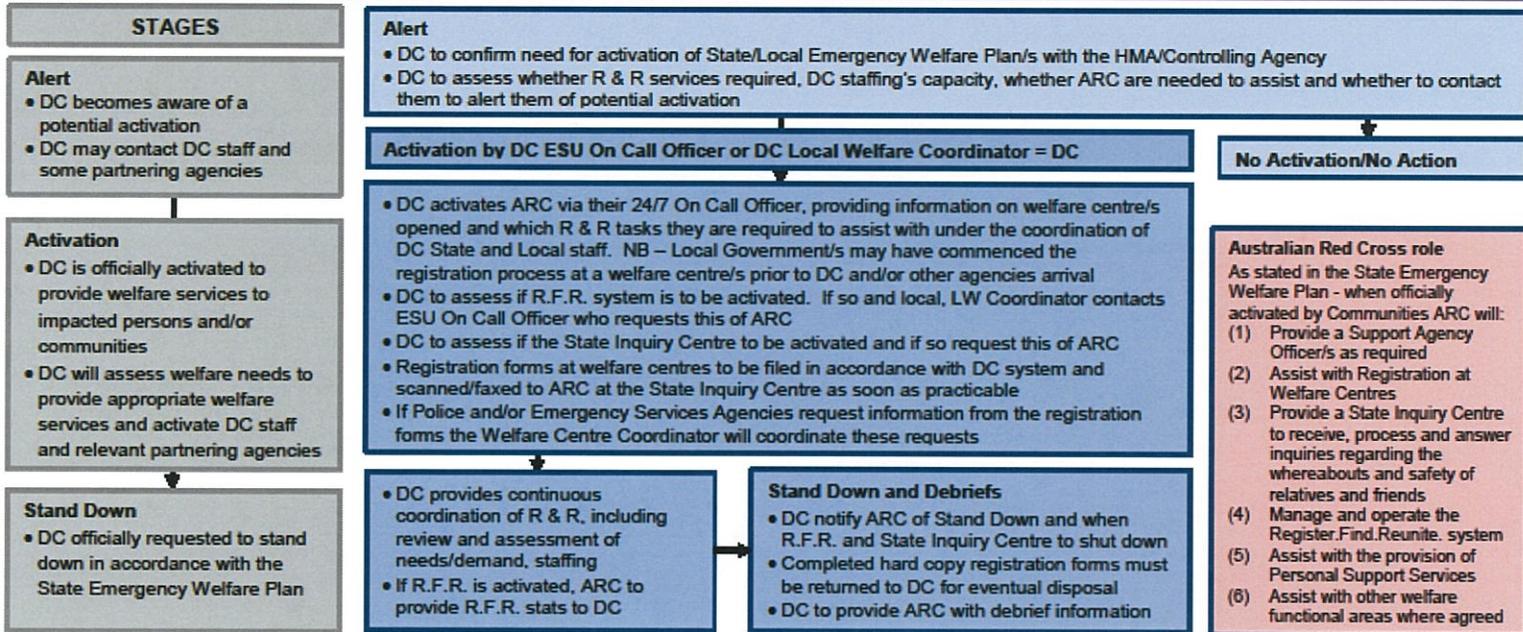
Communities Standard Operating Procedures for the welfare function of Registration and Reunification



Department of Communities Emergency Services - Standard Operating Procedures for the welfare function of Registration and Reunification Dec 2017

Registration and Reunification (R & R) is one of the 6 welfare functional areas Department of Communities (DC) is responsible for under the WA Emergency Management Act 2005 and State Emergency Management Arrangements. Welfare arrangements are detailed in the State Emergency Welfare Plan and Local Emergency Welfare Plans. Registration and reunification enables individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated, intrastate, interstate or internationally. To facilitate the accounting of persons affected by such incidents, DC may use the registration and reunification Register.Find.Reunite. (R.F.R.) system or other options as appropriate. R.F.R. has been developed at the State and national level. In Western Australia this system is activated by DC as the commissioning agency and managed by the Australian Red Cross (ARC) as a partnering agency, on behalf of DC. ARC operates the State Inquiry Centre when authorised by the DC State Welfare Coordinator.

Registration and Reunification Standard Operating Procedures – State and Local Levels



Appendix 7 – Emergency Catering Services

Communities will coordinate the establishment of an emergency catering service for those rendered homeless, evacuees and welfare workers engaged during an event. Dependent on the catering requirements, Communities may engage a variety of service providers to provide this service, such as voluntary groups, fast food outlets or hospital, hotel, motel or public catering services. Communities cannot accept other prepared food e.g. sandwiches, cakes, sausage rolls, unless the person/organisation has a Food Handling Certificate issued by the local government.

Responsibility for the provision of meals for non-welfare emergency workers is the responsibility of the HMA/Controlling Agency.

A resource list of catering agencies and other options is included below.

<p>Salvation Army Head Quarters – Emergency Services – 0407 611 466 ES Trailer 50-100 (Local); Truck,+ Mobile Cool Room 100-250+ (HQ) To activate and in accordance with the State Agreement/Partnership – discuss requirements further with CPFS Duty Officer and then Salvation Army Duty Officer rather than local contacts</p>
<p>Emergency Services Unit - State Catering Resource List The Emergency Services Unit of the Department for Communities maintains a resource list of potential providers of meals, including Breakfast, Lunch, and Dinner. In the case of large and protracted emergency events requiring catering for large numbers of evacuees, the ESU On Call Duty Officer can be contacted and a request made to activate one of these service providers.</p>
<p>Country Women’s Association – will support the Salvation Army Head Office: 1174 Hay Street West Perth 9321 6041</p>

WATER SUPPLIERS

Name	Type of Supplies	Contact Details	After Hours Contact
Water Corporation Manager Control Centre Operations (MCCO)	Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	1300 483 514	1300 483 514

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Fast Food Outlets can provide quick food in an emergency but only for the short term.

City of Belmont		
NAME	ADDRESS	CONTACT
Domino's Pizza	200 Great Eastern Hwy, Belmont	
Belmont Tavern	174 Wright St, Cloverdale	9277 2077
Nando's	227 Belmont Ave, Belmont	1300 626 367
Pizza Hut	268 Belmont Ave, Cloverdale	1300 749 924
Red Rooster	Fulham St, Belmont	9277 6899
Subway	Fullham St, Belmont	9475 0880

Town of Victoria Park		
NAME	ADDRESS	CONTACT
Oporto	Berwick St, Victoria Park	9474 5555
Dominos	410 Albany Hwy, Victoria Park	6330 8120
Pizza Hut	800 Albany Hwy, Victoria Park	1300 749 924
Subway	789 Albany Hwy, Victoria Park	9355 3333
Nando's	789 Albany Hwy, Victoria Park	1300 626 367
Balmoral Hotel	901 Albany Hwy, Victoria Park	9355 4533

City of Canning		
NAME	ADDRESS	CONTACT
Mcdonalds	Albany Hwy, Cannington	9358 6000
Domino's	100 Randford Rd, Canningvale	9484 6120
Red Rooster	Amheart Rd, Canningvale	9456 2088
Subway	1382 Albany Hwy, Cannington	9356 3300
Subway	126 Bannister Rd, Canningvale	9455 5251
Hungry Jacks	1381 Albany Hwy, Cannington	6263 5925

City of South Perth		
NAME	ADDRESS	CONTACT
Subway	133 Canning Hwy, South Perth	9367 7200
Oporto	Berwick St, Victoria Park	9474 5555
Hungry Jacks	11 Canning Hwy, South Perth	9474 2209
The Windsor Hotel	112 Mill Point Rd, South Perth	9474 2229
Sopranos Pizzeria	130 Mill Point Rd, South Perth	9367 1231

Appendix 8 – Emergency Clothing and Personal Requisites

Communities coordinates the provision of essential clothing and personal requisites, to persons affected by an emergency. This function includes the provision of basic necessities such as toiletry packs, blankets, towels, mattresses, pillows, bedding, disposable nappies, and sanitary needs, as required.

Where possible, new clothing, or financial assistance for the purchase of new clothing, should be provided to eligible persons as soon as practicable. The use of 'recycled' clothing is a last resort.

A resource list of emergency clothing and personal requisites suppliers and options is included below. This lists organisations and retail outlets who agree to participate in these arrangements, and ensures that acceptable procedural matters have been established.

Shire of Chittering		
NAME	ADDRESS	CONTACT
Muchea IGA X-Press	Lot 1 Brand Hwy, Muchea	9571 4010
Muchea General Store	Brand Hwy, Muchea	9571 4010
Chittereing Roadhouse	5066 Great Eastern Hwy, Chittering	9576 1027
Caltex Bindoon Roadhouse	5 Binda Place, Bindoon	9576 1168

Shire of Mundaring		
NAME	ADDRESS	CONTACT
Amcal Pharmacy	4/5 Nichol St, Mundaring	9295 1063
ALDI	22-24 Hartung St, Mundaring	13 25 34
Coles	Stoneville Rd, Mundaring	9295 1297
Woolworths	Mann St, Mundaring	9290 5553
Coles	Gladstone Ave, Swan View	9294 1033
Swan View Pharmacy	40-42 Marlboro Rd, Swan View	9294 2917
IGA	309 Morrison Rd, Swan View	9294 2036
Puma	7060 Great Eastern Hwy, Mundaring	9295 3062
Puma	1400 Great Eastern Hwy, Glenn Forrest	9298 9125

Town of Bassendean		
NAME	ADDRESS	CONTACT
Coles	West Rd, Bassendean	9261 5100
The Reject Shop	West Rd, Bassendean	6278 1811
Caltex Bassendean	309 Guildford Rd, Bassendean	9377 1027
Puma Bayswater	502 Guildford Rd, Bayswater	9379 1322

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City of Kalamunda		
NAME	ADDRESS	CONTACT
Priceline Pharmacy	39 Railway Rd, Kalamunda	9293 4947
Coles	39 Railway Rd, Kalamunda	9293 3099
Red Dot	39 Railway Rd, Kalamunda	9257 3793
Friendlyes Pharmacy	530 Kalamunda Rd, High Wycombe	9454 5798
Coles	530 Kalamunda Rd, High Wycombe	6272 8600
BP	269 Kalamunda Rd, Maida Vale	9454 7716
Puma Lesmurdie	194 Canning Rd, Lesmurdie	9293 0344
Coles Express	Strelitzia Avem Forrestfield	9453 6088

City of Swan		
NAME	ADDRESS	CONTACT
Puma Guildford	20 Johnson St, Guildford	9279 3866
Caltex Morley	296 Benara Rd, Beechboro	9378 3478
Caltex Swan View	lot 139 Morrison Rd, Swan View	9255 4376
Caltex Midvale	375 Great Eastern Hwy, Midvale	9250 4899
BP Ellenbrook	Lot 1116 Gngangara Rd, Ellenbrook	6296 5788
Caltex Bullsbrook	Gt Northern Hwy, Bullsbrook	9571 7599
Big W Ellenbrook	11 Main St, Ellenbrook	9297 7100
Big W Midland	274 Great Eastern Hwy, Midland	6318 9902
Kmart Midland	274 Great Eastern Hwy, Midland	6274 2800
Target Midland	274 Great Eastern Hwy, Midland	9250 0900
Bullsbrook Pharmacy	2529 Great Northern Hwy, Bullsbrook	9571 1122
Priceline Pharmacy	11 Main St, Ellenbrook	6296 6052
Zest Pharmacy	11 Main St, Ellenbrook	9296 8133
Optimal Pharmacy	Altone Rd, Beechboro	9279 9727
Priceline Pharmacy	274 Great Eastern Hwy, Midland	9274 2026

Appendix 9 – Personal Support Services

Communities will coordinate and provide personal support services, and where necessary, will work with other specialist agencies to ensure affected persons receive the necessary personal support to cope with the effects of loss, stress, confusion, trauma and family disruption. These include specialised counselling and psychological services and other appropriate services.

Personal Support Services can include practical assistance, emotional support, information, referral to other services, advocacy, advice, counselling and psychological services.

Information and advisory services may include other relief measures not necessarily provided by Communities, such as availability of grants and other forms of financial assistance, healthcare, provision of child care and financial counselling.

A list of relevant agencies and services is included below.

Advocacy and Counselling Services

Name	Contact Person and Address	Contact Details	After Hours Contact
Communities Psychological Services	Contact Communities Emergency Services	On Call phone	0418 943 835
Telephone Help Services			
Rural Link Dept of Health Statewide Services	Availability 4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays. During business hours connected to local community mental health clinic	1800 552 002 1800 720 101 - TTY	
HealthDirect		1800 022 222	
WA Poisons Information Centre (WAPIC)	24hr advice on the management of poisonings or suspected poisonings, poisoning prevention, drug information and the identification of toxic agents.	13 1126 – 24 hour service	
Beyondblue Support Service	24 hour telephone service Chat online (3pm - 12am) - https://www.youthbeyondblue.com	1300 22 4636	
Lifeline	24 hour telephone	13 11 14	

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Crisis support, suicide prevention	service Crisis support chat 7.00pm – midnight (Sydney time) 7 days. Outside of these hours call Lifeline - https://www.lifeline.org.au/get-help/online-services/crisis-chat			
Samaritans Crisis Line Anonymous Crisis Support				24 hot teleph service
Suicide Call Back Service Telephone, video and online professional counselling	For at risk, carers and the bereaved Online chat and video counselling – https://www.suicidecallbackservice.org.au/need-to-talk/	1300 659 467		

Translation, Interpretive and Hearing (AUSLAN) Services

<p>Translating and Interpreting Service (TIS National) 24/7 Some groups may be eligible for TIS' free interpreting services – ring TIS on 131 450 for more information. Costs are a guide only as they may change –</p> <ul style="list-style-type: none"> • Immediate phone interpreting including ATIS phone interpreting: 131 450 - 15mins @ \$34.22 - 4.1.18 • Pre booked Service – 1300 655 081 - 30mins @ \$82.89 – 4.1.18 <p>Text Emergency Calls TTY – Dial 106</p>	
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Appendix 10 – Key Contact Lists

Lifelines

LIFELINES – PUBLIC INFORMATION	PHONE/FAX
Life threatening emergency	Emergencies 000 / 112 / 106
DFES Public Information Line	13 DFES (13 3337) www.dfes.wa.gov.au/Pages/default.aspx
Emergency WA website for emergency warnings	https://www.emergency.wa.gov.au/
Bureau of Meteorology website WA Tropical Cyclone Information WA Land Weather and Flood Warnings WA Coastal Marine Warnings Australian Tsunami Threat Information (1300 TSUNAMI)	http://www.bom.gov.au/index.php 1300 659 210 1300 659 213 1300 659 223 1300 878 6264
Main Roads Western Australia (MRWA) - Primary public contact point for road closure information	Phone: 138 138 Fax: 9323 4400 www.mainroads.wa.gov.au
Alinta Gas	13 13 58
ATCO Gas Australia	Faults (public no) – 13 13 52 Head Office 6163 5000
National Broadband Network (NBN)	No phone number listed on the NBN website https://www.nbnco.com.au/ https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html
DBP Dampier Bunbury Pipeline	Faults – 1800 019 919 Head Office – 942 3800
Horizon Power	Faults – 13 23 51 Residential – 1800 267 926
Optus	131 344
Public Transport Authority	Emergency (public no) – 9220 9999 Head Office – 136 213
SES – Public assistance Communities making requests to SES go through the DFES Communication Centre (COMCEN) – 9395 9210 or 9395 9209. NB – SES may have limited capacity to assist due to other DFES operational requirements	132 500
Telstra	Faults – 13 20 00 Head Office – 13 22 03
Water Corporation – Public assistance Water Corporation - Manager Control Centre Operations (MCCO) - 9395 9210 or 9395 9209 Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	Faults (public no) -13 13 75 Head Office – 9420 2420 Accounts and General

Appendix 11 – Distribution List:

This plan has been distributed electronically to:

Department of Communities

- Emergency Services SharePoint site
- Midland District Director – Lucy Davies
- Shire of Chittering LWC – Lian Webb
- Shire of Mundaring LWC – Cassandra Kelly
- Town of Bassendean LWC – Sharon Ellis
- City of Kalamunda LWC – Michelle Clough
- City of Swan – David Skipworth
- Senior District Emergency Services Officer – Ryan Hamblion

Local Emergency Management Committee

- Shire of Chittering, Shire of Mundaring, Town of Bassendean, City of Kalamunda, City of Swan Local Emergency Management Committees (Edited version for any copies the public have access to – Appendices not included as contain personal names and phone numbers. This is for people's confidentiality and particularly Department of Communities staff)

Partner Agencies

- Red Cross
- Salvation Army
- CWA
- Department of Human Services
- Police
- St. John Ambulance
- Youthcare
- DFES
- Volunteering WA

ATTACHMENT NO. 3



**BASSENDAN
LOCAL EMERGENCY MANAGEMENT COMMITTEE
DISTRICT EMERGENCY MANAGEMENT ADVISOR REPORT
7 NOVEMBER 2018**

OFFICE OF EMERGENCY MANAGEMENT WEBSITE

As of Monday 27 August 2018 the Office of Emergency Management website will no longer exist. All relevant information can be sourced through the State Emergency Management Committee website: www.semc.wa.gov.au

STATE RECOVERY COORDINATOR

As at 1 July, the Office of Emergency Management merged with the Department of Fire and Emergency Services (DFES) under the Machinery of Government changes announced last year.

The State Recovery Coordinator (SRC) responsibilities have been handed over to the newly created role of Assistant Commissioner Resilience and Recovery within the Strategy and Emergency Management Command in DFES. This role will initially be headed up by Acting Assistant Commissioner Rick Curtis from DFES.

For SRC, strategic oversight and executive level issues - A/Assistant Commissioner Curtis –

T: (08) 9395 9400, M: 0409 287 396, E: Ricky.Curtis@dfes.wa.gov.au

STATE EXERCISE MANAGEMENT

The Office of Emergency Management has commenced the project of an Exercise Management framework for the State. The position is funded through NDRP and the Project Officer is Mark Jeffs. Mark has commenced consultation with agencies with the view of developing a draft framework. The framework will dovetail with lessons learnt framework (in development) and SEMC capability framework. It is envisaged this will be completed within 12 months.

METROPOLITAN WA POLICE FORCE – Proposed district changes

On the 4 December 2017, the Commissioner of Police announced the implementation of eight (8) Metropolitan Police Districts in place of the four (4) existing Metropolitan Police Districts, with a 'Go Live' date of the 1 July 2018. The proposed eight (8) Metropolitan Police Districts boundaries are aligned, where possible, with local government boundaries.

A meeting was held on 9 August with DFES Policy and Legislation to progress the consultation of the proposal. An agenda item has been included on the next round of metropolitan DEMC meetings in September 2018.

WA Police will undertake consultation on changes to the EM boundaries, which is expected to take approximately twelve months. A working group will be formed to develop options for the metropolitan emergency management boundaries.

In the interim, all other stakeholders need to be clear that there will be no impact on current business processes.

WEBFUSION

The resource is being managed by WA Police Force on behalf of WA agencies.

There are six agencies currently utilising the resource:

- WA Police Force
- DFES
- Department of Health
- Public Transport Authority
- Main Roads WA
- Department of Primary Industries and Regional Development

Water Corporation have requested to be a user and contributor at the Risk Sub Committee meeting and this request was approved.

EMERGENCY MANAGEMENT REGULATIONS AMENDMENTS

The following are being actively pursued:

- Heatwave to be prescribed as a hazard in its own right
- The State Human Epidemic Controller and the State Health Coordinator will be replaced by the Director General of Health as the HMA
- The name of Brookfield Rail will change to Arc Infrastructure
- DFES will be prescribed as a combat agency for fire suppression in order to access exchange of information provisions; and
- DFES will be prescribed as a combat agency for fire suppression in order to access exchange of information provisions; and
- Assurance prescribed as an SEMC function is being investigated

UPDATE STATE HAZARD PLANS

The following plans were approved by the State Emergency Management Committee at their meeting held on 3 August 2018. All documents are available on:

www.semc.wa.gov.au

Reviewed plans

- **State Hazard Plan – Crash Emergency** – this plan has undergone a full content review and replaces Westplan Air Crash, Westplan Brookfield Rail Crash Emergencies, Westplan Rail Crash PTA and Westplan Road Crash.
- **State Hazard Plan – Persons Lost or in Distress Requiring a Search and Rescue response (SAR emergency)** – this plan has undergone a full content

review and replaces Westplan – Land Search and Westplan – Marine Search and Rescue.

- **State Hazard Plan – Hazardous Materials Emergencies (HAZMAT)** – this plan has undergone a full content review and is an amalgamation of and replaces Westplan HAZMAT and the chemical and radiological components of the former Westplan – Chemical, Biological, Radiological and Nuclear.
 - **State Hazard Plan – HAZMAT : Annex A Radiation Escape from a Nuclear Powered Warship (NPW)** – which is a reformatting of the former, Westplan – NPW
 - **State Hazard Plan – HAZMAT : Annex B Space Re-Entry (SPRED)** – which is a reformatting of the former, Westplan – SPRED
- **Please note** that Annex A NPW and Annex B SPRED have not undergone a full content review. Annex A NPW is due for a full review by March 2021 and Annex B SPRED is due for a full review by August 2020.

Reformatted plans

- **State Hazard Plan – Animal and Plant Biosecurity** – which replaces Westplan – Animal and Plant Biosecurity.
- **State Hazard Plan – Maritime Environmental Emergencies** – which replaces Westplan Marine Oil Pollution and Westplan Marine Transport Emergency.

Please note that, while the above two plans look different to the previous Westplans, the plans have not undergone a full review and only the following changes have been made:

- Update to the new State Hazard Plan format
- Removal of duplications now captured in the State Emergency Management (EM) Plan
- Statement of fact changes
- Machinery of Government changes
- Minor content amendments to aid clarification.

No amendments or additions have been made to the roles and responsibilities allocated to agencies other than statements of fact changes.

Extension of review dates for Westplan Gas Supply Disruption and Westplan Collapse

Please note that the SEMC approved extension of review dates for Westplan Gas Supply Disruption to December 2018 and Westplan Collapse to October 2019.

For any queries, please email SEMC.policylegislation@dfes.wa.gov.au

CONTENT REVIEW OF STATE EM ARRANGEMENTS (Phase 4B)

All outstanding projects (those still in progress and those yet to commence) will be added to the future work plan of the DFES Policy and Legislation area, for consideration and prioritisation once the new DFES structures have been established.

PUBLIC INFORMATION EM ARRANGEMENTS

The Public Information Reference Group (PIRG) released for consultation the draft plan. The consultation period has now closed (27 August 2018). There have been some significant changes in the content of this plan and local governments are encouraged to review it and provide comment.

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 program will be called later this year with \$110 000 available for local governments to undertake the emergency risk management process. The 2019/20 round will be called early 2019.

NDRP

The Western Australian and Commonwealth governments have a National Partnership Agreement for Natural Disaster Resilience that delivers the National Disaster Resilience Program (NDRP).

The NDRP aims to develop safer, sustainable and more resilient communities, better able to withstand the effects of natural disasters. The current NPA provides \$6.3 million over two years to WA and, with a matched contribution requirement, will result in \$12.6 million of investment into natural disaster resilience in WA. The next round will open later in the year with \$4 million available for resilience and mitigation activities.

NATURAL DISASTER RECOVERY FUNDING ARRANGEMENTS (DRFAWA)

The new DRFA-WA commenced on 1 November 2018. The Commonwealth has released new Disaster Recovery Funding Arrangements (DRFA) and DFES has prepared a DRFA-WA guideline, templates and supporting information to support the implementation of the new arrangements. These documents can be accessed from this link: <https://www.dfes.wa.gov.au/recovery/Pages/DRFA-WA.aspx>

The DRFA-WA guideline and the supporting fact sheets and templates will be the subject of regular reviews and updates, as DFES works through our first events and get feedback from stakeholders. DFES encourages your local government to contact DFES if they have any feedback or require any assistance.

There are significant changes that affect Local Governments. Some of the key changes include:

- Cost estimates must be provided in most, but not all cases of essential public asset repair and reconstruction;
- Detailed information is required to support the estimate, prior to the reconstruction of essential public assets;
- Cost estimates must be signed off by an engineer or quantity surveyor
- Local Governments will deal directly with DFES Disaster Recovery Funding Officers; and
- Main Roads WA will no longer process Local Government claims directly, but will continue to review estimates and claims on behalf of the DFES Recovery Directorate to provide an engineering assurance check.

Work continues including consulting with stakeholders, progressing the arrangements through the State approval processes and supporting the implementation of these new arrangements.

If you have any queries regarding the new arrangements please do not hesitate to contact Katherine Clarke on 6551 4006 or at drfawa@dfes.wa.gov.au.

Alternatively, for all current WANDRRA queries, please contact Graham Capper (6551 4034) or Terry Asher (6551 4041) or at [wandrra@oem.wa.gov.au](mailto:wandrara@oem.wa.gov.au).

2018 SEMC MEETING SCHEDULE

- 7 December 2018

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