Government of Western Australia
Department of Communities

Local Emergency Relief and Support Plan

Metro North Region

City of Bayswater, Town of Bassendean

Prepared by Department of Communities, Emergency Relief and Support

Tabled and accepted at the Local Emergency Management Committee

Town of Bassendean 5th March, 2025

For activation of Emergency Relief and Support services for hazards defined under the WA Emergency Management arrangements call

0418 943 835

Activation summary

Alert – stage one

- The Hazard Management Agency (HMA) or Controlling Agency is responsible for placing the Department of Communities (Communities) and the relevant Local Government/s on alert.
- Communities may engage with the Local Government/s, HMA or Controlling Agency to advise of pre-emptive preparedness activities that would support an emergency response.

Activation for response – stage two

- Via the on-call number 0418 943 835, the HMA or Controlling Agency is responsible for activating the Local Emergency Relief and Support Plan (LERSP) arrangements, to enable emergency relief and support service delivery for the response to the identified hazard.
- This LERSP can be activated at any incident level. Activation of this LERSP will concurrently activate the State Support Plan - Emergency Relief and Support.
- The respective HMA or Controlling Agency Incident Controller is responsible for the decision to evacuate during an emergency. This includes selecting the evacuation centre(s), in consultation with Communities and the Local Government.
- Should the Local Government receive an evacuation centre activation request directly from the HMA or Controlling Agency, Communities must be informed via the on-call number 0418 943 835.
- The Local Government may be required to support the initial emergency relief and support service response and open an evacuation centre. Communities will discuss preparedness and planning arrangements with the Local Government.
- All emergency relief and support related media enquiries are to be directed to Communities' Media team by phone on 6277 5325, or by email on Media@communities.wa.gov.au.

Stand down – stage three

- The respective HMA or Controlling Agency Incident Controller is responsible for advising Communities to stand down.
- Emergency relief and support services may continue beyond this time, at the discretion of Communities.
- The Local Government is responsible for managing the overall recovery efforts affecting their community.
- When activated by the Local Government, Communities is responsible for supporting the recovery activities through the delivery of emergency relief and support services.

Table of contents

Activation summary 1

Introduction 3

Prevention and Preparedness 5

Response 6

Recovery 10

Appendices 12

Document control

Department of Communities is responsible for the development, maintenance and annual review of this Local Emergency Relief and Support Plan. This is completed in consultation with the Local Government and Local Emergency Management Committee.

Publication date	01 2025
Review date	01 2026
Owner	Executive Director, Emergency Relief and Support
Custodian	Assistant Director, Regional Preparedness and Coordination

Amendments

Version	Date	Author	Description
1	July/year	Regional Coordinator	
2	Month/year	[position title – not name]	
3	Month/year	[position title – not name]	

Document contact

Contact	ERSRegions@communities.wa.gov.au

Acknowledgement of Country

The Department of Communities acknowledges the Aboriginal and Torres Strait Islander people as the traditional custodians of all the lands in Western Australia.

We recognise their continuing connection to their lands, waters and sky. We pay our respects to the Aboriginal and Torres Strait Islander people with whom we work, who we serve and protect. We also pay our respects to the Aboriginal and Torres Strait Islander cultures, and to their Elders past and present.

Introduction

The Department of Communities (Communities) is the support organisation responsible for providing and coordinating emergency relief and support services (previously welfare) for the 28 prescribed hazards, as specified in the emergency management legislation.

The Local Emergency Relief and Support Plan (LERSP) details the operational activities for the management and coordination of emergency relief and support services under the Local Emergency Management Arrangements (LEMA).

This LERSP is to be read in conjunction with the LEMA and the State Support Plan - Emergency Relief and Support. This LERSP refers to a range of existing plans and documents relating to emergency relief and support services, including directions to websites and other sources where further information can be obtained.

Purpose

The purpose of this LERSP is to detail the activities for the activation and coordination of emergency relief and support services before, during and after emergencies within the Local Emergency Management Committee or Local Government boundary.

The objective of this LERSP is to outline:

- the activation, and stand-down protocols of Communities and partner agencies
- Communities' responsibilities for the preparedness, response and recovery coordination of emergency relief and support services and resources, and
- the responsibilities of partner agencies to support emergency relief and support service delivery.

Scope of activated services

Emergency relief and support services provide immediate and ongoing social supports to alleviate, as far as practicable, the effects on people impacted by an emergency. These are provided across six functional domains:

- **Emergency accommodation** - the provision of temporary shelter for impacted people evacuating from or displaced by an emergency.
- **Emergency food** – coordination of basic and essential food support for impacted people without the capacity to self-manage resulting from an emergency.
- **Emergency clothing and personal requisites** – coordination of basic and essential clothing, and personal items for emergency impacted people.
- **Emergency personal support services** – the provision of a variety of assistance for emergency impacted people. This can include early psychosocial support, practical assistance, and referral to advisory services, counselling or psychological services.
- **Registration and reunification** – the process of enabling emergency impacted people in a community to be traced and reunited with family and friends.
- **Financial assistance** – the coordination of financial assistance which, depending on the nature of an emergency, may be available to eligible impacted people affected by the event.

Levels of response

When activated, Communities utilises the Australasian Inter-service Incident Management System (AIIMS) model to support decision making and delivery of emergency relief and support services. This includes establishing a management structure designed to deliver the key functions of control, planning, operations and logistics.

Communities is responsible for determining and implementing the appropriate response operating model based on the scale of the emergency event. This approach involves conducting an assessment on the severity and specific requirements to decide the level of emergency relief and support services required.

Communities may undertake pre-emptive preparedness activities before an Australian Warning System (AWS) Alert is provided.

The potential or actual severity of the emergency events are broadly classified as:

- Level 1 – minor community and infrastructure impact, locally managed, supported by resources from the Local Government.
- Level 2 – medium complexity, locally managed, supported by resources from the region and if required State-wide resources.
- Level 3 – high complexity, centrally manage, supported by State-wide resources.

Via the Communities on-call number 0418 943 835, this LERSP can be activated at any level. Activation of the response arrangements in this LERSP, at any level will concurrently activate the State Support Plan - Emergency Relief and Support.

Depending on the nature of the emergency, and the scale of service demand, emergency relief and support services may be provided through the following approaches:

- remotely, by establishing the Disaster Response Hotline (1800 032 965)
- providing outreach via mobile teams for identified on-ground face-to-face support, or
- static service delivery from a designated physical location such as an evacuation centre or recovery hub.

The appropriate mode of delivery will be agreed in consultation with the HMA or Controlling Agency.

Partner agencies

Communities is responsible for identifying partner agencies at local and regional levels, capable of supporting a sustainable and scalable delivery of emergency relief and support services during the response and recovery stages of an emergency. Partner agencies may include other government, industry, and social sector organisations.

Communities is responsible for the costs associated with the delivery of emergency relief and support services, where a partner agency is engaged. Communities is not responsible for self-activated agency's costs during an emergency event.

Communities and partner agencies negotiate prior to activation for the required operating resources to deliver emergency relief and support.

State-level partner agency responsibilities supporting the delivery of emergency relief and support services can be viewed in the State Support Plan – Emergency Relief and Support, appendix B.

Exchange of information

Communities may establish exchange of information agreements with HMAs, Local Governments and partner agencies. This is completed in preparation for an emergency response and recovery to ensure:

- disclosure and exchange of personal information of impacted people affected by an emergency.
- allows relevant information to be shared between HMA's, authorised officers and agencies for the purposes of emergency management.

Media enquiries and public information

All emergency relief and support related media enquiries are to be directed to Communities' Media team by phone on 6277 5325, or by email on Media@communities.wa.gov.au

The HMA or Controlling Agency is responsible for the public information management function. This includes preparing and distributing timely information and instructions in the relevant language(s) to identified cultural groups living within the Local Government.

Prevention and preparedness

Prevention

Prevention is defined as the mitigation or prevention of the probability of the occurrence of, and the potential adverse effects of, an emergency.

Communities does not have any assigned responsibilities for prevention.

HMAs are assigned responsibility for prevention within emergency management legislation. Other emergency management agencies may also undertake prevention activities.

Preparedness

Preparedness is defined as the 'preparation for response to an emergency'.

- **Communities** is responsible for undertaking emergency relief and support planning and preparedness activities to ensure efficient service delivery should this LERSP be activated. This includes an understanding of partner agency capabilities to support Communities when requested.
- **Partner agencies**, with support from Communities, are responsible for developing plans in readiness for response and recovery mobilisation.
- **Support organisations** providing support to people at higher risk during emergencies are responsible for the planning provisions to cater for their specific needs throughout the emergency, such as an evacuation.

- **Hazard Management Agencies** are responsible for emergency management preparedness activities for their prescribed hazards. Local planning arrangements are provided in the LEMA.

Pre-determined evacuation centres

Communities establishes evacuation centres as an emergency shelter option, from which to coordinate emergency relief and support services. These centres remain operational until alternative arrangements can be made for persons impacted by the emergency.

Communities is responsible for working cooperatively with the HMA, Local Government and LEMC members to identify suitable facilities that can be used as evacuation centres appropriate for hazards that are high risk to the region.

Communities, with support from the Local Government is responsible for conducting an annual risk assessment and audit of each pre-determined evacuation centre. The purpose of the audit is to identify evacuation centres that are appropriate for the hazard-specific risks relevant to the region and to identify opportunities for Local Governments to upgrade facilities to mitigate risks.

Pre-determined evacuation centres can be found in appendix A

Pre-positioning of emergency equipment

Communities is responsible for the placement of equipment and supplies to support an emergency event. Generally, this placement is aligned with an evacuation centre or Communities regional office location.

Communities is responsible for conducting an annual audit on pre-positioned emergency relief and support emergency equipment and supplies. This audit ensures that there is adequate fit for purpose stock, ready to be deployed quickly and efficiently in the event of an emergency.

Pre-positioned emergency equipment can be found in appendix B

Response

The *Emergency Management Act 2005* defines response, as combating the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage, and help to speed recovery.

When activated, Communities is responsible for supporting the HMA or Controlling Agency through the coordination and delivery of emergency relief and support services to the community.

The HMA or Controlling Agency is responsible for the overall response in an emergency.

If requested by the Local Government, Communities can support with recovery activities.

Stages of response

Communities operates a graduated response model to determine and implement the appropriate scale of emergency relief and support services. This approach involves conducting a needs assessment to determine the specific requirements and level of services required.

As mentioned, this LERSP can be activated at any level. Activation of the response arrangements in this LERSP will concurrently activate the State Support Plan - Emergency Relief and Support.

Alert – stage one

- The HMA or Controlling Agency is responsible for placing Communities and the Local Government on alert.
- Communities may engage with the Local Government, HMA or Controlling Agency to advise of pre-emptive preparedness activities that would support an emergency response.

Activation for response – stage two

- Via the on-call number 0418 943 835, the HMA or Controlling Agency is responsible for activating the LERSP arrangements, to enable emergency relief and support service delivery for the response for the identified hazard.
- This LERSP can be activated at any incident level. Activation of this LERSP will concurrently activate the State Support Plan - Emergency Relief and Support.
- Formal written acknowledgement from the HMA or Controlling Agency is required to confirm Communities is being activated.
- Should the Local Government receive an evacuation centre activation request directly from the HMA or Controlling Agency, Communities must be informed via the on-call number 0418 943 835.
- The Local Government may be required to support the initial emergency relief and support service response and open an evacuation centre. Communities will discuss preparedness and planning arrangements with the Local Government.

Stand down – stage three

- The respective HMA or Controlling Agency Incident Controller is responsible for advising Communities to stand down.
- Formal written acknowledgement from the HMA or Controlling Agency is required to confirm this direction.
- Emergency relief and support services may continue beyond this time, at the discretion of Communities.

At-risk community groups

The HMA or Controlling Agency is responsible for directing organisations that support at-risk community groups to shelter in-place or evacuate.

Aligned with their organisation's own emergency activation plans, as a first option, support organisations are requested to evacuate to a similar facility in a safer location. Where required, Communities may be directed to support evacuated at-risk community groups.

Emergency accommodation

The respective HMA or Controlling Agency Incident Controller is responsible for the decision to evacuate during an emergency. This includes selecting the evacuation centre(s), in consultation with Communities and the Local Government.

Communities is responsible for coordinating and assessing the provision of temporary accommodation for people displaced by an emergency or evacuating from an emergency. Communities may utilise a range of emergency accommodation options to support people impacted by an emergency.

Expenses related to the activation of evacuation centres that are not approved by the HMA and/or Controlling Agency, will not be covered by Communities.

To ensure the safety of evacuees, staff and volunteers, Communities will not support the HMA/Controlling Agency to establish evacuation centres:

- in bushfire emergency warning areas, and will only establish evacuation centres in Bushfire Watch and Act areas, with Incident Controller confirmation it is safe
- if there are no safe access routes to the evacuation centres, and
- if there are structural and/or health concerns with the evacuation centre.

In circumstances where an evacuation centre is already established in a bushfire emergency warning area, in consultation with the Incident Controller, Communities will:

- conduct a risk assessment, and
- implement mitigation strategies.

In the event of an unusual damage claim resulting from the use of the facility as an evacuation centre, Communities will facilitate processes with the HMA/Controlling Agency to respond to the claim.

Alternate accomodation sites

In large scale state-level impact emergencies, local facilities may be inadequate to ensure the safety of all evacuees, staff, and volunteers. Communities is responsible for requesting the use of facilities from Local Governments or private owners to support impacted people from other Local Governments.

Animal welfare in emergencies

No pets or animals are allowed in an evacuation centre due to health and safety considerations, except for assistance animals, like guide and hearing dogs.

Owners or caregivers are responsible for their animals and are encouraged to make arrangements to ensure their welfare throughout all stages of an emergency.

The Department of Primary Industries and Regional Development has been assigned the role and responsibility for coordinating animal welfare services in emergencies. This is supported by the Local Government, where possible.

Further details can be found in the State Support Plan – Animal Welfare in Emergencies or the Local Animal Welfare Plan in the LEMA (if applicable).

Emergency food

The HMA or Controlling Agency may coordinate food security during an emergency event, such as where there is limited food access due to geographical isolation.

Communities is responsible for coordinating emergency food provision to people impacted by an emergency where emergency relief and support service delivery is activated. This does not include food provision to staff from other emergency management organisations or partner agencies.

Communities cannot accept food prepared by any person or organisation without a Food Handling Certificate issued by the Local Government.

Emergency personal support services

Communities is responsible for coordinating and connecting people impacted by an emergency to personal support services.

Emergency personal support services aim to assist impacted people to cope with the psychosocial, well-being, personal and practical needs following an emergency. These services can encompass a variety of supports to community and impacted people to build capacity and to complement natural supports.

Communities may engage partner agencies to support the coordination of services personal support to impacted people and communities.

Emergency financial assistance

Communities is responsible for coordinating and connecting eligible people impacted by an emergency to financial assistance and related services.

The below categories of financial assistance may be provided on a case-by case basis to people deemed eligible.

- **Immediate financial assistance** (Category 1) – non-means tested short term assistance provided to impacted people to buy food, clothing, and personal requisites. Category 1 financial assistance is capped at a nominal amount per person, per household and is provided to impacted people based on an assessment of need.

- **Temporary accommodation assistance** (Category 2) – non-means tested assistance provided to impacted people based on an assessment of need.
- **Essential household contents** (Category 3) – means tested assistance provided to impacted people, whose contents within their primary place of residence has been directly impacted by an emergency. This assistance is to maintain a basic standard of living by contributing towards the replacement of essential household items (e.g., cooking utensils, bedding, furniture, and whitegoods). This assistance is capped at a nominal amount, per household and may be provided to impacted people who are without insurance or underinsured.
- **Essential structural repairs** (Category 4) – means tested assistance provided to impacted home owner-occupiers to undertake essential repairs to their principal residences. This assistance enables the impacted person to make their home condition safe to inhabit. This assistance is capped at a nominal amount, per household and may be provided to impacted people who are without insurance or underinsured.

Emergency clothing and personal requisites

Communities is responsible for coordinating and connecting people impacted by an emergency to clothing and personal requisites. These services can encompass a variety of supports to community and impacted people to compliment natural supports.

Communities will coordinate and provide personal requisites when:

- impacted people do not have access to their own provisions, or
- impacted people cannot fund their own provisions due to financial restraints.

Communities is not responsible for the provision of medication or coordination of donated funds, goods and services.

Registration and reunification

The registration of impacted people in an emergency enables reunification with family and friends. Enquiries about impacted people can be coordinated, intrastate, interstate or internationally. To facilitate the reunification of impacted people, Communities may activate an appropriate system to facilitate registration and reunification services.

Communities will support the HMA or Controlling Agency to ensure appropriate public messaging is provided when activated.

Recovery

Recovery is defined in the *Emergency Management Act 2005* as ‘the support of emergency-affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psycho-social and economic wellbeing’. The recovery process begins as soon as the emergency impact occurs. Recovery operates in parallel to the response phase and may continue after the response phase is complete.

Under the *Emergency Management Act 2005,* Local Government is responsible for managing recovery following an emergency affecting their community. Local Governments

are guided by their Local Recovery Plans within their LEMA and may appoint a Local Recovery Coordinator. The Local Government may seek support from Communities during recovery.

When activated by the Local Government, Communities is responsible for supporting the recovery activities through the delivery of emergency relief and support services.

Approach to recovery

Communities' recovery activities are underpinned by the National Principles for Disaster Recovery. This is delivered across the social, built, economic and natural environments.

Communities operates within a scalable recovery model to determine and implement the appropriate level of emergency relief and support services required to respond to the needs of impacted people and community.

To support the needs of the community during large scale recovery programs, Communities emergency relief and support services may be funded under the Disaster Recovery Funding Arrangements.

Communities will undertake an evaluation of the effectiveness of recovery activities, including an assessment of preparedness activities for future impacts.

Cessation of recovery

Cessation of emergency relief and support services as part of a recovery program will be determined in consultation with the Local Government and may be dependent on community needs, access to other support services, impacted people and the community's resilience.

OFFICIAL Sensitive Personal

Appendices

A) Local evacuation centres

CITY OF BAYSWATER				
NAME	**DAY/SLEEP CAPACITY**	**ADDRESS**	**GPS**	**CONTACT**
Morley Sport and Recreation Centre	2275/568	12 Wellington Rd, Morley 6062	-31.89302039555668, 115.89662737947303	Dan Barber - 0403 174 269, 24hr Security 1300 360 333
The Rise	1500/375	28 Eighth Ave, Maylands 6051	-31.93100825363939, 115.89492617502216	Dan Barber - 0403 174 269, 24hr Security 1300 360 333

TOWN OF BASSENDEAN				
NAME	**DAY/SLEEP CAPACITY**	**ADDRESS**	**GPS**	**CONTACT**
Bassendean Seniors and Community Centre	156/39	50 Old Perth Road, Bassendean	-31.9042030811736, 115.94988020815667	Michelle Brennand - 0400 855 684, John Griffen 0408 075 928
Bassendean Community Hall	228/57	48 Old Perth Rd, Bassendean	-31.9042030811736, 115.94988020815667	Michelle Brennand - 0400 855 684, John Griffen 0408 075 928

B) Communities' pre-positioned equipment

Storage option	Address	Access / comments
Perth Dept. Of Communities	190 Stirling Street, Perth	
Midland Dept. Of Communities	Level 1, 52 The Crescent, Midland	