



# **APPENDICES**

## **LOCAL EMERGENCY MANAGEMENT COMMITTEE MEETING**

To Be Held

**Wednesday, 10 November 2021  
Commencing at 10.00am**

At

**Shire of Dardanup  
Administration Centre Eaton  
1 Council Drive - EATON**

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~ Large Print  
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Upon request.



***LOCAL EMERGENCY  
MANAGEMENT  
ARRANGEMENTS***

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# 1. Administration

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## 1.1 Endorsement of Local Emergency Management Arrangements

These Local Emergency Management Arrangements have been produced and issued under the authority of S. 41(1) of the [Emergency Management Act 2005](#), endorsed by the Shire of Dardanup Council and have been tabled with the District Emergency Management Committee (DEMC).

\_\_\_\_\_ Date: \_\_\_\_\_  
Shire President  
Shire of Dardanup  
Chair Local Emergency Management Committee

\_\_\_\_\_ Date: \_\_\_\_\_  
Officer in Charge  
Australind Police  
Dardanup Local Emergency Management Committee

\_\_\_\_\_ Date: \_\_\_\_\_  
Chief Executive Officer  
Shire of Dardanup

*Disclaimer: These arrangements have been produced by the Shire of Dardanup in good faith and are derived from sources believed to be reliable and accurate at the time of publication. Nevertheless, the reliability and accuracy of the information cannot be guaranteed and the Shire of Dardanup expressly disclaims liability for any act or omission done or not done in reliance on the information and for any consequences, whether direct or indirect arising from such omission.*

## 1.2 Distribution List

Organisation	Contact	Postal Address
Shire of Dardanup	Chief Executive Officer Director Infrastructure Director Corporate & Governance Director Sustainable Development Coordinator Emergency and Ranger Services Manager Development Services Manager Operations Manager Finance Ranger Services Chief Bush Fire Control Officer	1 Council Drive Eaton WA 6232
Local Emergency Management Committee	Shire of Dardanup	1 Council Drive Eaton WA 6232
South West District Emergency Management Committee	South West	PO Box 1288 Bunbury WA 6231
Department of Fire and Emergency Services	District Emergency Management Officer South West	PO Box 1288 Bunbury WA 6231
Department of Primary Industries and Regional Development	District Manager	PO Box 1231 Bunbury WA 6231
Department of Communities	District Emergency Services Officer	PO Box 386 Bunbury WA 6231
Department of Fire and Emergency Services	District Manager	PO Box 1288 Bunbury WA 6231
Department of Health WA Country Health Service	District Manager	Level 4, 61 Victoria Street Bunbury WA 6230
Department of Biodiversity, Conservation & Attractions	District Manager (Collie)	PO Box 809 Collie 6225
Department of Transport	District Manager	Molloy Street Bunbury WA 6230
Home and Community Care	District Manager	15 Albatross Crescent Eaton WA 6232
Main Roads WA	District Manager	PO Box 5010 Bunbury WA 6231
Public Transport Authority	District Manager	Bunbury Train Terminal Picton Rd Bunbury WA 6230
Rail - Aurizon (Freight)	District Manager	South West Highway Picton WA 6229
Rail - Brookfield Rail (Track)	District Manager	Po Box 9076 Picton WA 6229

St John Ambulance	District Manager	270 Bussell Highway Bunbury WA 2013
WA Police – Australind	Officer in Charge	PO Box A 616 Australind WA 6233
WA Police – Bunbury	District Superintendent	76-78 Wittenoom Street Bunbury 6230
Water Corporation	District Manager	61 Victoria Street Bunbury 6230
Western Power	District Manager	1757 Boyanup-Picton Road Picton 6229

## 1.3 Document Availability

A restricted copy of this plan is available free of charge and can be found at:

Hardcopy	Online
Shire of Dardanup Administration Offices 1 Council Drive, Eaton 6232 (during normal business hours)	Shire of Dardanup website <a href="http://www.dardanup.wa.gov.au">www.dardanup.wa.gov.au</a>



## 1.4 Amendment Record

Suggestions and comments from the community and stakeholders can help improve the arrangements and subsequent amendments.

Feedback can include:

- What you do and don't like about the arrangements
- Unclear or incorrect expression
- Out of date information or practices
- Inadequacies
- Errors, omissions or suggested improvements

To forward feedback, copy the relevant section, mark the proposed changes and forward it to:

Chief Executive Officer  
Shire of Dardanup  
PO Box 7016  
Eaton WA 6232

Or, alternatively email to: [records@dardanup.wa.gov.au](mailto:records@dardanup.wa.gov.au)

Any suggestions and/or comments will be referred to the LEMC for consideration. Amendments promulgated are to be certified in the following table when entered.

Amendment	Date	Amendment Details	Amended by (Initials)
1	27/03/2017	Review and minor updates	JL (WALGA)
2	23/10/2017	Review and minor updates	JL (WALGA)
3	14/11/2019	Review - internal areas of responsibility and contacts	EH/MH (SoD)
4	11/08/2021	Full Review	EH/MH (SoD)
5			

## 1.5 Glossary of Terms and Acronyms

See **Appendix 1**

## 1.6 Related Documents and Arrangements

To enable integrated and coordinated delivery of emergency management within the Shire of Dardanup, these arrangements, support plans and other related documents are to be read in conjunction and are consistent with State Emergency Management Policies and State Emergency Management Plans.

### 1.6.1 State Emergency Management Plans

Copies of relevant [State Emergency Management Plans](#), including State Hazard Plans (WESTPLANS) are available on the [SEMC website](#), including;

- State EM Plans
- State Hazard Plans (WESTPLAN)
- State Support Plans
  - State Health Response Plan
  - Emergency Welfare
  - Emergency Public Information
  - Animal Welfare in Emergencies
- National EM Plans

### 1.6.2 Local Emergency Management Plans

The following emergency management plans support the Shire’s Local Emergency Management Arrangements (LEMA) and should be read in conjunction with each other, these include;

- Recovery Support Plan – Annexure 1
- Recovery Communications Plan – Annexure 2
- Local Emergency Management Plan for the Provision of Welfare Support – Annexure 3
- Animal Welfare Support Plan – Annexure 4
- At Risk Person and Groups Plan – Annexure 5
- Business Continuity Response Plan – Annexure 6
- Bushfire Risk Management Plan – Annexure 7
- Bushfire Response Plan – Annexure 8

### 1.6.3 Other Related Documents

- Emergency Risk Management Register – Annexure 9
- Contacts and Resource Directory – Annexure 10

## 1.7 Local Emergency Management Policies

Local government policies for emergency management refer to any policies, which are unique to the Shire area being bylaws or operational policies. There are no current policies within the Shire of Dardanup relating to emergency management.

## 1.8 Agreements, Understanding and Commitments

A Memorandum of Understanding (MOU) exists between the neighbouring Council's through the South West Local Government Association.

The purpose of the Memorandum is to:

1. Facilitate the provision of mutual aid between member Councils of the South West Zone during emergencies and post incident recovery.
2. Demonstrate the capacity and willingness of participating Councils to work co-operatively and share resources within the region.

The Shire of Dardanup is also a signatory to the South West Zone Local Government Association - Memorandum of Understanding. The MOU is a partnering agreement for the provision of mutual aid for recovery during emergencies between Councils in the South West Zone;

Shire of Augusta-Margaret River	Shire of Collie
Shire of Boyup Brook	Shire of Donnybrook - Balingup
Shire of Bridgetown-Greenbushes	Shire of Dardanup
City of Bunbury	Shire of Harvey
City of Busselton	Shire of Manjimup
Shire of Capel	Shire of Nannup

## 1.9 Special Considerations

The Shire of Dardanup has a number of special considerations, which may contribute to the likelihood or severity of an emergency event.

Consideration	Season
<b>Bush Fire Season</b>	November – April
<b>Storm Season</b>	May – October
<b>Public Events:</b>	
○ Eaton Foreshore Festival	March
○ Dardanup Art Spectacular & Art Trail	May
○ Walk on the Wild	April
○ Bull and Barrel Festival	October

## 2. Overview

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### 2.1 Area Covered

The Shire of Dardanup is a local government area covering 518sq km in the South West region of Western Australia, immediately to the east and southeast of the City of Bunbury and approximately 185 kilometres south of the state capital, Perth.

Dardanup is located on the Boyanup-Picton Road, 15km southeast of Bunbury. The Ferguson River passes to the North of the township and the Darling Scarp lies North-South, approximately 3km East of the township.

### 2.2 Topography of the Shire of Dardanup

The Shire is set in lush green cattle country and is the home of the scenic Ferguson Valley with its rolling hills, picturesque valleys and see-forever views to the Indian Ocean. The townsite of Eaton is one of the fastest growing towns in the South West.

There is a multitude of activities from freshwater fishing in quiet rock pools and pristine rivers, swimming, camping to heritage walk trails or just enjoying the view on a scenic drive. The Collie River is the Shires northern boundary and is a drawcard for river activities, particularly within the Eaton townsite.

### 2.3 Climate

The location and topographic characteristics give the area a mild temperate climate. The hottest months are January and February when the mean maximum temperature is 30°C and the coldest month is July when the mean minimum temperature drops to 4°C. Wellington Mills receives the highest rainfall of 1143mm, with June being the wettest month.

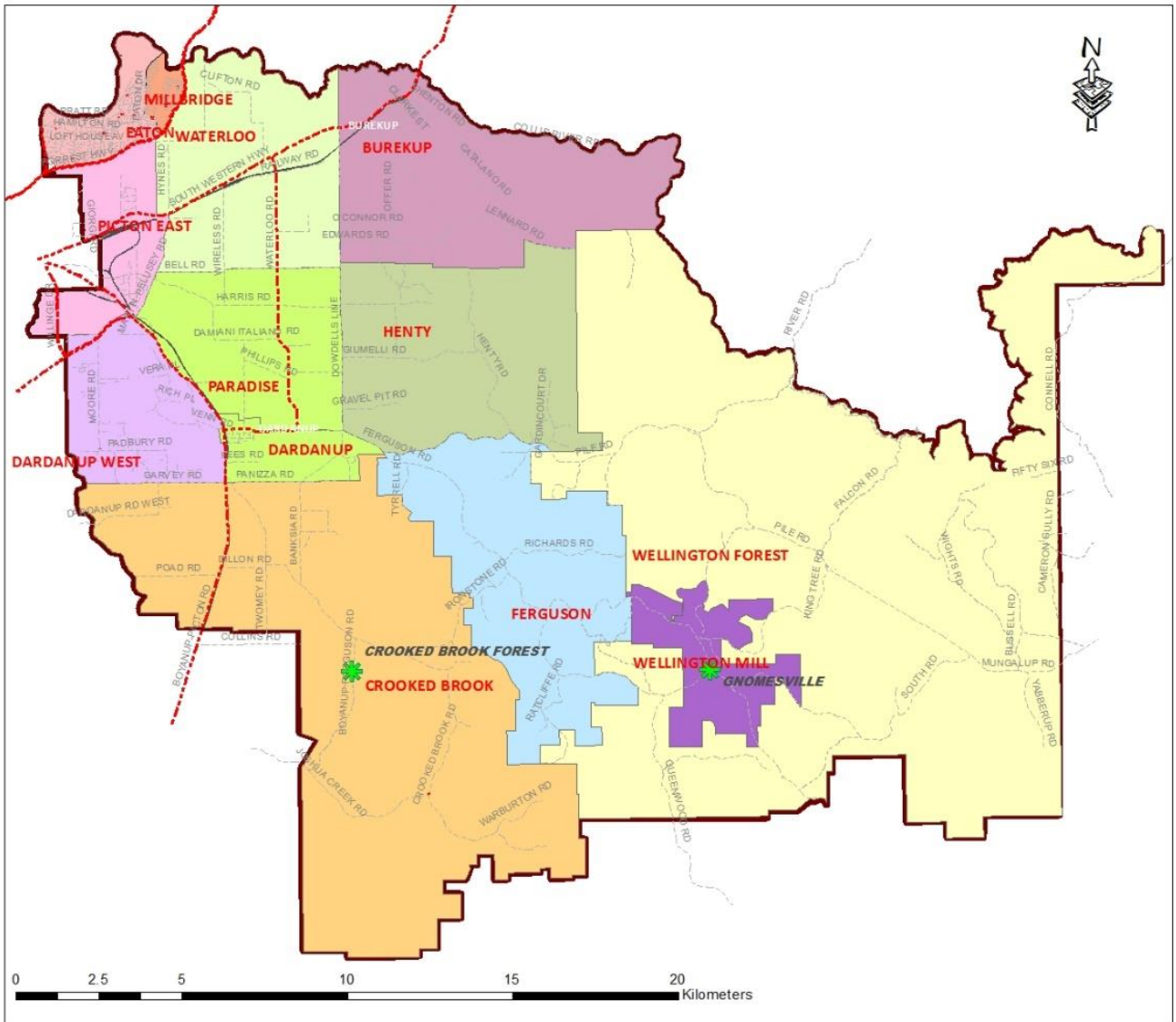
### 2.4 Industrial and Commercial Development

Tourism, wineries, a boutique brewery, tourist accommodation, brickworks, berry factory, saw mills, particle board factory, road transport, farming – cattle, sheep and dairy.

There is no heavy industry within the Shire. The main commercial centres for the Shire include:

<b>The Eaton Fair Shopping Centre</b>	Located on Eaton Drive. Includes Supermarkets and retailers plus 75+ specialty shops
<b>Commercial premises</b>	Located on the western Shire boundary bounded by Old Coast Road and Pratt Road
<b>Convenience stores</b>	Located at Waterloo, Dardanup and Burekup town sites
<b>Light Industrial Area</b>	Located on Martin-Pelusey, Moore and Harris Roads.

## 2.5 Geographic Location Map



### Legend

#### Tourist Site



Railways

#### Roads

Major Road

Road

Road

### Locality Name

- BUREKUP
- CROOKED BROOK
- DARDANUP
- DARDANUP WEST
- EATON
- FERGUSON
- HENTY
- MILLBRIDGE
- PARADISE
- PICTON EAST
- WATERLOO
- WELLINGTON FOREST
- WELLINGTON MILL
- Shire of Dardanup Boundary

## 2.6 Critical Infrastructure

Critical infrastructure includes those physical facilities, supply chains, systems, assets, information technologies and communication networks which, if destroyed, degraded or rendered unavailable for an extended period, would significantly impact on the social or economic wellbeing of the Dardanup community.

### 2.6.1 Electrical Supply

The electrical supply is provided by Western Power 440/240 AC.

### 2.6.2 Water Supply

Water supply is provided by the Water Corporation to Eaton, Dardanup and Burekup town sites by from various storage locations, and treated underground supplies.

Water is also sourced from local dams through a licensing agreement with the Department of Water and Environmental Regulation and delivered through gravity flow in a network of channels and pipes to the Harvey Water Irrigation Area that includes parts of the Shire of Dardanup. Approximately 722 irrigator members and 285 non-member customers receive a sustainable and efficient water supply for agriculture, industrial, mining, construction, hobby farming, garden, fire attenuation and community use.

### 2.6.3 Gas Supply

ATCO Gas Australia provides natural gas to households and businesses via underground pipelines to the suburbs of Eaton and Millbridge as per ATCO [Map](#).

### 2.6.4 Sewerage System

Burekup, Dardanup, Eaton and Millbridge are deep sewered which is managed by the Water Corporation.

### 2.6.5 Medical Facility

The primary medical support facility for the Shire is located at the South West Health Campus located on the corner of Robertson Drive and Bussell Highway, Bunbury.

The Shire is supported by local medical centres adjacent to Eaton Fair Shopping Centre.

### 2.6.6 Airport Facilities

No light aircraft facilities exist within the Shire of Dardanup.

The nearest airstrip is Bunbury Aerodrome, located within the boundaries of the City of Bunbury on the South Western Highway.

## 2.6.7 Council Facilities

The Shire has substantial social infrastructure facilities throughout its local government area to assist with the response and recovery process, including;

- Shire of Dardanup Administration Building, 1 Council Drive, Eaton
- Shire Secondary Office, 1 Little Street, Dardanup
- Shire Depot, 35 Martin Pelusey Road, Waterloo
- Eaton Recreation Centre,
- Dardanup Hall
- Dardanup Equestrian Centre, Garvey Road, West Dardanup

The [National Guidelines for Protecting Critical Infrastructure](#) from Terrorism provides a framework for a national, consistent approach on the protection of critical infrastructure from terrorism for the Australian, State and Territory governments and business.

## 2.7 Emergency Services

The SES does not have a presence in the Shire of Dardanup, but is serviced by the Bunbury and Australind Units.

St John Ambulance does not have a presence in the Shire of Dardanup but is serviced by Bunbury and Australind, with additional support services in Boyanup, Brunswick and Capel.

The WA Police does not have a presence in the Shire of Dardanup but is serviced by the Australind and Bunbury Police Stations.

A Fire and Rescue Service Unit is located in Eaton and is staffed by volunteers. The Bunbury Department of Fire and Emergency Services South West Regional Office is staffed by permanent personnel and provides assistance and leadership to local bushfire brigades and units.

The Shire has 8 Volunteer Bushfire Brigades with the following resources;

Location	Vehicle
Burekup	Isuzu 1.4R – 1000 litres (Crew Cab)
Dardanup - Central	Isuzu 2.4U – 2000 litres (Crew Cab)
Dardanup - West	Mitsubishi Canter 1.4R – 1000 litres (Crew Cab)
Ferguson	Toyota Light Tanker
Ferguson - Upper	Isuzu 2.4R – 2000 litres (Crew Cab)
Joshua/Crooked Brook	Toyota Light Tanker
Wellington Mill	Isuzu 1.4R – 1000 litres (Crew Cab)
Waterloo	Isuzu 3.4U – 3000 litres (Crew Cab) Toyota Light Tanker
Eaton/Australind VFRS	Country Pump Toyota Light Tanker

# 3. Emergency Management Planning

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## 3.1 Aim and Purpose

**Aim** of this plan is to *minimise* the impacts of, ensure a coordinated response to and provide an effective recovery from an emergency affecting the Shire of Dardanup.

**Purpose** of this plan is to *maximise* safety and ensure sound recovery of the Shire of Dardanup communities, preserving lives, livelihoods and the environment in the event of an emergency.

## 3.2 Objectives

Understand the roles and responsibilities of government and non-government agencies/ individuals involved in emergency management in the Shire

Describe the provisions for the coordination of emergency operations and activities relating to emergency management performed by persons/agencies within this plan

Description of emergencies likely to occur within the Shire

Describe strategies and priorities for emergency management within the Shire

Explain matters pertaining to emergency management within the Shire prescribed by the regulations and within ( Section 41(2) of the Emergency Management Act 2005)

Promote a consistent multi-agency approach with community engagement in relation to emergencies within the Shire

## 3.3 Scope

It is not the intent of this document to detail procedures for Hazard Management Agencies (HMAs) in dealing with an emergency. These should be detailed in the HMA's individual plans. These arrangements are to ensure HMAs, Support Agencies and stakeholder parties are ready to deal with the identified emergencies in a coordinated manner should they arise.

Applies to the local government district of the Shire of Dardanup

Covers areas where the Shire of Dardanup provides support to HMAs in the event of an incident

Details the Shire's capacity to provide resources in support of an emergency while still maintaining business continuity and Shire's responsibilities in relation to recovery management

These arrangements are to serve as a guideline to be used at the local level. Incidents may arise that require action or assistance from the district, state or federal level.



## 3.4 Roles and Responsibilities

For details of specific roles and responsibilities for officers - See *Appendix 2*

## 3.5 Resources

The Hazard Management Agency (HMA) or its Control Agency (CA) is responsible for the determination of resources required for their specific hazards and operations.

Resources within the local community have been identified in the Shire's Contacts and Resource Directory (see **Annexure 10**). Where possible, the Shire's resources will be made available upon request.

## 3.6 Local Area Mutual Aid

Authority to release resources to assist in other Local Government districts will rest with the CEO (or delegate).

The CEO and President are to be informed of commitments outside of the district as soon as possible.

## 3.7 Financial Arrangements

The principle of funding for emergencies is to ensure accountability for the expenditure incurred. The organisation with operational control of any resource shall be responsible for the payment for all related expenses associated with its operation during emergencies unless other arrangements are established.

[State EM Policy Section 5.12](#), [State EM Plan Section 5.4 and 6.10](#) and [State EM Recovery Procedures 1-2](#) outline the responsibilities for funding during multi-agency emergencies. While recognising the above, the Shire is committed to expending such necessary funds within its current budgetary constraints as required to ensure the safety of its residents and visitors.

### 3.7.1 Authority to Incur Expense

The Chief Executive Officer, or delegate authority (e.g. Local Recovery Coordinator), should be approached immediately where an emergency event occurs that requires resourcing by the Shire, to ensure the desired level of support is achieved.

### 3.7.2 Response

All Shire resources are registered and identified in the Shire asset register located in the Contacts and Resource Directory (see **Annexure 10**).

Staff and resources are available for response to emergencies in accordance with section 38 and section 42 of the Emergency Management Act 2005. Where possible, a single person shall be appointed to the position of Finance Officer as allowed during an emergency.

### 3.7.3 DRFAWA

The [Disaster Recovery Funding Arrangements](#) (DRFA) is an arrangement, not an agreement, between the Commonwealth and states and territories (states). These arrangements identify the relief and recovery assistance to which the Commonwealth will financially contribute. The DRFA determines the terms and conditions that must be met if states are to claim financial assistance from the Commonwealth, for the purposes of disaster relief and recovery.

See **Annexure 1** for the Local Recovery Support Plan 5.2 for further details.

#### ACTION

- ✓ Shire to appoint a single person to the position of Finance Officer to ensure that in-house accounting and documentation processes are in-line with the reporting and claim requirements of DRFAWA.
- ✓ Shire allocate an account number immediately as an operation is mounted to provide and record the necessary funding required.
- ✓ In a declared State of Emergency when the incident meets DRFAWA eligibility requirements the Shire is to seek recover funding – see Local Recovery Support Plan **Annexure 1**

# 4. Local Emergency Management Committee

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## 4.1 Introduction

The Shire has established a Local Emergency Management Committee/s (LEMC) under section 38(1) of the Emergency Management Act 2005 to oversee, plan and test the local emergency management arrangements.

The LEMC is not an operational committee but a working group, which includes representatives from agencies, organisations and community groups that are relevant to the identified risks and emergency management arrangements for the Shire of Dardanup area. LEMC will assist in developing local emergency management arrangements, planning, and coordinating its emergency management stakeholders within its district.

## 4.2 LEMC Role

The LEMC performs a vital role in assisting the Shire of Dardanup and its community in being prepared for major emergencies by:

Developing, enhancing and testing preparedness planning from a multi-agency perspective having local knowledge of hazards, demographic and geographic issues

Providing advice to HMA/CA's so localised hazard plans can be developed

Providing a multi-agency forum to analyse and treat local risk

Providing a forum for multi-agency stakeholders to share issues and learnings to ensure continuous improvement

## 4.3 LEMC Procedures

The LEMC shall meet as determined by the Executive Officer on the first Thursday of every February, May, August and November. The LEMC shall meet quarterly or more frequently as required by [State Emergency Management Preparedness Procedure](#) 3.7.

Each meeting of the LEMC should consider, but not be restricted to, the following matters;

Confirming local emergency management contact details of key stakeholders
Reviewing any post-incident reports and post-exercise reports generated since the last meeting
Assessing progress of emergency risk management processes
Assessing progress of treatment strategies arising from the emergency risk management process
Assessing progress of development or review of local emergency management arrangements
Other matters determined by the local government and SEMC direction

LEMC will also consider other issues, including annual reporting, training, grant funding applications, special projects and other matters as necessary.

## 4.4 LEMC Membership

LEMC membership includes the Shire of Dardanup representatives and the Local Emergency Coordinator (OIC WAPOL Australind). Relevant government agencies, industries and other statutory authorities will nominate their representatives to be members of the LEMC.

Council in consultation with the parent organisation members determines the appointment term of LEMC members. Representatives from community and community groups will be invited to attend as required.

For details on membership roles and responsibilities - see **Appendix 2**.

All LEMC secretarial and administration support is to be provided by the Shire.

### 4.4.1 Core LEMC Members

Agency	Position
Delegate – Elected member / Councillor	Chair
Shire of Dardanup	Deputy Chair Councillor Local Recovery Coordinators Local Welfare Liaison Officer Executive Officer Chief Bush Fire Control Officer Animal Welfare Coordinator Environmental Health Services
WA Police	Local Emergency Coordinator
Department of Communities	Local Welfare Coordinator
Industry Representatives	Industry Representative
State Emergency Services	Agency Representative
Department of Fire and Emergency Services	Agency Representative

Main Roads Authority	Agency Representative
Department Biodiversity Conservation & Attractions	Agency Representative
Department of Regional Development and Industries	Agency Representative
Department of Health	Agency Representative
Utilities Representatives	Agency Representatives
St John Ambulance	Agency Representative
Department of Education	Agency Representative

#### **4.4.2 LEMC Observers**

District Emergency Management Advisor	Agency Representative
Indigenous Communities reps	Agency Representative
Community Members – as appropriate	Representatives

The list above is not limited, with members co-opted as and when required.

## **4.5 LEMC Reporting**

### **4.5.1 Annual Reporting**

After the end of each financial year, each LEMC is to prepare and submit to the DEMC for the district an annual report on activities undertaken by it during the financial year (section 40(1) EM Act).

Annual reports must be completed in accordance with the templates provided in State Emergency Management Preparedness Procedure 3.17.

### **4.5.2 Preparedness Reporting**

The Annual and Preparedness Report Capability Survey is submitted to the Minister for Emergency Services by the 31<sup>st</sup> October each year. The report enables the State to gain a greater understanding of the requirements to manage large-scale and/ or multiple emergency events.

The survey is sent to the Shire by mid-April, to be completed by the first week of June as per State Emergency Management Procedure 3.18.

## 5. Managing Risk

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### 5.1 Emergency Risk Management

Emergency Risk Management is defined as ‘a systematic process which contributes to the well-being of communities and the environment. The process considers the likely effects of hazardous events and the controls by which they can be minimised’.

The Shire and its LEMC recognise the critical component of risk management to the emergency management process. A sound risk management process paves the way for the Shire and its LEMC partner agencies to work together to implement treatments to mitigate risks to the community.

The Shire’s complete Emergency Risk Register as per State Emergency Management Prevention and Mitigation Procedure 2.1 can be viewed in Tardis – see [R0000584390](#)

### 5.2 Likely Emergencies in Area

The Shire has undertaken a risk analysis within its district utilising the National Emergency Risk Assessment Guidelines, the Western Australian Emergency Risk Management Guide, which are aligned with the Australian/New Zealand International Standard Organisation (AS/NZS ISO 31000:2009) Risk Management – Principles and Guidelines.

The following were identified as the Shire’s top 5 hazards;

- Flood
- Storm
- Bushfire
- Electricity Supply Disruption
- Plant Biosecurity

### 5.3 Local Emergency Management Strategies and Priorities

The Shire is committed to developing and implementing Local Emergency Risk Management Strategies according to their priority.

The Shire’s Emergency Risk Register is an excel spreadsheet that can be viewed in Tardis – see [R0000584390](#)

The Dardanup Bushfire Risk Management Plan 2019-2024 (see **Annexure 7**) was developed in accordance with the State Emergency Management Policy 3.2 - Emergency Risk Management Planning.

# 6. *Response and Coordination*

## *Emergency Operations*

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The Emergency Management Act 2005 allows the prescription of Hazard Management Agencies. HMA's are prescribed due to their functions under written law or because of their specialised knowledge, expertise, and resources in respect to a particular hazard. HMAs will nearly always be responsible for leading a response to an emergency in relation to the type of hazard for which they are prescribed (See [Hazard Management Structure](#) list for agency responsibilities according to the hazard).

It is recognised that the HMA's may require Local Government resources and assistance in emergency management. The Shire of Dardanup is committed to providing assistance/ support if the required resources are available through the Incident Support Group (ISG) when it is formed.

### 6.1 Activation of Local Arrangements

On becoming aware of or on advice from the HMA Incident Controller (IC), the Local Recovery Coordinator (LRC) will assess the need for activating the recovery plan and advise the Chairman of the need to convene the Shire appropriate Recovery Group if necessary.

Upon deciding not to convene and activate the appropriate Shire's Recovery Group and Shire's Recovery Plan, due to statutory and/or other agencies adequately addressing the situation, the Shire Local Recovery Coordinator will continue to monitor the situation and keep the Shire President and CEO briefed accordingly.

### 6.2 Incident Support Group

The Incident Support Group (ISG) provides support to the Incident Management Team (IMT). The ISG consists of representatives (liaison officers) from organisations involved in the incident and relevant service providers.

The ISG is convened by the Controlling Agency (CA) appointed Incident Controller (IC) to assist in overall coordination of services and information during a major incident. Coordination achieved through clear identification of priorities by agencies sharing information and resource.

HMAs and combat agencies may require the Shire resources and assistance in emergency management. The Shire is committed to providing assistance/support, if required resources are available, through the ISG if, and when formed.

### 6.2.1 Triggers for the Incident Support Group

The triggers for an incident support group are defined in the State Emergency Management Policy statement 5.2.2 and State Emergency Management Plan section 5.1 being:

Where an incident is designated as a Level 2 or higher

Multiple agencies need to be coordinated

Community interests need to be represented

### 6.2.2 Incident Support Group Membership

The ISG is made up of agency representatives that provide support to the Controlling Agency. Emergency management agencies may be called on to provide liaison officers for the ISG.

The Shire Local Recovery Coordinator (LRC) should be a member of the ISG from the onset, ensuring consistency of information flow, situational awareness and efficacious transition handover to recovery.

Representation on ISG may change regularly depending upon the incident, agencies involved and consequences caused by an emergency.

Agencies supplying staff for ISG must ensure that the representative(s) have the authority to commit resources and/or direct tasks within their organisation/agency.

### 6.2.3 ISG Meeting Location and Frequency

**The IC determines the frequency** of meetings depending on the nature and complexity of the incident. As a minimum, there should be at least one meeting per incident. Coordination is achieved through the clear identification of priorities and objectives by agencies sharing information and resources.

**The IC is responsible for the location** of meetings and given its part in the ISG, the meetings are generally convened in close proximity to or within the Incident Control Centre (ICC).

## 6.3 Emergency Coordination Centre

The Shire has identified a primary and secondary emergency coordination centre and the locations detailed below have been identified as suitable;

Locality	Possible Locations	Contact
Eaton	Shires Primary Administration Office 1 Council Drive, Eaton	08 9724 0000
Dardanup	Shires Secondary Administration Offices 3 Little Street, Dardanup	08 9724 0000
Waterloo	Shire Depot 35 Martin Pelusey Road, Waterloo	08 9724 0000



# 7. Public Information

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Communities threatened or impacted by emergencies have an urgent and vital need for information and direction. Communities require adequate, timely information and instruction to be aware of the emergency and take appropriate actions to safeguard life and property.

In the response phase of an incident, information dissemination is the responsibility of the HMA/CA. The [State Support Plan – Emergency Public Information](#) states the HMA is responsible ‘for the provision and management of public information during emergencies.

Media and Public Information management is to reflect multi-agency involvement and authorised by the IC/Manager and the following principles will apply:

HMA is to manage all media releases under State Support Plan – Emergency Public Information

All media releases and public information alerts for the incident are to be authorised by Incident Controller/Manager after consultation with the Emergency Coordinator and other CAs

All media releases are to reflect Multi-Agency Incident Management and detail all agencies’ involvement

Must relate to incident only, not to operational protocols, procedures or administration. These issues will be referred to the relevant agency

All media releases are to carry the agencies’ identification

Copies of multi-agency incident media releases are to be provided to each agency as soon as possible before release

All Media releases issued by any agency at the State level will reflect multi-agency involvement

## 7.2 Public Warning Systems

### 7.2.1 Local Government Systems

The Shire has the ability to support official emergency messaging through local communications system, including;

- Shire website
- Shire Facebook page
- Shire SMS System
- Community Notice Boards
- Variable Message Board
- Locality Newsletters and Dispatches

***No contact between the media and any employee is permitted unless authorised by the CEO.*** Section 2.8(1)(d) of the Local Government Act 1995 stipulates that the Shire President speaks on behalf of the Local Government; however the President may delegate this authority to the Chief Executive Officer under Section 5.41(f).

## 7.2.2 Standard Emergency Warning System

Standard Emergency Warning Signal (or SEWS) is a warning signal that is broadcast immediately prior to major emergency announcements on the radio, television and other communication systems. SEWS is only used in emerging situations of extreme danger, when there is a need to warn people that they need to take urgent and immediate action to reduce the potential for loss to life or property from emergency events.

In Western Australia SEWS broadcasts are authorised by the DFES or the Regional Director of the Bureau of Meteorology (BoM) for weather and flood related events. When deciding to issue SEWS, the authorities will consider the following four factors:

- Possible loss of life or a major threat to a large number of properties or the large scale environment
- Impact is expected within 12 hours or is occurring at the time
- A large number of people need to be warned
- One or more incidents are classified as destructive

To listen to the SEWS sound [click here](#)

## 7.2.3 Emergency Alert System

Emergency Alert automatically delivers emergency warnings direct to an area when lives may be in danger in that area. It does not replace current public information tools or the need for community to remain vigilant and look after their own safety. It is an additional tool used to alert people in a specific location in immediate danger.

All home phones (landlines), including silent numbers, are automatically registered on Emergency Alert. Mobile phones are automatically registered to the billing address.

Messages broadcast by Emergency Alert are made with authority of HMA in emergencies.

## 7.2.4 DFES Public Information Line

DFES recorded information line	13 33 37 (13 DFES)
Emergency WA website	<a href="http://www.emergency.wa.gov.au">www.emergency.wa.gov.au</a>
DFES website	<a href="http://www.dfes.wa.gov.au">www.dfes.wa.gov.au</a>
DFES on Twitter	<a href="http://www.twitter.com/dfes_wa">www.twitter.com/dfes_wa</a>
SES assistance	132 500

## 7.2.5 Additional Information Outlets

Local ABC Radio	684AM ABC South West
BOM information line	1300 659 210
BOM website	<a href="http://www.bom.wa.gov.au">www.bom.wa.gov.au</a>

## 7.3 Shire of Dardanup Media Release

Any information for release to the media or public must be forwarded through the Communications Officer - Media and approved by the Chief Executive Officer. The President or the CEO shall only make statements to the press on behalf of the Shire.

However, the Chief Bushfire Control Officer, or a delegated representative, may make statements to the media or public on behalf of the Shire of Dardanup regarding ongoing operational matters.

The Shire of Dardanup CEO, or a delegated representative, will be the Shires designated Media and Public Information Officer.

### ACTION

- ✓ The Shire acknowledges that public information and media management is critical in times of emergency.
- ✓ HMA/CA IC responsible for information/media releases in response phase of incident.
- ✓ The Shires media releases are coordinated by the Shire's delegated Officer and approved by CEO.
- ✓ Public statements to media are to be given only by Shire CEO or President (or delegate).
- ✓ Public warning systems shall be used when necessary under HMA/CA IC authority.
- ✓ The Shire will support official emergency information by reiterating the messages via Shire communication avenues (Facebook, website, SMS System etc).

## 8. Evacuation

Evacuation is a risk management strategy that may be used to reduce loss of life or lessen the effects of an emergency on a community prior to the onset of or during an emergency. It involves the movement of people threatened by a hazard to a safer location and, typically, their eventual safe and timely return.

In accordance with State Emergency Management Policy s5.7, evacuation planning is covered in five stages.

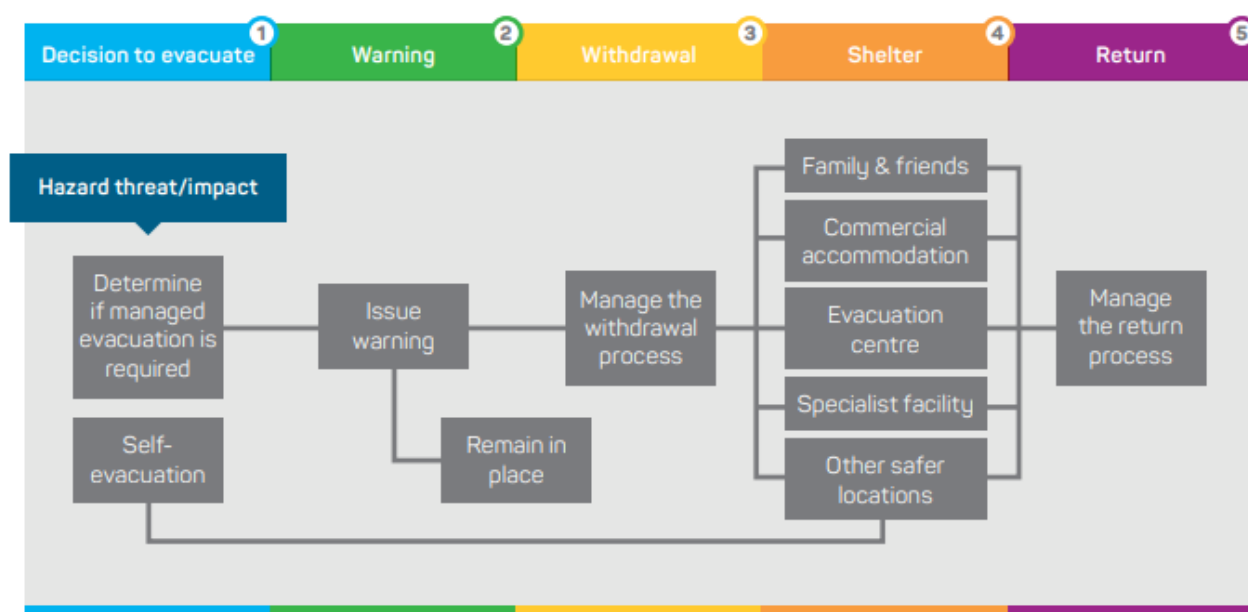


Figure 1: Stages of evacuation

### 8.1 Evacuation Management

The evacuation of people and/or animals from an area affected by a hazard is one of the strategies that emergency management agencies may employ to mitigate the potential loss of, or harm to, life.

It should be noted that experience has shown that the evacuation of residents is not always the optimum solution to managing the risk. Alternatives to evacuation such as shelter in place, quarantine and/or the control or restriction of movement should also be considered where appropriate.

The [WA Community Evacuation in Emergencies Guidelines](#) assists emergency management agencies in planning for and conducting community evacuation for all hazards.

#### 8.1.1 Decision

The decision to evacuate is made by the Incident Controller (IC) appointed by designated HMA/CA or an authorised officer when the members of the community at risk do not have the capability to make an informed decision when loss of life or injury is imminent.

### 8.1.2 Timeliness

Alternatives as, 'shelter in place' or, "prepare, stay and defend", should be considered.

The decision to evacuate or recommend evacuation is made as early as is practical, as late evacuation may compound risk by potentially exposing communities to greater levels of risk.

### 8.1.3 Combat Agency for Evacuation

Evacuation will occur in a planned and safe manner, coordinated by WAPOL. Determining risk, need for long or short-term evacuation and immediate or planned evacuation may be necessary

### 8.1.4 Evacuation Centres

WAPOL will be requested to effect and control evacuations of persons to a location predetermined by the HMA. The HMA will liaise with the Shire or appropriate neighbouring LGs and the Department of Communities (DC) to ensure appropriate arrangements for welfare support for evacuees are in place.

It is the Shire's responsibility (in partnership with the HMA/CA) to ensure adequate arrangements are in place to support evacuation. This includes the provision of evacuation centres and applicable support functions.

## 8.2 At-Risk Persons and Groups

The Shire of Dardanup relies on agencies responsible for At-Risk persons and groups to ensure suitable planning and response capabilities are supporting those special needs clients.

Sections of the community with special needs such as hospitals, aged care facilities, schools, tourist facilities, CaLD community and child care centres are considered 'At-Risk Persons'.

At-Risk Persons and Groups Support Plan (see *Annexure 5*) provides guidance around working with and actions in evacuation with these persons and groups.

## 8.3 Evacuation Routes and Maps

Evacuation routes are principally from evacuation assembly areas to Welfare Evacuation Centres.

Owing to the varying complexity within different emergencies, the IC HMA/CA and WAPOL will determine strategic evacuation routes at the time, particularly concerning the timeliness of the evacuation. Extensive mapping information can be sourced from the Shire's Intramaps, Google Maps and agencies such as the Department of Biodiversity Conservation and Attractions.

## 8.4 Isolation and Quarantine

Directions in relation to isolation, quarantine, physical distancing and health requirements are common during a human epidemic/pandemic, animal/plant pests or diseases and hazardous material emergencies. These may add to the complexity of community evacuations and should be considered as part of emergency evacuation planning to mitigate any risks and ensure evacuations can be carried out safely.

It should be noted that the inability to comply with any isolation or quarantine requirements and/or restrictions should not prohibit the evacuation of a person. Managing the immediate threat and the protection and preservation of life must be paramount when considering the State strategic control priorities that identify the priority roles and actions for the emergency management response, where there are concurrent risks or competing priorities.

Advice from the HMA for the hazard requiring isolation and quarantine should be sought when developing an emergency evacuation plan.

## 8.5 Return

Responsibility for decisions relating to the return of evacuated residents rests with HMA/CA. Return of evacuated residents will be conducted in consultation with the affected community and relevant health and welfare agencies, including the Department of Communities and the Department of Health and Shires Environmental Health Officers.

For DC's Local Emergency Management Plan for the Provision of Welfare Support – see **Annexure 3**

### ACTIONS

- ✓ Decision to evacuate are made by HMA/CA IC.
- ✓ LEMC and the Shire will assist by pre-planning for evacuation.
- ✓ All alternatives to be considered.
- ✓ Decision to evacuate made as soon as possible.
- ✓ At-Risk Persons and Groups to be a special consideration in an evacuation (see At Risk Person and Groups Support Plan - **Annexure 5**)
- ✓ Routes and maps sourced via Shire Intramaps or Google maps or from partner agencies
- ✓ Ensure Welfare Centre protocols and procedures are enacted – See Local Emergency Management Plan for the Provision of Welfare Support – **Annexure 3**

## 9. Welfare

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The Department of Community Services (DC) has the role of managing welfare described as, “the provision of both physical and psychological needs of a community affected by an emergency”.

This includes the functional areas of:

Personal services	Financial assistance	Personal requisites
Emergency accommodation	Registration and inquiry services	Emergency catering

The Local Emergency Management Plan for the Provision of Welfare Support has been developed for Shire of Dardanup by DC – see **Annexure 3**

### 9.1 Department of Communities - Local Welfare Coordinator

The Local Welfare Coordinator is appointed by the DC District Director – See **Appendix 2** for a description of Roles and Responsibilities – Welfare.

### 9.2 Shire of Dardanup – Local Welfare Coordinator

The Local Welfare Liaison Officer is nominated and appointed Local Government to liaise with the Local Welfare Coordinator. This role will provide assistance to the Local Welfare Centre, including the management of emergency evacuation centres such as building opening, closing, security and maintenance.

The Shire’s Director of Sustainable Development is the designated Local Welfare Liaison Officer - See **Appendix 2** for a description of Roles and Responsibilities – Welfare.

### 9.3 Register Find Reunite

DC is responsible for recording displaced persons on the National Register allowing friend and relatives to locate each other. DC has reciprocal arrangements with the Australian Red Cross (ARC) to undertake this process.

### 9.4 Welfare Centres

The Shire in conjunction with DC has identified suitable facilities within different localities. These centres have been assessed providing extensive information within the Welfare Centres Register available for activation as required by the HMA IC (see **Appendix 3** for the Shire’s nominated Welfare Centres).



## 9.5 Animals

Animals except for assistance animals are not permitted in Welfare Centres.

The owner or carer of an animal is responsible for the welfare of that animal and has the responsibility to determine, where possible if their animals will be evacuated or remain on location and plan for how this will be achieved.

The Department of Primary Industries and Regional Development (DPIRD) is responsible for coordinating animal welfare services in emergencies as per State EM Policy s5.9.7. The Shire's Animal Welfare Support Plan (see **Annexure 4**) is aligned with the State's plan and provides detailed emergency management arrangements related to the welfare and management of animals, including domestic pets, horses, livestock and wildlife.

### ACTIONS

- ✓ DC responsible for managing welfare of people.
- ✓ DPIRD is responsible for managing the welfare of animals.
- ✓ DC develops and maintains and enacts the Shire's Local Emergency Welfare Support Plan.
- ✓ The Shire's Director of Sustainable Development is the Local Welfare Liaison Officer.
- ✓ Register Unite Find responsibility actioned by DC support by the Australian Red Cross.
- ✓ Identified Welfare Centres refer Emergency Welfare Centres and Facilities – see **Appendix 3**.
- ✓ Ranger Services to support DPIRD in Animal Welfare – Shires Animal Welfare Support Plan – see **Annexure 4**.

## 10. Recovery

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The recovery process begins during the response phase, as it is essential to identify community needs as early as possible to start planning for the transition from response to recovery.

The Local Recovery Support Plan is a separate plan, yet part of the overall Local Emergency Management Arrangements, which can be viewed and read in conjunction with this plan.

The Shire of Dardanup Local Recovery Support Plan guides and establishes sound recovery management, concepts, principles and values for Shire's staff, elected members, partner agencies, and community following significant impact from any emergency.

# 11. Exercising Review and Reporting

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## 11.1 Exercising

The aim of conducting an exercise is:

Test effectiveness of local arrangements and provide a pathway for improvement

Bring together members of emergency management agencies and give them knowledge of, and confidence in, their roles and responsibilities

Help educate the community about local arrangements and programs

Allow participating agencies an opportunity to test their operational procedures and skills in simulated emergency conditions

Test the ability of separate agencies to work together on common tasks, and to assess the effectiveness of coordination between them

## 11.2 Exercise Frequency

In accordance with State EM Policy, Plans and Procedures, which outline arrangements for exercising, the LEMC is required to **conduct at least one exercise annually**.

## 11.3 Exercise Reporting

Exercise schedule and post-exercise reports will be forwarded to the South West District Emergency Management Committee as part of LEMC's annual report.

## 11.4 Review of Local Emergency Management Arrangements

The LEMA and associated support plans are to be reviewed in accordance with State EM Policy section 2.5 and amended or replaced whenever the local government considers it appropriate (Section 42 of EM Act).

Reviewed and amended will be:

Contact lists are reviewed and updated quarterly – see Contacts and Resource Directory (*Annexure 10*)

A review is conducted after training that exercises the arrangements or relevant support plans

An entire review of the LEMA and associated support plans will be undertaken every five (5) years, as risks may vary due to climate, environment and population changes

Circumstances or an incident may require more frequent reviews

# 12. Appendices

## Appendix 1: Glossary of Terms & Acronyms

### Glossary of Terms

Terminology used throughout this document shall have the meaning as prescribed in either Section 3 of the Emergency Management Act 2005 or as defined in the State EM Glossary.

Term	Meaning
<b>AIIMS</b>	Australasian Interagency Incident Management System is a command structure set up to systematically and, logically manage emergency incidents from small incidents to large difficult or multiple situations. It is designed to expand to ensure effective span of control at all levels
<b>Combat</b>	To take steps to eliminate or reduce the effects of a hazard on the community
<b>Combat Agency (CA)</b>	An organisation which, because of its expertise and resources, is responsible for performing a task or activity such as firefighting, rescue, temporary building restoration, evacuation, containment of oil spills, monitoring of radioactive materials. An emergency operation may involve a number of Combat Agencies
<b>Command (Vertically Within An Organisation)</b>	Authority for command is established in legislation or in an emergency plan,
<b>Control</b>	The overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan, and carries with it the responsibility for tasking and coordinating other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations.
<b>Controlling Agency (CA)</b>	The agency nominated to control the response activities to a specified type of emergency
<b>Coordination</b>	Bringing together organisations and elements for effective response, primarily concerned with systematic acquisition and application of resources (organisation, manpower and equipment) IAW requirements imposed by the threat or impact of an emergency. Coordination relates primarily to resources, and operates, vertically, within an organisation, as a function of the authority to command, and horizontally, across organisations, as a function of the authority to control.

<b>Disaster</b>	see EMERGENCY
<b>District</b>	Means an area of the State that is declared to be a district under Section 2.1 of the Local Government Act 1995
<b>District Emergency Coordinator (Dec)</b>	Person designated by the Commissioner of Police to be the District Emergency Coordinator with responsibility for ensuring that roles and functions of respective District Emergency Management Committee are performed, and assisting Hazard Management Agency in provision of a coordinated multi-agency response during Incidents and Operations. At State level - Commissioner of Police. District level - District Police Officer.
<b>District Emergency Management Committee (DEMC)</b>	Based on emergency management districts and chaired by Police District Officers, as District Emergency Coordinator, with a Superintendent of DFES as Deputy Chair. Executive Officer support is provided by DFES Managers nominated by the Fire & Emergency Services Commissioner
<b>Emergency</b>	<p>An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which is beyond the resources of a single organization to manage or requires coordination of a number of significant EM activities.</p> <p>The term "emergency" is used on the understanding that it also includes any meaning of the word "disaster"</p>
<b>Emergency Management (EM)</b>	Is a range of measures to manage risks to communities and the environment. It involves the development and maintenance of arrangements to prevent or mitigate, prepare for, respond to, and recover from emergencies and disasters in both peace and war.
<b>Emergency Risk Management</b>	A systematic process that produces a range of measures, which contribute to the wellbeing of communities and the environment. (See also – RISK MANAGEMENT).
<b>“Function” Support Coordinator</b>	That person appointed by an organisation or committee to be the Coordinator of all activities associated with a particular support function, e.g. Welfare Coordinator, Medical Coordinator, etc, and includes coordinating the functions of other organisations that support that particular function, e.g. Red Cross in the State Welfare Plan
<b>Hazard</b>	A situation or condition with potential for loss or harm to the community or the environment.
<b>Hazard Management Agency (HMA)</b>	That organisation which, because of its legislative responsibility or specialised knowledge, expertise and resources is responsible for ensuring that emergency management activities pertaining to the prevention of, preparedness for, response to and recovery from a specific hazard are undertaken. Such organisations are either designated by legislation or detailed in State level emergency management plans.

<b>Incident</b>	An Emergency, which impacts upon a <u>localised</u> community or geographical area but not requiring the coordination and significant multi-agency emergency management activities at a district or state level.
<b>Incident Area</b>	The area, defined by the Incident Controller, incorporating the <u>localised</u> community or geographical area impacted by an Incident
<b>Incident Controller (IC)</b>	The person designated by the relevant Hazard Management Agency or Control Agency, responsible for the overall management and control of an incident and the tasking of agencies in accordance with the needs of the situation
<b>Incident Management Team (IMT)</b>	The group of incident management personnel comprised of the Incident Controller, and the personnel appointed to be responsible for the functions of Planning, Operations and Logistic, Public Information, Finances
<b>Incident Support Group (ISG)</b>	The group that may be convened by an Incident Controller in consultation with the relevant Local Emergency Coordinator to assist in the overall management of an Incident. The ISG includes representation from key agencies involved in the response.
<b>Lifelines</b>	Systems or networks that provide for the circulation of people, goods, services and information upon which health, safety, comfort and economic activity depend
<b>Local Emergency Coordinator</b>	Person designated by the Commissioner of Police to be the District or Local Emergency Coordinator with responsibility for ensuring that the roles and functions of the respective District or Local Emergency Management Committee are performed, and assisting the Hazard Management Agency in the provision of a coordinated multi-agency response during Incidents and Operations. At State level - Commissioner of Police. District level - District Police Officer. Local level - Senior Police Officer responsible for the police sub-district
<b>Local Emergency Management Committee (LEMC)</b>	Based on either local government boundaries or emergency management sub-districts. Chaired by the Shire President/Mayor (or a delegated person) with the Local Emergency Coordinator, whose jurisdiction covers the local government area concerned, as the Deputy Chair. Executive support should be provided by the Local Government and the Office of Emergency Management.
<b>Municipality</b>	Means the district of the local government
<b>Operation</b>	an Incident or multiple Incidents which impact, or is likely to impact, beyond a <u>localised</u> community or geographical area

<b>Operations Area</b>	that area, defined by the Operations Area Manager, incorporating the entire community or geographical area impacted or likely to be impacted, by an Operation and incorporating a single or multiple Incident Areas
<b>Operations Area Manager</b>	that person designated by the Hazard Management Agency, responsible for the overall management of an Operation and provision of strategic direction to agencies and Incident Controller(s) in accordance with the needs of the situation
<b>Operations Area Support Group (OASG)</b>	the group that may be convened by an Operations Area Manager, in consultation with the relevant District Emergency Coordinator(s), to <u>assist</u> in the overall management of an Operation. The OAMG includes representation from key agencies involved in the response
<b>Prevention</b>	Measures to eliminate or reduce the incidence or severity of emergencies, usually intrinsically entwined with Risk Management
<b>Preparedness</b>	Arrangements to ensure that, should an emergency occur, all those resources and services which are need to cope with the effects can be efficiently mobilised and deployed. Measures to ensure that should an emergency occur communities, resources and other services are capable of coping with the effects. Common vernacular - READINESS
<b>Response</b>	Actions taken in anticipation of, during, and immediately after an emergency to ensure that people affected are given immediate relief and support
<b>Recovery</b>	The coordinated process of supporting emergency effected communities in reconstruction of the physical infrastructure and social, economic and physical wellbeing
<b>Risk</b>	A concept used to describe the likelihood of harmful consequences, arising from the interaction of hazards, communities and the environment
<b>Risk Management</b>	The systematic application of management policies, procedures and practices to the task of identifying, analysing, evaluating, treating and monitoring risk. Refer to ISO 31000 (Risk Management)
<b>Risk Register</b>	A register of the risks within the local government, identified through the Community Emergency Risk Management process
<b>Risk Statement</b>	A statement identifying the hazard, element at risk and source of risk
<b>State Emergency Management Committee (SEMC)</b>	The SEMC is comprised of an executive and three Sub-Committees of Recovery and Community Engagement, Response Capability, and Risk. There are 4 reference groups being State Exercise Team, Lessons Management, Essential Services Network Operations and Public Information.

<b>Support Organisation</b>	An organisation whose response in an emergency is either to restore essential services (e.g. Western Power, Water Corporation of WA, Main Roads WA etc) or to provide such support functions as welfare, medical and health, transport, communications, engineering, etc
<b>Telecommunications</b>	The transmission of information by electrical or electromagnetic means including, but not restricted to, fixed telephones, mobile phones, satellite phones, e-mail and radio.
<b>Treatment Options</b>	A range of options identified through the emergency risk management process, to select appropriate strategies' which minimize the potential harm to the community.
<b>Vulnerability</b>	The degree of susceptibility and resilience of the community and environment to hazards. *The degree of loss to a given element at risk or set of such elements resulting from the occurrence of a phenomenon of a given magnitude and expressed on a scale of 0 (no damage) to 1 (total loss)

## Acronyms

Acronym	Meaning
ABS	Australian Bureau of Statistics
AIIMS	Australasian Inter-service Incident Management System
BFS	Bush Fire Service
BRMS	Bushfire Risk Management Statement (DFES)
CA	Control Agency
CEO	Chief Executive Officer
COMCEN	DFES Communications Centre
DBCA	Department of Biodiversity Conservation and Attractions
DC	Department of Communities
DPIRD	Department of Primary Industries and Regional Development
DEMC	District Emergency Management Committee
DFES	Department of Fire and Emergency Services
DoH	Department of Housing
ECC	Emergency Coordination Centre
EM	Emergency Management
FRS	Fire and Rescue Service



<b>HAZMAT</b>	Hazardous Materials
<b>HMA</b>	Hazard Management Agency
<b>IC</b>	Incident Controller
<b>IMT</b>	Incident Management Team
<b>ISG</b>	Incident Support Group
<b>LEMP</b>	Local Emergency Management Plan
<b>LEMC</b>	Local Emergency Management Committee
<b>LGA</b>	Local Government Authority
<b>LRC</b>	Local Recovery Coordinator
<b>LRG</b>	Local Recovery Group
<b>OASG</b>	Operations Area Support Group
<b>OIC</b>	Officer in Charge
<b>PTA</b>	Public Transport Authority
<b>RSPCA</b>	Royal Society for the Protection of Cruelty against Animals
<b>SEC</b>	State Emergency Coordinator
<b>SECG</b>	State Emergency Coordination Group
<b>SEMC</b>	State Emergency Management Committee
<b>SES</b>	State Emergency Service
<b>SEWS</b>	Standard Emergency Warning Signal
<b>SITREPS</b>	Situation Reports
<b>SOD</b>	Shire of Dardanup
<b>SOP</b>	Standard Operating Procedures
<b>SHPs</b>	State Hazard Plans
<b>VBFS</b>	Volunteer Bush Fire Service
<b>VFRS</b>	Volunteer Fire and Rescue Service
<b>WAPF</b>	Western Australian Police

## Appendix 2: Roles and Responsibilities

Local role	Description of responsibilities
Local Government	<ul style="list-style-type: none"> <li>Responsibilities of Shire of Dardanup (the Shire) are defined in Section 36, <a href="#">EM Act</a>:</li> <li>Ensure that effective local emergency management arrangements are prepared and maintained for its district</li> <li>Manage recovery following an emergency affecting the community in its district</li> <li>Perform other functions given to local government under the Act</li> <li>The Shire also accepts responsibility for management of its resources</li> <li>The responsibility for coordination of community support to counter effects of an emergency during both response to and recovery from emergencies</li> <li>Development and testing of LEMP</li> </ul>
Local Emergency Coordinator (LEC)	<ul style="list-style-type: none"> <li>The responsibilities of LEC are defined in Section 36 of the EM Act</li> <li>For Shire of Derby West Kimberly the position of Local Emergency Coordinator is held by the WA Police, Pilbara District and represented by the Derby, and Fitzroy Crossing Police Station OIC's having the following functions: <ul style="list-style-type: none"> <li>To provide advice and support to the LEMC for the district in development and maintenance of emergency management arrangements for the district</li> <li>To assist Hazard Management Agencies in the provision of a coordinated response during an emergency in the district</li> <li>To carry out other emergency management activities in accordance with directions of State Emergency Coordinator</li> </ul> </li> </ul>
LG Welfare Liaison Officer	<ul style="list-style-type: none"> <li>During an evacuation where a local government facility is utilised by Department of Communities provide advice, information and resources regarding the operation of facility.</li> </ul>
LG Liaison Officer (to the ISG/IMT)	<ul style="list-style-type: none"> <li>During a major emergency, the liaison officer attends ISG meetings to represent local government, provides local knowledge input and provides details contained in the LEMA.</li> </ul>
Local Government – Incident Management	<ul style="list-style-type: none"> <li>Where an identified evacuation centre is a building owned and operated by the local government, provide a liaison officer to support DC.</li> <li>Ensure planning and preparation for emergencies is undertaken</li> <li>Implement procedures that assist community and emergency services deal with incidents</li> <li>Ensure that all personnel with emergency planning and preparation, response and recovery responsibilities are properly trained in their role</li> <li>Keep appropriate records of incidents that have occurred to ensure continual improvement of Shires emergency response capability</li> <li>Liaise with the incident controller (provide liaison officer)</li> <li>Participate in ISG and provide local support</li> </ul>

Local role	Description of responsibilities
Other Local Government Officers	<p>As determined by the Incident, the following Officers are members of the committee:</p> <ul style="list-style-type: none"> <li>○ Shire Chief Executive Officer</li> <li>○ Shire Local Recovery Coordinator</li> <li>○ Shire Council Representatives</li> <li>○ Shire Manager Health</li> <li>○ Shire Senior Ranger</li> <li>○ Shire Chief Bush Fire Control Officer</li> <li>○ Derby Local Unit Manager State Emergency Services</li> </ul>

## Emergency and Support Agencies

Agency	Description Of Responsibilities
Controlling Agency	<p>An agency nominated to control the response activities to a specified type of emergency</p> <p>Function:</p> <ul style="list-style-type: none"> <li>● Undertake all responsibilities as prescribed in Agency specific legislation for Prevention and Preparedness</li> <li>● Control all aspects of the response to an incident</li> <li>● During Recovery ensures effective transition to Recovery to LG</li> </ul>
Hazard Management Agency	<p>HMA is a public authority or other person which, because of that agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for EM, or the prescribed EM aspect, in the area prescribed of the hazard for which it is prescribed. [s. 4(3) of the Act]</p> <p>Function:</p> <ul style="list-style-type: none"> <li>● Undertake responsibilities where prescribed for these aspects [EM Regs]</li> <li>● Appointment of Hazard Management Officers [s. 55 of the Act]</li> <li>● Declare / Revoke Emergency Situation [s. 50 &amp; 53 of the Act]</li> <li>● Coordinate the development of the State Hazard Plans for that hazard [SEMP 2.2]</li> <li>● Ensure effective transition to recovery by Local Government</li> </ul>
Combat Agency	<p>A Combat Agency is to be a public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an EM activity prescribed by the regulations in relation to that agency</p>

<b>Support Agency</b>	<p>A public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources is responsible for providing support functions in relation to that agency</p> <p>Functions:</p> <ul style="list-style-type: none"> <li>• Restoring essential services affected by the emergency</li> <li>• Providing "function" support as part of the tactical plan, e.g. Dept of Communities to provide welfare services</li> <li>• Managing their resources and those given to them in support of their specific function</li> <li>• Providing progress reports to the designated Incident Manager or Operations Area Manager</li> <li>• Providing progress reports to the higher levels of their organisation</li> <li>• Provide an Agency Liaison Officer to participate as part of the Incident Management Group upon request of the HMA/CA</li> <li>• Attend post incident debriefs</li> <li>• Contributing a post operation report or post incident analysis</li> </ul>
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## Welfare

Agency	Description Of Responsibilities
Department of Communities (DC)	<ul style="list-style-type: none"> <li>• Establish, chair and manage the activities of the Local Welfare Emergency Management Coordination Group (LWEMCG), where determined appropriate by the DC District Director</li> <li>• Prepare, circulate, test and maintain the Local Welfare Plans</li> <li>• Represent DC and the emergency welfare function on the LEMC and Local Recovery Group</li> <li>• Establish and maintain the Local Welfare Emergency Coordination Centre</li> <li>• Ensure personnel and organisations are trained and exercised in their welfare responsibilities</li> <li>• Coordinate provision of emergency welfare services during response and recovery of emergency</li> <li>• Represent DC on the Incident Support Group when required</li> </ul>
Shire Local Welfare Liaison Officer (LWLO)	<ul style="list-style-type: none"> <li>• Coordinate welfare response on behalf of Shire</li> <li>• Coordinate initial arrangements in lieu of DC Local Welfare Coordinator attendance</li> <li>• Provide assistance to the Local Welfare Centre/s including               <ul style="list-style-type: none"> <li>• Maintenance of establishments</li> <li>• Security of establishments</li> <li>• Opening and closing establishments</li> </ul> </li> </ul>
Australian Red Cross	<ul style="list-style-type: none"> <li>• Undertake process recording displaced persons for National Register</li> <li>• In partnership with Shire and DC undertake Outreach in affected areas</li> </ul>
Shire Rangers	<ul style="list-style-type: none"> <li>• Assist with Animal Management in effected areas and at Welfare Centres</li> </ul>

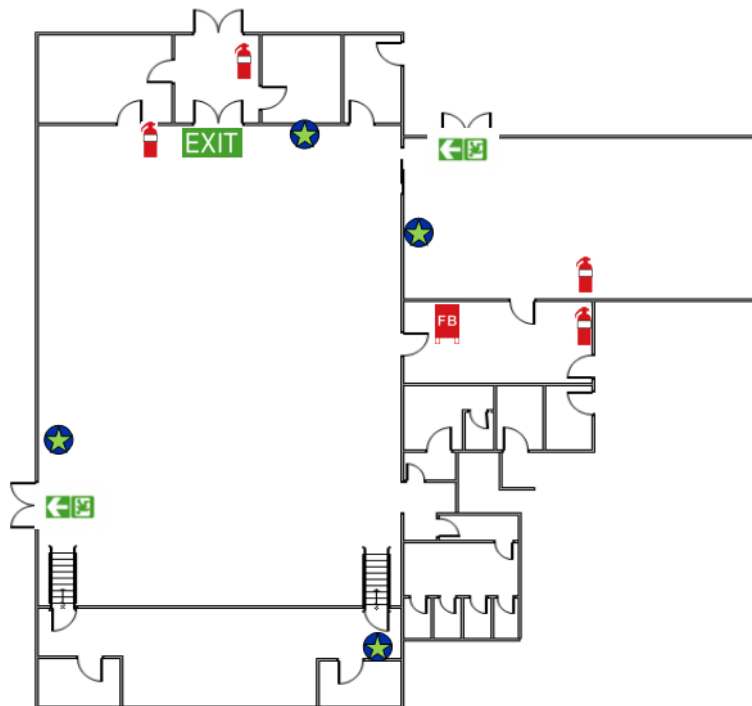
# Appendix 3: Emergency Welfare Centres and Facilities

## Primary Welfare Centres

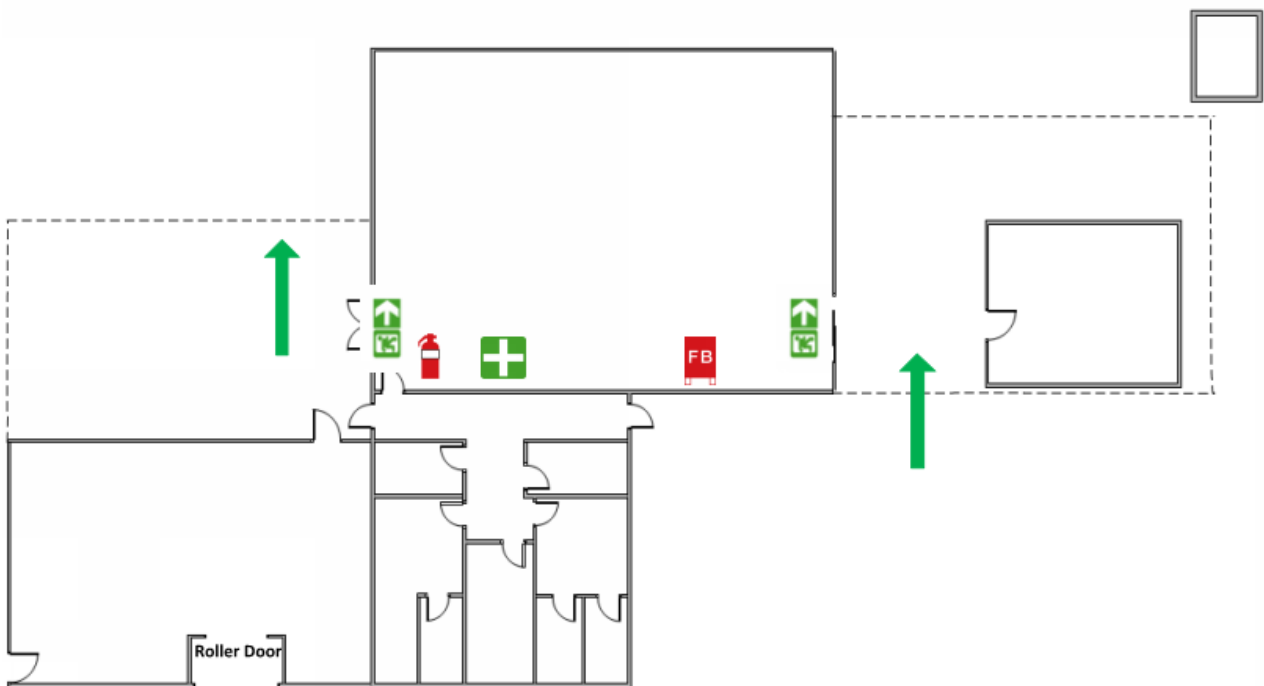
EATON RECREATION CENTRE			
Address	Facilities	Building	Comments
18 Recreation Drive, Eaton	Commercial kitchen, 2x kitchenettes, 4 phone lines, aircon/ heating, Internal PA, 3 phase power, parking, adjacent oval	3x courts, group fitness room, gym, crèche, meeting rooms, board room, change rooms/ showers, toilets (M, F, Uni Sex)	500 Capacity (Main Stadium)  No back up power



DARDANUP HALL			
Address	Facilities	Building	Comments
3 Little Street, Dardanup	Kitchen, heating, ceiling fans (no aircon), table/chairs, parking	Main Hall, lesser hall, toilet (outside only), no showers	150-200 Capacity

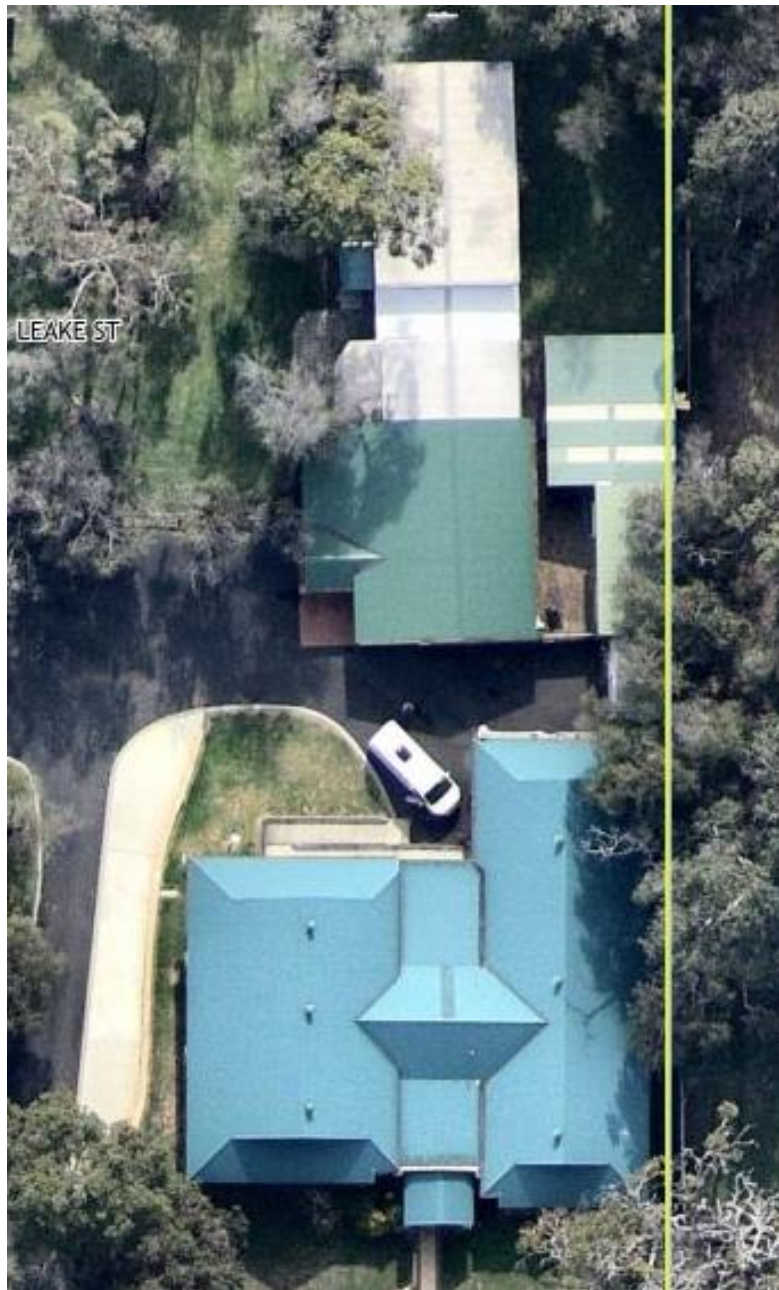


DARDANUP SPORTING AND COMMUNITY CLUB			
Address	Facilities	Buildings	Comments
Recreation Road, Dardanup	Open kitchen, outside canteen, parking, oval	Small club room, notice board, change room/ showers, toilets	50-60 Capacity



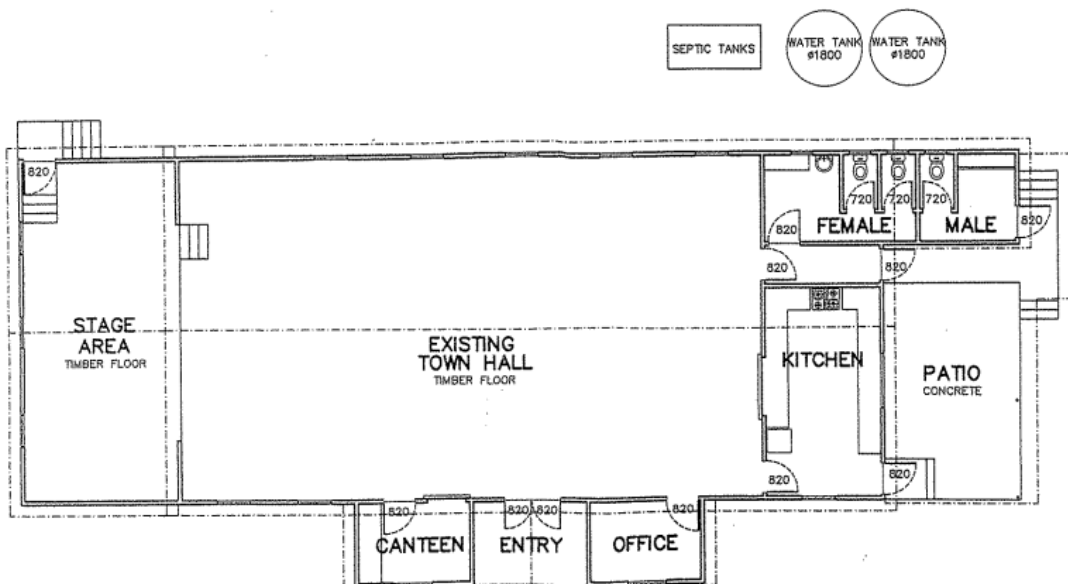
## Secondary Welfare Centres

EATON SCOUT CAMP			
Address	Facilities	Building	Comments
Leake Street, Eaton	Commercial kitchen, table/chairs, limited parking	Hall, dining room, 3x dormitories, toilets, showers	200 Capacity

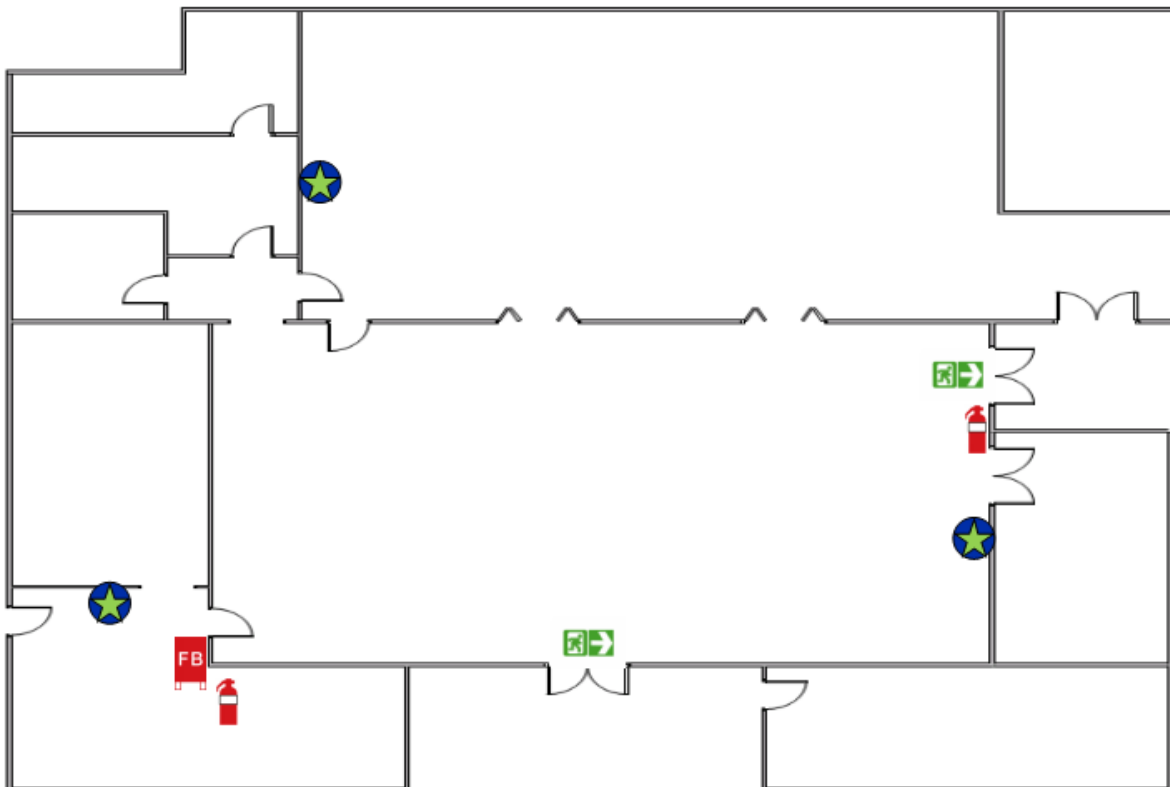




FERGUSON HALL			
Address	Facilities	Building	Comments
682 Ferguson Road, Dardanup	Kitchen and servery, 1800L water tanks, table/ chairs, parking	Main hall, stage, toilets, no showers	100 Capacity



BUREKUP HALL			
Address	Facilities	Building	Comments
Lot 4 Russell Road, Burekup	Kitchen (Gas and Electric), table/ chairs, parking	Main Hall, stage, lesser hall with bar, toilets, no showers	100 Capacity





# ***LOCAL RECOVERY SUPPORT PLAN***

**Local Emergency Management  
Arrangements**

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

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SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

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## 1. Administration

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### 1.1 Endorsement of Local Recovery Support Plan

*The Local Recovery Support Plan (LRSP) has been developed in accordance with Section 41(4) of the Emergency Management Act 2005 (EM Act) and forms part of the Local Emergency Management Arrangements for the Shire of Dardanup and as such should not be read in isolation.*

*The development, implementation and revision of this plan is the responsibility of the Shire of Dardanup in consultation with LEMC and key stakeholders in accordance to the EM Act.*

*The LRSP was supported by the Shire of Dardanup Local Emergency Management Committees (LEMC) and endorsed by Council.*

\_\_\_\_\_ Date: \_\_\_\_\_

Shire President  
Shire of Dardanup  
Chair Local Emergency Management Committee

\_\_\_\_\_ Date: \_\_\_\_\_

Officer in Charge  
Australind Police  
Dardanup Local Emergency Management Committee

\_\_\_\_\_ Date: \_\_\_\_\_

Chief Executive Officer  
Shire of Dardanup

*Disclaimer: This Plan has been produced by the Shire of Dardanup in good faith and is derived from sources believed to be reliable and accurate at the time of publication. Nevertheless, the reliability and accuracy of the information cannot be guaranteed and the Shire of Dardanup expressly disclaims liability for any act or omission done or not done in reliance on the information and for any consequences, whether direct or indirect arising from such omission.*



## 1.2 Distribution List

Organisation	Contact	Postal Address
Shire of Dardanup	Chief Executive Officer Director Infrastructure Director Corporate & Governance Director Sustainable Development Coordinator Emergency and Ranger Services Manager Development Services Manager Operations Manager Finance Ranger Services Chief Bush Fire Control Officer	1 Council Drive Eaton WA 6232
Local Emergency Management Committee	Shire of Dardanup	1 Council Drive Eaton WA 6232
South West District Emergency Management Committee	South West	PO Box 1288 Bunbury WA 6231
Office of Emergency Management District Advisor	South West	PO Box 1288 Bunbury WA 6231
Department of Primary Industries and Regional Development	District Manager	PO Box 1231 Bunbury WA 6231
Department of Communities	District Emergency Services Officer	PO Box 386 Bunbury WA 6231
Department of Fire and Emergency Services	District Manager	PO Box 1288 Bunbury WA 6231
Department of Health WA Country Health Service	District Manager	Level 4, 61 Victoria Street Bunbury WA 6230
Department of Biodiversity, Conservation & Attractions	District Manager (Collie)	PO Box 809 Collie 6225
Department of Transport	District Manager	Molloy Street Bunbury WA 6230
Home and Community Care	District Manager	15 Albatross Crescent Eaton WA 6232
Main Roads WA	District Manager	PO Box 5010 Bunbury WA 6231
Public Transport Authority	District Manager	Bunbury Train Terminal Picton Rd Bunbury WA 6230
Rail - Aurizon (Freight)	District Manager	South West Highway Picton WA 6229
Rail - Brookfield Rail (Track)	District Manager	Po Box 9076 Picton WA 6229

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

Organisation	Contact	Postal Address
St John Ambulance	District Manager	270 Bussell Highway Bunbury WA 2013
WA Police – Australind	Officer in Charge	PO Box A 616 Australind WA 6233
WA Police – Bunbury	District Superintendent	76-78 Wittenoom Street Bunbury 6230
Water Corporation	District Manager	61 Victoria Street Bunbury 6230
Western Power	District Manager	1757 Boyanup-Picton Road Picton 6229

## 1.3 Document Availability

A restricted copy of this plan is available free of charge and can be found at:

Hardcopy	Online
Shire of Dardanup Administration Offices 1 Council Drive, Eaton 2 Little Street, Dardanup (during normal business hours)	Shire of Dardanup website <a href="http://www.dardanup.wa.gov.au">www.dardanup.wa.gov.au</a>

## 1.4 Amendment Record

Suggestions and comments from the community and stakeholders can help improve the Plan and Arrangements.

Feedback can include:

- What you do and don't like about the arrangements;
- Unclear or incorrect expression;
- Out of date information or practices;
- Inadequacies;
- Errors, omissions or suggested improvements.

To forward feedback copy the relevant section, mark the proposed changes and forward it to:

Chief Executive Officer  
Shire of Dardanup  
PO Box 7016  
Eaton WA 6232

Or; alternatively email to: [records@dardanup.wa.gov.au](mailto:records@dardanup.wa.gov.au)

Any suggestions and/or comments will be referred to the LEMC for consideration.

Amendments promulgated are to be certified in the following table when entered.

No	Amendment Date	Details of Amendment	Amended By
1	27/03/2017	Review and minor updates	JL (WALGA)
2	23/10/2017	Review and minor updates	JL (WALGA)
3	14/11/2019	Review - internal areas of responsibility and contacts	CERS/EMO (SoD)
4	11/08/2021	Full Review	CERS/EMO (SoD)
5			

## 1.5 Acronyms

See *Appendix 1*

## 1.6 Related Documents, Agreements and Understandings, Special Considerations

### 1.7.1 Related Documents

The LRSP is consistent with State Emergency Management Policies and State Emergency Management Plans.

The LRSP is to be read in conjunction and alignment to the Shire’s Local Emergency Management Arrangements (LEMA).

### 1.7.2 Agreements and Understanding

A partnering agreement for the provision of mutual aid during emergencies and post-incident recovery is in place between the Cities of Bunbury and Busselton and the Shires of Dardanup, Augusta-Margaret River, Boyup Brook, Bridgetown-Greenbushes, Capel, Collie, Dardanup, Donnybrook-Balingup, Harvey, Manjimup, and Nannup. These parties are referred to as the “Partnering Local Governments” in which all agreed to assist through the provision of additional resources in recovery management during emergencies and post-incident recovery. See *Appendix 12*

### 1.7.3 Special Consideration

Shire of Dardanup availability;

- Business hours of SOD, are from Monday to Friday 0830 hours to 1630 hours.
- Services and resources after hours, weekends and public holidays, numbers are located in the Shire of Dardanup Emergency Contacts and Resources Directory.

## 2. Recovery

---

### 2.1 Overview

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 psychosocial and economic wellbeing'.

The Shire of Dardanup (SOD) is the closest form of Government to the local community and is the best place to lead, manage and coordinate community recovery during and following an emergency event. This responsibility is undertaken in close cooperation with or directly supported by State Government departments, supporting agencies, community members, community groups, and community service organisations.

***SOD recognise disaster recovery is more than simply replacing what has been destroyed and the rehabilitation of those affected. Disaster recovery is a complex, dynamic and potentially protracted process rather than just a remedial process.***

***For this reason, SOD and its Local Recovery Coordination Group (LRCG) adopts the national principles of disaster recovery while also aligning these to strong recovery values when engaged in recovery activities.***

### 2.2 Purpose

To detail planning, arrangements and processes established to restore, as quickly as possible, the quality of life in an affected community so that they can continue to function as part of the wider community.

## 2.3 Our Recovery Principles

The SOD Local Recovery Support Plan (LRSP) and its Local Recovery Coordination Group (LRCG) will consider all aspects of recovery, incorporating the national disaster recovery principles that are considered central to successful recovery, being:

### **Understanding the** **CONTEXT**

The SOD recognises that successful recovery hinges on an understanding of its diverse and rich community heritage with its East Pilbara Local Government area, having its own history, values and dynamics and will always take this into consideration.

### **Recognising** **COMPLEXITY**

SOD will acknowledge the complex and dynamic nature of both emergencies and the diverse nature of its communities.

### **Using** **COMMUNITY-LED** approaches

SOD recognises that successful recovery is based around community-centred involvement and as such will be responsive, flexible and engaging with communities supporting them to move forward.

### **COORDINATE** all activities

SOD will be the hub for a successful recovery, ensuring a planned, coordinated and adaptive approach between communities, partner agencies, and industry-based on continuing assessment impacts and needs.

### **COMMUNICATE** effectively

SOD understands the imperative of effectual communication for successful recovery and thus will ensure this is activated using the Recovery Communications Plan ensuring community and partners are always informed and heard.

### **Build** **CAPACITY**

SOD appreciates successful recovery recognises, supports, and builds on the individual community and organisational capacity and resilience, and so will always allow for programs and processes which will enhance resilience and capacity building at every opportunity.

## 2.4 Our Recovery Values

Shire of Dardanup will always apply sound disaster recovery **Values** to all activities by:

1.	Always consider consequences of actions ensuring <b>NO HARM</b> to disaster affected communities
2.	Always providing <b>LEADERSHIP</b> for our communities
3.	Recognise our key role is to foster <b>COLLABORATION</b> between partner agencies, community and council
4.	<b>EMPOWERING</b> individuals and groups to effectively carry out recovery activities
5.	<b>ACT</b> as quickly as possible, however planning for the <b>LONG TERM</b> in consideration of <i>Value 1</i>
6.	Consideration for <b>TRANSITION</b> to normal services will be part of Recovery Long Term Strategy
7.	<b>CAPTURING</b> lessons learnt for provision of capacity building and resilience

## 2.5 Threats

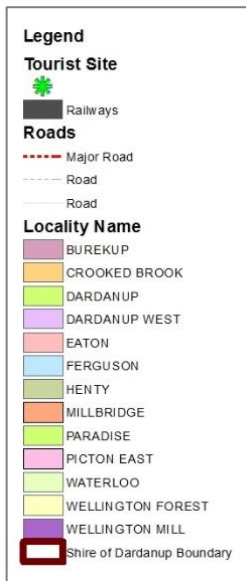
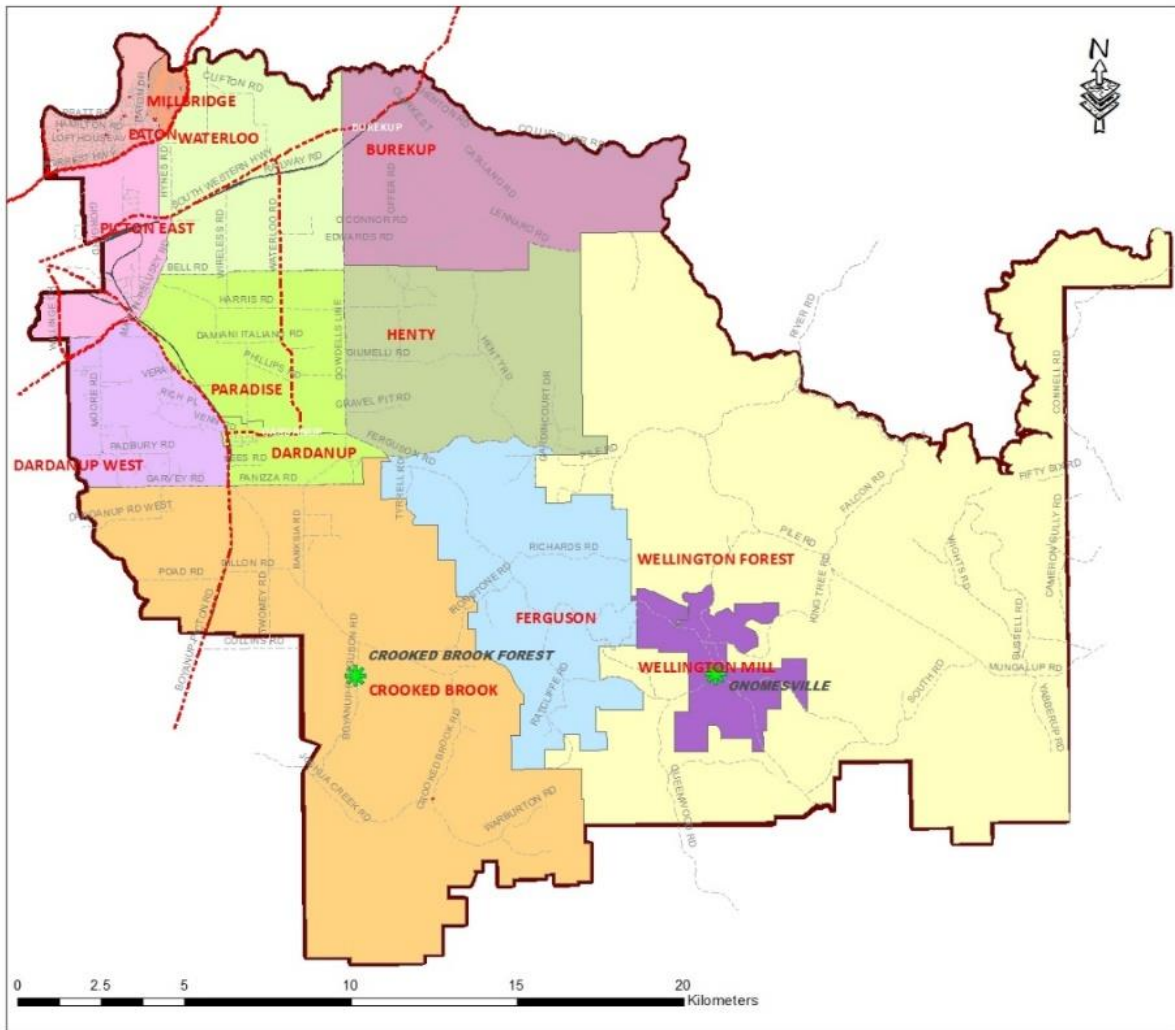
With the diversity of the SOD, there are several considerations that may have an impact on the implementation of the Plan in times of emergency:

<b>Bushfire</b>	November - April
<b>Storm</b>	May – October
<b>Human Epidemic</b>	Anytime
<b>Electricity Supply Disruption</b>	Anytime
<b>Flood</b>	May – October

## 2.6 Scope

This LRSP is limited to the boundaries of the Shire of Dardanup (SOD). It details the recovery plan for the community and does not in any way detail how individual organisations will conduct recovery activities within their core business areas. The Plan is a support plan to the Shire of Dardanup Local Emergency Management Plans and Arrangements. The Plan is a guide to recovery management at a local level.

## 2.7 Geographic Location



## 3. Activation and Actions

### 3.1 Activation of Recovery

Activation of the Local Recovery Support Plan (LRSP) will be made by SOD CEO on the advice from Local Recovery Coordinator (LRC).

Assessment of assistance required for recovery will be made by;

- The Incident Support Group (ISG)
- Consultation between HMA/CA, Incident Controller (IC), Local Emergency Coordinator (LEC)
- The Shire of Dardanup (CEO) (LRC)

When authorised for activation, the Local Recovery Coordination Group (LRCG) Chairperson (CEO) in concert with LRC are responsible for implementing the recovery processes of the plan.

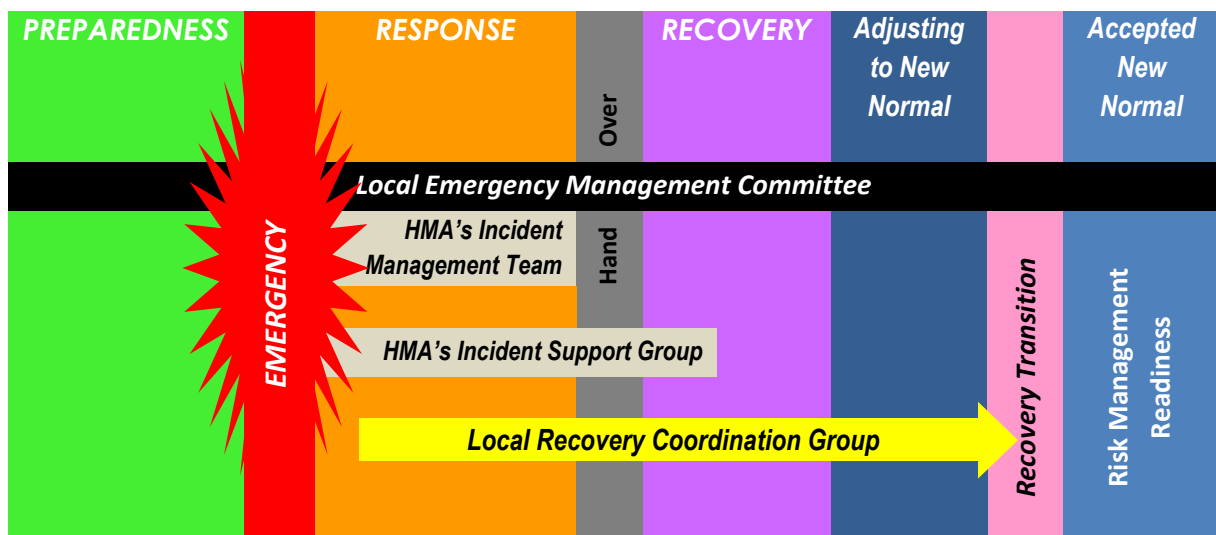


Figure1: Groups, teams and committees through preparedness, response and recovery

#### ACTION

- ✓ LRC advises SOD CEO of recovery activation
- ✓ Assessment of assistance determined
- ✓ Local Recovery Plan is implemented



## 3.2 Response to Recovery Transition of Event Responsibilities

Recovery is initiated while response activities are still in progress, where key decisions during the response are likely to directly influence and shape recovery.

The LRCG is assembled as soon as possible for the briefing of emergency incident, regardless of response engagement, to detail contingencies allowing for a smooth transition from response to recovery. They also represent the community (advocates) to advise on priorities and impacts.

The LRCG will;

- Align response and transitional recovery priorities
- Connect with key agencies and community
- Understand key impacts and tasks
- Identify recovery requirements and priorities as early as possible
- LRC must be included in ISG meetings from the onset

Transfer of management from response to recovery handover to SOD shall be formalised in line with HMA/Controlling agencies (CA) responsibilities and procedures.

An Impact Statement (IS) is a key element of the handover and a responsibility of the HMA/CA in delivering to CEO of SOD. The acceptance of this handover of responsibility is to occur at the discretion of the SOD CEO on advisement from LRC and LRCG, in consultation with HMA/CA.

### ACTION

- ✓ Recovery initiated while response still in progress
- ✓ LRC to attend ISG meetings and liaison with Incident Controller
- ✓ LRCG gathered and briefed ensuring coordinated recovery recommendations
- ✓ CEO to sign off response to recovery event management handover with HMA/CA Impact Statement completed.

## 3.3 Impact Statement and Needs Assessment

### 3.3.1 Impact Statement

The event Controlling Agency (CA) will complete an Impact Statement (IS) in consultation with the Incident Support Group (ISG). The IS will contain a detailed description of the impact on the affected community and provides the LRC and the LRCG with a starting point for recovery of individuals, community and infrastructure.

The IS will be completed as to recommended [SEMC framework Procedure](#).

## 3.3.2 Outreach Needs Assessment

NEEDS can broadly be defined as;

<b>Physical Needs:</b>	Food, water, shelter, clean breathable air
<b>Psychological needs:</b>	Psychological first aid/support, bonding
<b>Societal needs</b>	Community infrastructure, power, drainage, shops, telephone, schools, industry, transport

When a community is affected by an emergency, it is essential to determine the NEEDS of that community, which are often extensive. One of the best ways to capture this information is using a technique called 'Outreach' whereby volunteers from the Australian Red Cross partner with the local government and other identifiable volunteers who speak directly to impacted individuals to determine individual needs and impacts as:

What has been affected?	Wish to be contacted for further information?
What information is needed?	Their best contact details?
What assistance is required?	Information on assistance for neighbours

The Australian Red Cross is equipped with tablets and software specific for Outreach and provides SOD with impact data 'live' as trained volunteers collect information as they make contact with impacted individuals and families. This establishes contact ASAP with the affected community for future information sharing and resource allocation priorities. A form for Outreach Needs Assessment can be found within the Recovery Communications Plan see **Annexure 2**.

## 3.3.3 Sources of Information – Impact and Needs Assessment

The Impact Statement (IS) and Needs Assessments must be undertaken as soon as possible after the impact of an event. Sources that may assist in the collection of impact assessment data include:

- HMA/Controlling Agency
- Welfare agencies – identifying persons in need of immediate assistance
- SOD Building Surveyors, Engineers and Environmental Health Officers and Rangers
- Insurance assessors
- Business associations (BHP, Chamber of Commerce)
- Recovery Outreach Needs Assessment form (Recovery Comms. Plan see **Annexure 2**)
- Australian Red Cross have extensive experience and specific equipment for conducting Needs Assessment

## ACTION

- ✓ Recovery initiated while response still in progress
- ✓ LRC to attend ISG meetings and liaison with Incident Controller
- ✓ LRCG gathered and briefed ensuring coordinated transition
- ✓ CEO to sign off response to recovery handover with HMA/CA Impact Statement is tended.
- ✓ Recovery initiated while response still in progress
- ✓ LRCG Outreach Needs Assessment will be carried out ASAP when safe after event
- ✓ Australian Red Cross contacted ASAP to establish partnership in recovery activities

## 3.4 Operational Recovery Plan

Where significant reconstruction and restoration is required, an Operational Recovery Plan (ORP) should be prepared by the LRC/LRCG. The ORP shall provide a complete description and extent of damage, both physical and human, and detailed plans for restoration and reconstruction of the affected community, including community activities and community development activities. Suggested composition of ORP viewed at template at **Appendix 6**.

## ACTION

- ✓ LRCG/LRC to prepare Operational Recovery Plan where significant reconstruction and restoration is required.

## 3.5 Long Term Recovery Strategy

A Long-Term Recovery Strategy is developed to achieve holistic, long-term, enduring recovery for the individuals, families, communities, the economic environment, infrastructure and the natural environment affected by an emergency and build resilience for future emergencies.

The SOD, where appropriate, will develop a collaborative, comprehensive and inclusive long-term community recovery strategy with the community and for the community. This will also incorporate how community needs have changed over time. A further outreach program may be instigated checking on wellbeing and changes in the needs of the community.

## ACTION

- ✓ SOD to develop a collaborative, comprehensive and inclusive long-term community recovery strategy.
- ✓ Ascertain any changes in community needs and any further outreach activities

## 3.6 Managed Withdrawal

Recovery must evolve, change and assist the affected community towards management of its own recovery. This transition from recovery to ongoing community activities and services requires a comprehensive strategy (Long Term Recovery Strategy) that gradually integrates the recovery services into mainstream services that existed prior to the disaster or have emerged since and require minimal support to continue.

The SOD and its LRCG will provide a clear path in the transition of recovery activities, programs, services and communications to mainstream service provisions and ongoing community development while working towards maintaining the sense of community health and well-being.

### ACTION

- ✓ The SOD will communicate via the LRCG sub-committees when relevant service providers and agencies will be withdrawing services from the affected area.
- ✓ SOD to identify potential partnerships with existing community organisations and services and ascertain their capacity to support the recovery process in the medium and long term.
- ✓ LRCG to identify recovery programs that will 'phase down', 'phase out' or be 'handed over' to the community to continue.

## 4. Operational Recovery Management

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### 4.1 Management Structure

A full visual of the Management Structures and Sub-Committee functions can be viewed at **Appendix 2**.

### 4.2 Local Recovery Coordination Group (LRCG)

The LRCG will coordinate and support local management of the recovery processes within the community subsequent to a major emergency in accordance with State Emergency Management Policy and Local Recovery Support Plan. Membership of LRCG will expand or contract depending on recovery and community needs and requirements.

#### 4.2.2 Membership

Chairperson	SOD Shire President or CEO
Local Recovery Coordinator	LG Representative, as appointed by the CEO.
Executive Officer	SOD CEO or nominated Senior Officer
Local Government	SOD Local Emergency Management Committee – key stakeholders
State Government	Relevant government agencies and other statutory authorities will nominate their representatives to be members dependent on incident type.  Recommended: <ul style="list-style-type: none"><li>○ HMA/Controlling Agency (initially)</li><li>○ Dept of Fire and Emergency Services (initially)</li><li>○ WA Police (initially)</li><li>○ Department of Biodiversity Conservation &amp; Attractions</li><li>○ Department of Communities</li><li>○ Lifelines</li><li>○ Main Roads WA</li><li>○ St John Ambulance Service (initially)</li><li>○ Department of Health</li><li>○ Department of Agriculture and Food</li><li>○ Insurance Council of Australia</li></ul>
Non-Government Organisations	Australian Red Cross, local service clubs, aged care provider, schools etc and others as required

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

Key Identified Community Members

To be identified depending on event and location

## 4.2.3 Functions

Appointment of key positions within the LRCG

Establishes sub-committees as required

Assess requirements for recovery activities relating to physical/psychological/social wellbeing of the community, along with economic, infrastructure and natural environment with assistance of partnering agencies

Developing an Operational Recovery Plan to coordinate a recovery process that considers:

- The SOD long-term planning and goals
- assessment of recovery needs determining recovery functions still required
- develops a timetable identifying responsibilities for completing major functions
- considers needs of youth, aged, disabled, culturally linguistically diverse (CaLD)
- allows full community participation and access
- allows monitoring and reporting of the recovery process

Facilitates provision of services, public information exchange and resource acquisition

Negotiates effective use of available resources and support of State and Commonwealth

Monitors progress of recovery, receives periodic reports from recovery agencies

Ensures a coordinated multi-agency approach to community recovery

Makes appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery readiness and planning

## 4.3 Community Involvement – Cultural and Diversity Inclusiveness

At the Shire of Dardanup (SOD), diversity is an integral part of our history, culture and identity. Inclusion is the way we treat and perceive all differences.

In our recovery activities, SOD will endeavour to create an inclusive culture by striving to involve all cultures and diversity within our impacted communities into recovery priorities, strategies and decision making.

Key stakeholders and representatives will be sought from the community while acknowledging the significance of cultural and diversity makeup. These representatives will be considered for inclusion for relevant Local Recovery Coordination Group (LRCG) sub-committees, depending on the nature and impact of the emergency.

When threatened or impacted by an emergency, all within that community are encouraged to be actively involved in their own and collaborative recovery. It is the role of formal recovery agencies to provide structured support, communications and coordination to assist the community's efforts.

## 4.4 Local Recovery Coordination Group Sub Committees

Depending on the size of the emergency event, sub-committees may be established to assist LRCG by addressing specific components of the recovery process. Each sub-committee will report their activities through their nominated Chair to the LRCG. A complete list of functions of various Sub-Committees can be viewed in **Appendix 2**.

## 4.5 State Government Involvement

The State Government may provide support and assistance to the SOD in recovery. The State Recovery Coordination Structure are shown below.

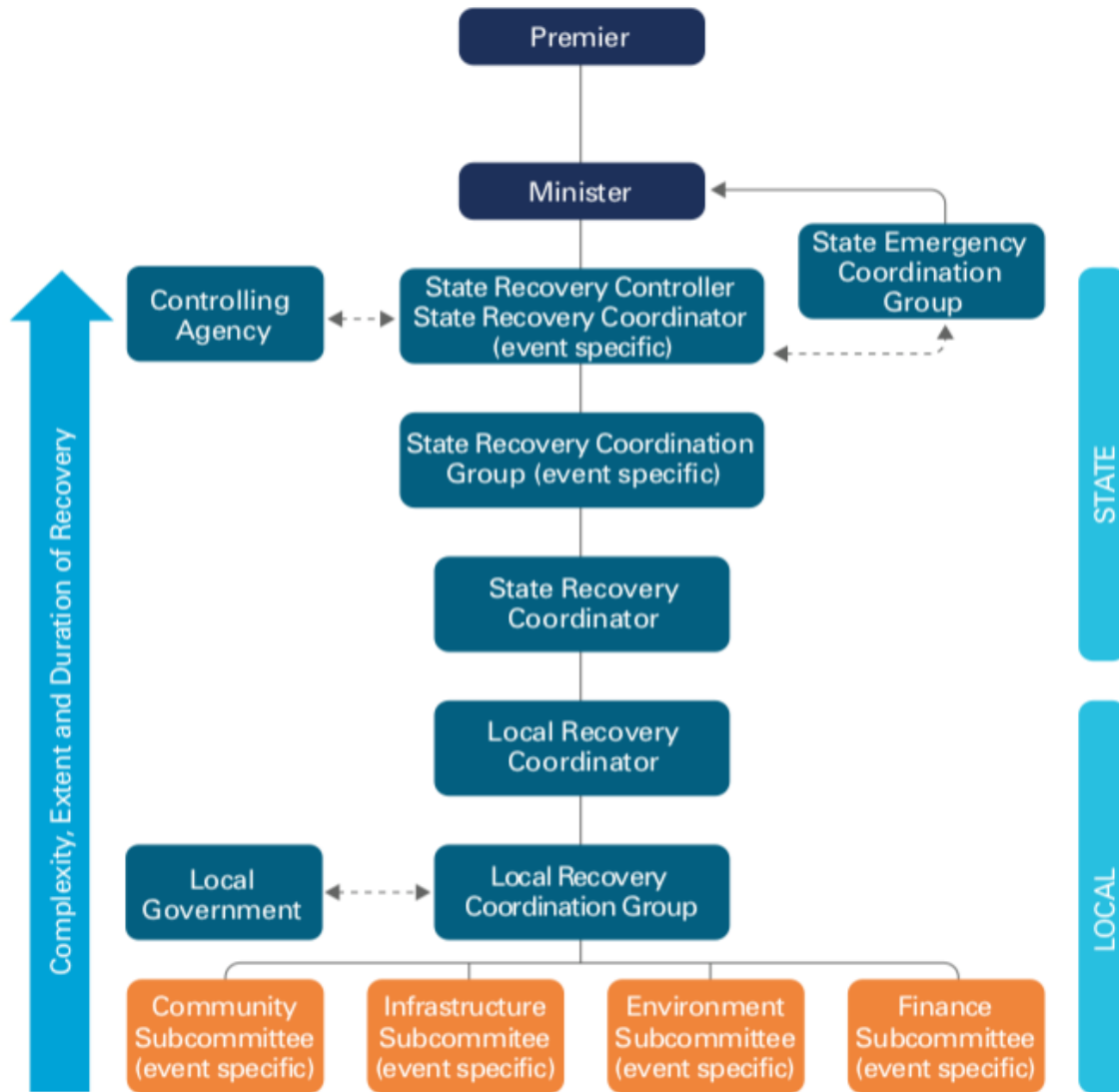


Figure 1: State Government Coordination Structure



## 4.5.1 State Recovery Coordinator/State Recovery Controller

The **State Recovery Coordinator** supports a whole of government approach and coordinates the maintenance of the State recovery arrangements and plans through the SEMC recovery subcommittee. The State Recovery Coordinator supports the operation of State level recovery coordination through the State Recovery Coordination Group (SRCG).

The **State Recovery Controller** is appointed by the Premier. The State Recovery Controller will usually occur when an emergency affects several communities, is ongoing, requires State level assistance to resolve issues and needs a regional coordination approach.

## 4.5.2 State Recovery Coordination Group

SRCG is responsible for State-level recovery coordination in complex or prolonged recovery operations. State-level operational recovery plan is developed by the SRCG, an evaluation of its effectiveness must be conducted after the State-level recovery coordination arrangements.

## ACTION

- ✓ SOD will establish an LRCG management structure relevant to event size and complexity.
- ✓ LRCG will establish membership from SOD staff, supporting agencies and community members
- ✓ LRCG will operate within recognised functions and relevant sub-committee structure
- ✓ LRCG will actively encourage and invite community participation within the LRCG
- ✓ LRCG will actively engage with State Government to maximise recovery resources and synergies between Local and State recovery activities

## 5. Financial Management

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### 5.1 SOD Financial Management

#### 5.1.1 Insurance

The primary responsibility for safeguarding and restoring public and private assets affected by an emergency rests with the owner. The Shire's assets are registered for insurance and financial reporting in line with the Department of Local Government, Sport and Cultural Industries Integrated Planning and Reporting Asset Management Guidelines.

Shire assets are insured through policies with the Local Government Insurance Scheme (LGIS).

#### 5.1.2 Financial records

Records/invoices of costs associated with an emergency are assigned to specific emergency cost centres to which all costs associated with recovery are allocated.

#### 5.1.3 Internal Finance

Local Government Act 1995 states the following;

- 56.8(1)(b), 56.11(2), and 56.20(2) allow for the management and expenditure of emergency funds subject to conditions being followed.

#### Responsibilities expending SOD funds

Where possible, expenditure of funds should be discussed with the CEO or nominated senior officer. If a senior officer is nominated, personnel within the Recovery Operational Sequence Guide (*see Appendix 4*) must be notified as soon as possible. The nominated senior officer must have appropriate authority enabling funds expenditure to the required level.

#### ACTION

- ✓ All invoicing and costs associated with the emergency event to be allocated against emergency cost centre.
- ✓ CEO and/or nominated senior officer have authority to expend funds on emergency event

## 5.2 Financial Assistance

### The State Emergency Management Policy (SEMP)

SEMP Policy Section 5.12 outlines the Hazard Management Agency/Control Agency's responsibility for meeting costs associated with an emergency.

### Financial Management in Recovery

Primary responsibility for safeguarding and restoring public and private assets affected by an emergency rests with the owner. The government recognises that communities and individuals do not always have resources to provide for their own recovery and financial assistance is available in some circumstances.

Information on these relief arrangements can be found in the State Emergency Management Plan for State Level Recovery Coordination ([SEMC EM Plan Section 6.10](#)).

### 5.2.1 Disaster Recovery Funding Arrangements - Western Australia

Disaster Recovery Funding Arrangements - Western Australia (DRFAWA) is an arrangement between the State and Commonwealth. It provides certain measures to support relief and recovery efforts following an eligible disaster. To be considered an eligible disaster it must be a natural disaster or terrorist act for which;

- A coordinated multi-agency response was required
- State expenditure exceeds the small disaster criterion (\$240,000 not including insurance related expenditure)
- It must be a terrorist event or one of 10 specific natural disasters

Upon the realisation of a large scale costly emergency, SOD shall immediately contact the WA State administrator of DRFAWA.

DRFAWA Officers can be contacted via:

Email: [drfawa@dfes.wa.gov.au](mailto:drfawa@dfes.wa.gov.au)

Phone: 9395 9341 or 9395 9973 or 9395 9374

Website: <https://www.dfes.wa.gov.au/recovery/Pages/DRFA-WA.aspx>

## 5.2.2 Centrelink

When a major disaster has had a significant impact on individuals and families, the Australian Government may provide the Disaster Recovery Payment, a one-off, non-means tested recovery payment to eligible adults (\$1,000) and eligible children (\$400) impacted.

For more information, visit <https://www.humanservices.gov.au/individuals/help-emergency>

### ACTION

- ✓ On advice an emergency is eligible event and significant resources have been expended LRC will direct SOD to contact with DRFAWA Officers for advice and guidance.
- ✓ In an eligible major disaster LRC will assist impacted individuals connect with Centrelink for assistance payments.
- ✓ For significant emergency events, immediately begin to track costs in case of option of DRFAWA claims become realised.

## 6. Appeals, Donations and Volunteers

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### 6.1 Appeals and Donations

#### 6.1.1 Lord Mayor's Distress Relief Fund (LMDRF)

SOD will advise and direct monetary donations through the LMDRF, which operates under specific guidelines and policy. LMDRF will provide aid for victims of events of a disastrous nature for Western Australians. The Fund will primarily focus on the relief of distress and hardship of individuals.

LMDRF should work closely with the LRCG, ensuring local issues are considered before deciding on a disbursement plan. LRCG authenticates applications and provides recommendations to LMDRF for financial assistance to be disbursed. For more information, see: <http://www.appealswa.org.au>.

#### 6.1.2 Donations of goods

***At all opportunities, donations of physical goods should be discouraged*** due to significant difficulties to manage. Cash donations are more practicable to manage and provide the opportunity to utilise local services, which in turn assists with the recovery of local business.

#### 6.1.3 Donations of Cash

The LRCG will encourage the use of the LMDRF for cash donations. If deemed necessary a separate account will be instituted specifically for cash donations. ([State EM Procedures](#) Pg 176, Management of Public Fundraising and Donations)

#### 6.1.4 Non-Government Organisations (NGO) Assistance

NGO's may offer assistance in the way of emergency relief funds, shelter or supplies. Where possible all offers of request should be coordinated through the LRCG, avoiding duplication of effort and confusion.

#### 6.1.5 Donations of Service and Labour

Donations of services/labour to assist with recovery should be coordinated by SOD or LRCG.

#### ACTION

- ✓ On advice of eligibility following a disaster LRC will direct SOD Officers to contact LMDRF for advice and guidance.
- ✓ Spokesperson for SOD will advise that donations of goods will not be accepted by SOD
- ✓ All financial donations will be direct through the LMDRF
- ✓ Offers of assistance will be directed to LRCG

## 6.2 Spontaneous Volunteers

Spontaneous volunteers may emerge offering support and assistance to the affected community. In the first instance, the SOD and its LRCG will determine the process of dealing with spontaneous volunteers and if support agencies are required to manage these volunteers.

The likely sources of volunteers are:

- Clubs
- Community groups
- Non-government organisations
- Members of the public

### ACTION

- ✓ LRCG will refer to local service clubs and support organisations regarding the management of volunteers.

## 7. Facilities and Resources

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### 7.1 Hazard Management Agency response resources

The Hazard Management Agency (HMA) is responsible for the determination of resources required to combat the hazards for which they have responsibility.

### 7.2 Contacts and Resources

The SOD has conducted a broad analysis of resources available within the Shire and collated these in the SOD Emergency Contacts & Resources Directory *see Annexure 10*.

The SOD Emergency Contacts and Resource Directory contains:

- Contact Names
- Contact Details (Business/After Hours)
- Resources and Service Providers

### 7.3 Australian Red Cross

Australian Red Cross are experts in dealing with people in crisis and have 100 years' experience. A wide range of helpful resources can be found on the [Australian Red Cross](#) website to help communities prepare for, respond to and recovery from disasters.

See section 3.3.2 of this Plan for ways Australian Red Cross can assist with Outreach activities in Recovery.

### 7.4 Recovery Facilities and Staff

#### 7.4.1 Recovery Centre and One Stop Shop

The purpose of a **Recovery Centre** (RC) and/or **One-Stop-Shop** (OSS) is to bring together all agencies involved in the recovery process to ensure effective communication and coordination of resources, information and tasks.

The decision of where to establish the RC (which could be ongoing for a significant length of time) and the OSS (usually immediate and short-term length of time) will be made by the LRC and will depend upon the location extent and severity of the emergency. Alternative centres will be explored as required on the availability of premises following an event.

# (APPENDIX LEMC: 8.1C)

The following locations have been identified as suitable RC's;

Location	Address
Dardanup Administration Office	2 Little Street Dardanup

Depending on the severity of the incident, a **One-Stop-Shop (OSS)** may be established to provide a central location for the public to receive assistance from all the relevant agencies in the short term. The OSS is to be located as close as possible to the affected community area. Often the nominated evacuation centre may make a natural transition into the OSS. Where this option is not viable other facilities should be considered in consultation with the Department of Communities and other relevant stakeholders

Guidelines for establishing Recovery Centre and/or One-Stop-Shop can be viewed at **Appendix 7**.

## ACTIONS

- ✓ LRC/LRCG to determine location for RC and establish as soon as possible.
- ✓ OSS to be established immediately following event and located appropriately.

### 7.3.2 Shire of Dardanup Staff

#### Staff considerations

Consideration needs to be given to the demands of recovery operations on staff as well as the continuity of regular business processes. As a consequence, additional staff may be required to ensure that the Shire continues to fulfil critical service obligations to the community. The extent of the recovery operations should not be underestimated, as recovery can be a complex and lengthy process. Depending on the nature of the event, some recovery services may be required for months or even years to follow.

#### Staffing levels

In the event of a large-scale emergency, staffing needs should be assessed by management as soon as possible to ensure adequate resourcing is available. If appropriate, a request for assistance may be forwarded for consideration to the LRCG **see Appendix 12**.

#### Stress and fatigue

Senior staff have a responsibility to consider and monitor the impact of fatigue, stress and pressure on staff throughout the recovery process. Additionally, there may be situations where some staff members live in the affected community and have been personally impacted by the disaster. Dependent on the nature and impact of the disaster, additional support for staff should be considered by the council and Human Resources Officer.

Current Employee Assistance Programs (EAP) engaged by SOD be utilised as necessary.



# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

## Staff communication

It is *imperative* that all staff be regularly briefed and kept up-to-date with all activities and progress of recovery. SOD staff communicates with a broad range of community members on a daily basis so can confidently understand and relate the extensive activities and actions the Shire and its LRCG is currently engaged in. Situation Reports should be posted prominently within the workplace.

A formal debriefing arrangement will be instigated by SOD for all staff as they transition from recovery back to their normal duties.

## ACTION

- ✓ SOD staff to be regularly briefed on current situation and activities within recovery.
- ✓ Stress and fatigue of SOD staff to be monitored and assistance where appropriate.
- ✓ As soon as possible determine staffing level increase to meet demands (refer 1.7.3.).

## 8. Roles and Responsibilities

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The Shire LEMC is a planning committee with the role of developing local emergency management plans (arrangements) for its district.

During the response phase some members may appear in the ISG while forming part of the Local Recovery Coordination Group (LRCG) to assist the Shire manage its recovery activities.

### 8.1 Local Recovery Coordinator

The SOD Local Recovery Coordinator (LRC) has been appointed in accordance with Section 41(4) of the *Emergency Management Act 2005*.

A deputy has also been appointed and trained to undertake the role in case the primary appointee is unavailable when an emergency occurs *see Appendix 3*.

### 8.2 SOD Recovery Roles & Responsibilities

A comprehensive list of all roles and responsibilities of the Local Recovery Coordinator and identified SOD staff for disaster recovery duties can be viewed at *Appendix 3*.

### 8.3 External Agencies Recovery Roles and Responsibilities

The WA State Government along with Non-Government Organisations will provide a range of services and resources to the recovery effort and should be utilised wherever possible.

A complete list of agencies and their roles and responsibilities can be viewed in the [State Emergency Management Plan](#) at [Appendix E](#):

#### ACTION

- ✓ All SOD staff could be engaged in various stages of disaster recovery.
- ✓ Specific SOD staff identified in this plan should be familiar with the roles and responsibilities involved with disaster recovery
- ✓ External agencies should be engaged and utilised wherever possible.

## 9. Communications

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Recovery communications is the practice of sending, gathering, managing and evaluating and disseminating information. During the response phase, the HMA/CA has the task of managing communications in an emergency. The CA officially hands communication responsibility to the local government leading the recovery, complete with the Impact Statement, as the transfer of event management to the recovery is conducted. Coordinating the affected community in recovery, including communications, rests with the local government.

Communities threatened by or experiencing an impact from an emergency have an urgent and vital need for information and direction. They need to know what is likely to happen (or has happened), what to do and what to expect. They also need to know what the authorities are doing.

### 9.1 Recovery Communication Plan

A Recovery Communications Plan template has been developed as guidance to recovery communications, detailing a vision, mission and direction for communication to the affected community and provided to the Local Recovery Coordination Group (LRCG).

The Recovery Communications Plan can be found at **Annexure 2**.

### 9.2 Spokesperson(s)

The spokespersons for the SOD in recovery will be the Shire President and/or the CEO. The CEO may delegate authority for specific person/s to act as a spokesperson.

#### ACTION

- ✓ The Recovery Communications Plan will be used to provide the template of guidance in public information and communications.
- ✓ For further guidance refer *Communication in Recovery Guidelines*

## 10. Stand Down

---

There is no definite end period to recovery; however, deliberation is required to decide when the SOD will consider normal service delivery. This decision will be made depending on the severity and nature of the emergency and the impact on the SOD and the community.

### 10.1 Debriefing

A formal debriefing arrangement will be instigated by the **Manager Human Resources** for all staff through the Employee Assistance Program (EAP) as required as SOD transits from recovery back to their normal duties.

### 10.2 Evaluation

The one-year anniversary period for the emergency marks the time when the local government is required under state emergency management guidelines to provide an evaluation report of their activities in recovery. ([State EM Policy](#) 6.10 - Review of Recovery Activities)

The Local Recovery Coordinator will provide the State Recovery Coordinator with a formal report of reflection about the recovery process on behalf of the SOD and its LRCG.

See **Appendix 11** *Post Incident Analysis* and **Appendix 10** *LRCG Standard Reporting Template*

#### ACTION

- ✓ A formal Post Incidence Analysis will be held for LRCG for evaluation and lessons learnt application. (see Appendix 11)
- ✓ A formal debrief will be held for SOD staff for evaluation and lessons learnt application
- ✓ Assistance will be made available through EAP for any staff working in the recovery process
- ✓ Formal report compiled by LRC for council and State Recovery Coordinator

## **11. Review**

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### **11.1 Support Plan Review**

The Local Recovery Support Plan will be reviewed and amended as follows:

- A review conducted after an event or incident in which the Local Recovery Support Plan was implemented;
- After an exercise that tests the Local Recovery Support Plan;
- An entire review is undertaken every five years, as risks might vary due to climatic, environmental, and population changes; and
- Any other circumstances that may require more frequent reviews.

The Executive Officer of the LEMC shall be responsible for carrying out and distributing any reviews.

# 12. Appendices

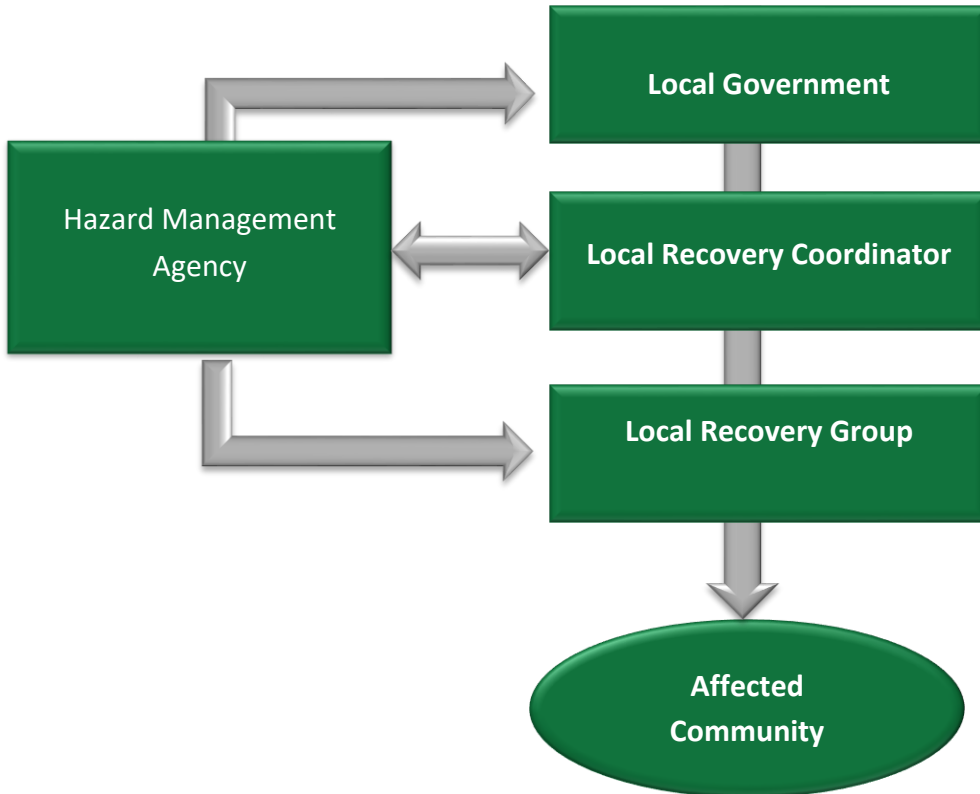
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## Appendix 1: Acronyms

<b>The Act</b>	<i>Emergency Management Act 2005</i>
<b>ARC</b>	Australian Red Cross
<b>CA</b>	Controlling Agency
<b>CEO</b>	Chief Executive Officer
<b>SOD</b>	The Shire of Dardanup
<b>DC</b>	Department for Communities
<b>DFES</b>	Department of Fire and Emergency Services
<b>DRFA-WA</b>	Disaster Recovery Funding Arrangements - Western Australia
<b>DEMC</b>	District Emergency Management Committee
<b>ERM</b>	Emergency Risk Management
<b>HMA</b>	Hazard Management Agency
<b>IC</b>	Incident Controller
<b>ISG</b>	Incident Support Group
<b>LEC</b>	Local Emergency Coordinator
<b>LEMC</b>	Local Emergency Management Committee
<b>LGA</b>	Local Government Authority
<b>LEMA</b>	Local Emergency Management Plan
<b>LRC</b>	Local Recovery Coordinator
<b>LRCG</b>	Local Recovery Coordination Group
<b>LRSP</b>	Local Recovery Support Plan (this document)
<b>OIC</b>	Officer In Charge
<b>SEMC</b>	State Emergency Management Committee
<b>SEMP</b>	State Emergency Management Policy
<b>SES</b>	State Emergency Services

# Appendix 2: Local Recovery Coordination Group Management Structure and Functions

## 2.1 Initial Recovery Management Structure during Response Phase



## 2.2 Partial Recovery Management Structure - Initial

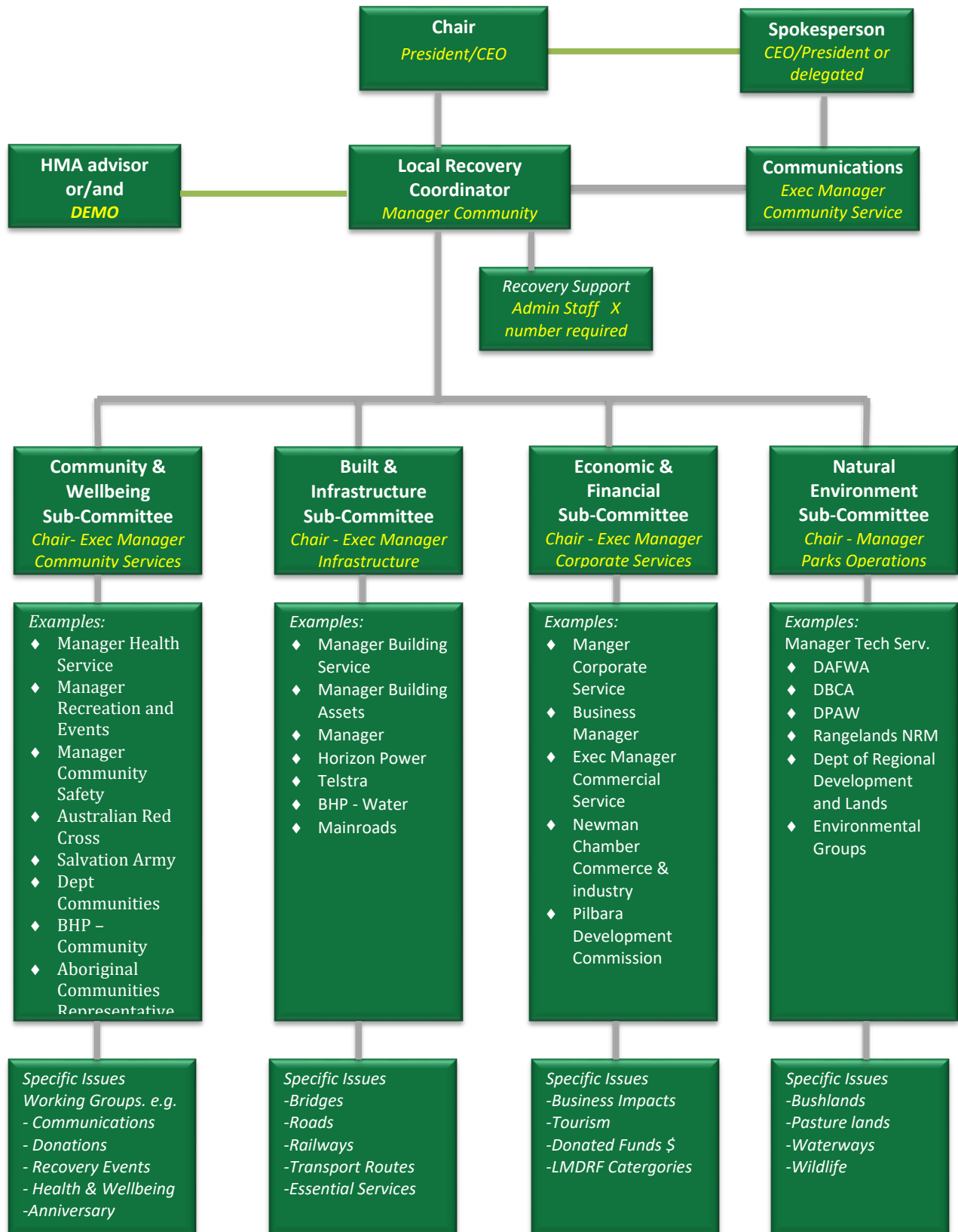
*(Dependent on community impact and complexity of event)*





# (APPENDIX LEMC: 8.1C)

## 2.3 Full Management Structure (Comprehensive/Complex Event)



## 2.4 Local Recovery Group Sub-Committee Functions

### Social Community Wellbeing Sub-Committee

#### Functions:

Provide advice and guidance assisting in restoration and strengthening of community well-being post event

Facilitate understanding of needs of impacted community in relation to community wellbeing

Ensure the affected community is informed and involved in recovery processes so actions and programs match their needs

Assess and recommend medium and long-term priority areas to SOD for consideration to assist in restoration and strengthening of community wellbeing

Assesses the requirement for personal support services in the short, medium and long term

Facilitates resources (financial and human) as required to complement/assist existing local services

Monitors progress of local personal service providers and receives regular progress reports from agencies involved

### Built Infrastructure Sub-Committee

#### Functions:

Assesses requirements for restoration of service and facilities with assistance of responsible agencies

Assesses restoration process and reconstruction policies, programmes, and facilitate reconstruction plans where required

Reports progress of restoration and reconstruction process to LRCG

Assess and recommend priority infrastructure projects assisting with recovery process in immediate, short, medium and long-term

### Finance Economics Sub-Committee

#### Functions:

Provide advice and guidance to assist in restoration and strengthening of the City's economy post the event

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

Make recommendations to LMDRF on the orderly and equitable disbursement of donations and offers of assistance to individuals suffering personal loss and hardship as a result of the event

Development of eligibility criteria and procedures by which payments from the LMDRF will be made to affected individuals which:

1. Ensure the principles of equity, fairness, simplicity and transparency apply
2. Ensure procedures developed are straightforward and not onerous to individuals seeking assistance
3. Recognise the extent of loss suffered by individuals
4. Complement other forms of relief and assistance provided by government and the private sector
5. Recognise immediate, short, medium and longer term needs of affected individuals
6. Ensure the privacy of individuals is protected at all times

Facilitate disbursement of financial donations from corporate sector to affected individuals, where practical

## Natural Environment Sub-Committee

### Functions:

Provide advice and guidance to assist in restoration of natural environment post event

Facilitate understanding of needs of impacted community in relation to environmental restoration

Assess and recommend priority areas, projects and community education to assist with recovery process in immediate and short-term regarding restoration of environment including weed management and impacts on wildlife

Assess and recommend medium and long-term priority areas to SOD for consideration to assist in the restoration of the natural environment in the medium to long term

## Appendix 3: Recovery Roles and Responsibilities – Shire of Dardanup

### 3.1 Local Recovery Coordinator

- ✓ Forms part of Incident Support Group (ISG) in provision of a coordinated response during an emergency
- ✓ Facilitate and coordinate all recovery actions as directed by LRCG
- ✓ To advise and inform the community in regards to all aspects of recovery as per communication strategy
- ✓ Assess community recovery requirements for each emergency in liaison with HMA to:
  - ✓ 1. Provide advice to the CEO on requirement to activate LRP and convene the LRCG.
  - ✓ 2. Provide advice to the LRCG
- ✓ Undertake the functions of the Executive Officer to the LRCG
- ✓ Facilitate the acquisition and the appropriate application of materials staff and financial resources
- ✓ Manage resources required for an emergency disaster with assistance from Recovery Coordination Centre Coordinator
- ✓ Coordinate local recovery activities, in accordance with plans, strategies and policies determined by the LRCG
- ✓ Monitor the progress of recovery and provide periodic reports to the LRCG
- ✓ Liaise with the State Recovery Coordinator on issues where state level support is required or where there are problems with local services
- ✓ Ensure that regular reports are made to the State Recovery Coordinating Committee on progress of recovery
- ✓ Arrange for conduct of a debriefing of all participating agencies and organisations as soon as possible after stand-down
- ✓ Ensure that all emergency events and related meetings are minuted and all Emergency Coordination Centre records are kept for 7 years for the coronial inquest and legal defence purposes

### 3.2 Chair Local Recovery Coordination Group

- ✓ Provide information to the LEMC Chair of issues that need to be addressed from LG perspective

### 3.3 Chair Local Emergency Management Committee

- ✓ Identify any issues that arise from the LRCG and communicate to the relevant LEMC member for consideration and action

### 3.4 Recovery Support Officer

- ✓ Provide administrative support as required to members of the LRCG and LRC.

### 3.5 Recovery Liaison Officer

- ✓ To liaise with the HMA and the Communication Coordinator
- ✓ To ensure a consistent message is released to the community and internal staff

### 3.6 Recovery Coordination Centre (RCC) Coordinator

- ✓ Management Arrangements, including the Recovery Plan
- ✓ Appoint a deputy
- ✓ Prepare, maintain and exercise RCC
- ✓ Monitoring and reviewing information relating to centres (e.g. location, facilities,)
- ✓ Building and activating a team to open and manage centre
- ✓ Dissemination of information on location, functions, hours of operation to public in conjunction with the Communication Coordinator
- ✓ Access to and authority to commit City resources to the centre
- ✓ Coordinate the presence of relevant external agencies
- ✓ Ensure that all emergency events and related meetings are minuted and all RCC records are kept for 7 years for the coronial inquest and legal defence purposes
- ✓ During non-disaster periods, work in partnership with HMA's and State Emergency Management Committee Secretariat to increase recovery awareness and promote recovery planning with key stakeholders

### 3.7 Recovery Communications Coordinator

- ✓ Liaise with other relevant Hazard Management Agencies
- ✓ Ensure communication strategy in place to share information internally and externally
- ✓ Writing and distribution media statements in line with LG policy

- ✓ Writes, produces, and distributes promotional material
- ✓ Advises Executive Management Team (EMT) on media issues
- ✓ Assist with preparation of protocols for dealing with the Media

### 3.8 Municipal Safety Officer

- ✓ Provide advice on OS&H Risk Management during emergencies to all sections of the SODLEMC.
- ✓ Liaise with relevant external services or agencies in relation to OHS&H practices

### 3.9 Information Technology Support Officer

- ✓ Ensure continuation of normal services as demand potentially increases from emergency
- ✓ Ensure IT equipment and resources available for Service Units requesting support and equipment

### 3.10 Community Services Coordinator

- ✓ Liaise with Dept for Communities Local Welfare Coordinator
- ✓ Assess requirement for support services in short, medium, long term
- ✓ Facilitate resources (financial and human) as required to complement/assist existing local services
- ✓ Monitor local service providers and receive regular progress reports from agencies involved
- ✓ Ensure maximum community involvement
- ✓ Ensure that immediate and long-term individual and community needs are met
- ✓ Make recommendations to the LRCG

### 3.11 Children and Family Services Coordinator

- ✓ Ensure continuation of normal services as the demand potentially increases as a result of an emergency
- ✓ Provide advice/progress to the LRCG on issues affecting Children/Family services

### 3.12 Engineer Operations and Logistics

- ✓ Ensure continuation of normal services as the demand potentially increases as a result of an emergency

- ✓ Assess requirements for the restoration of services and facilities with the assistance of responsible agencies
- ✓ Assess the restoration process and the reconstruction policies and programs and facilitate reconstruction plans where required
- ✓ Report the progress of the restoration and reconstruction process to the LRCG

### 3.13 Field Coordinator Supervisors

- ✓ Assist as requested by Engineering Operations Logistics with operational response.

### 3.14 Financial Recovery Coordinator

- ✓ Acquisition, distribution and accounting of funds
- ✓ Liaise with the LRCG to identify financial implications of emergency event
- ✓ Committee established to manage donations, appeals etc
- ✓ Keep records of all costs as a result of the emergency
- ✓ Liaise with DOC to gain access of potential emergency funding
- ✓ After declaration made that activates the DRFAWA fund, liaise with State officers
- ✓ Representative to ensure appropriate recuperation of funds spent

### 3.15 Municipal Emergency Resource Officers

- ✓ Assist Local Recovery Coordinator (LRC) as required.

### 3.16 Economic Recovery Coordinator

- ✓ Liaise with the FRC (Financial Recovery Coordinator to ensure funding is available for critical economical infrastructure impacting on business operations)
- ✓ Assist businesses in recovery following an incident
- ✓ Liaise with the business community to ensure that immediate/urgent needs are addressed
- ✓ Assist with DRFAWA funding arrangements if required
- ✓ Liaise with insurance companies and provide assistance where required to fast track claims from businesses (for example provide temporary local office space for insurance assessors)

## 3.17 Waste Services Officer

- ✓ Ensure the continuation of waste services as the demand potentially increases as a result of an emergency

## 3.18 Health Risk Advisor

- ✓ Ensure the continuation of normal services as the demand potentially increases as a result of an emergency
- ✓ Provide advice/information to the LRCG on issues impacting on environmental health as a result of the emergency
- ✓ Post emergency evaluation/assessment of properties affected by the emergency

## 3.19 Supervisor Building Maintenance

- ✓ Post-emergency evaluation of building structures following an emergency
- ✓ Assistance with emergency permits
- ✓ Liaise with Planning Implementation, Engineers and Building Practitioners

## 3.20 Building Structural Officer

- ✓ Post-emergency evaluation/assessment of building structures following an emergency
- ✓ Provide assistance to residents impacted by a disaster with advice and processing of building plans

## 3.21 Business Risk Management Officer

- ✓ Development of a business continuity plan to ensure LG Business continues during and after the emergency/recovery process

## 3.22 Supervisor Parks Maintenance

- ✓ Assist as requested by EOL with an operational response.



## Appendix 4: Recovery Operational Sequence Guide

Situation	Organisation / Action
<p><b>ALERT</b> (Transition)</p> <p>Advice of an emergency with potential to require local coordination of recovery activities</p>	<b>HMA/CONTROLLING AGENCY</b>
	Ensure Local Emergency Coordinator (LEC) and affected local government(s) are advised of extent of potential recovery support requirements.
	Include Local Recovery Coordinators/local governments in briefings/Incident Management Group (IMG).
	<b>LOCAL GOVERNMENT</b>
	Establish liaison with Local Recovery Coordinator (LRC)/ Local Recovery Coordination Group (LRCG) chairperson and appropriate core members considering requirement for local level coordination of recovery support.
<p><b>ACTIVATION</b></p> <p>Requirement for Local level coordination of recovery identified/requested</p>	<b>LOCAL GOVERNMENT</b>
	When requested by or on the advice of the HMA or IMG, convene LRCG and where required, establish a management structure.
	<b>LRC</b>
	Arrange for conduct of on-site assessment, if appropriate.
<p><b>STAND DOWN</b></p> <p>On completion of Local coordinated recovery activities.</p>	Maintain links with affected organisations for the identification and coordination of the provision of recovery support.
	<b>LOCAL GOVERNMENT/LRC</b>
	Ensure handover of responsibility for ongoing recovery activities to a managing agency.
	Advise LEC and LRCG members of stand-down
Conduct debrief/post operations review and prepare report to the LEMC, with copies to the DEMC, the HMA and the Chair SEMC Recovery Services Group.	
Manage the implementation of post operations report recommendations and revision of Local Recovery Support Plan as required.	

## Appendix 5: Recovery Actions Checklist

### Recovery actions for Local Recovery Coordination Group and Local Recovery Coordinator

<b>Transition From Response</b>	✓ IC shall include the LRC in critical response briefings	
	✓ LRC shall ensure the IC is aware of recovery requirements and tasks prior to the termination of the state of emergency	
	✓ LRCG shall ensure that agencies with response and recovery obligations are aware of their continuing role	
	✓ LRCG to confirm whether the event has been proclaimed an eligible natural disaster under the WA Natural Disaster Relief and Recovery Arrangements and if so what assistance measures are available	
	✓ LRC shall initiate key recovery arrangements and ensure formalisation of handover takes place	
	✓ Ensure Impact Statement is completed by HMA and available for handover	
<b>Management Structure</b>	✓ Ensure of the appointment of a Deputy LRC has occurred	
	✓ If required advise Local Recovery Centre Coordinator to activate the Local Recovery Coordination Centre	
	✓ Facilitate representative sub-committee to coordinate and action recovery tasks and disseminate decision as required	
	✓ Ensure and facilitate the completion of the Needs and Impact assessment	
	✓ Assume public information responsibilities from response agency and provide information to the Shire Emergency Communications Coordinator to disseminate to the community	
	✓ Facilitate/advise on State/Federal Disaster Relief Funding, (DRFAWA, Centrelink) and facilitate/advise on private aid and funding	
	✓ Prepare oral and written financial and non-financial reports and briefs within Operational Recovery Plan	
✓ Provide adequate administration support to all recovery functions		

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

	✓ Provide a succinct reporting system to SOD, State RC, LRCG, community	
	✓ Work with and include and recruit representatives of the affected community into recovery planning	
	✓ Establish strategies for uniting the community behind agreed objectives (events, meetings)	
	✓ Establish One-Stop-Shop and Recovery Centres providing advice, information and assistance to community during the recovery period	
	✓ Enact Disaster Event Recovery Communications Plan for sharing information and enabling listening	
<b>Impact and Needs Assessment</b>	✓ Use intelligence/planning information from the response operation, ensuring LRC is liaising with HMA through response	
	✓ Confirm the total area of impact for determination of survey focus	
	✓ Set out the immediate information needs: infrastructure problems and status, damage impact and patterns, and welfare issues	
	✓ Link with parallel data-gathering work	
	✓ Identify and close information gaps (establish the “big picture”).	
	✓ Assess the financial and insurance requirements of affected parties	
	✓ Gather evidence to support requests for government assistance	
	✓ Ensure all relevant information is strictly confidential to avoid use for commercial gain	
<b>Inspections and Needs Assessments – Technical</b>	✓ Establish and define the purpose of inspection/assessment and expected outcomes	
	✓ Consistently apply agreed criteria (requiring a common understanding by the people undertaking the survey process)	
	✓ Collect, interpret and analyse data	
	✓ Establish a method/process to determine the type of information needed for this recovery operation:	
	✓ How and who will gather the information (single comprehensive survey)	
	✓ How information will be shared	

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

	✓	How information will be processed and analysed	
	✓	How the data will be verified (accuracy, currency and relevance)	
	✓	Manage the process to minimise calling back	
	✓	Coordinate select and brief staff	
	✓	Maintain confidentiality and privacy of assessment data	
<b>Data Management</b>	✓	Allocate responsibility for data management task ensuring proper process of relevant data transfer	
	✓	Use templates/spreadsheets for impact assessment and for tracking assistance provided	
<b>State Government Involvement</b>	✓	Establish robust relationships with key regional government agency representatives, and appoint them to appropriate LRCG Sub-Committees and RCC, as appropriate	
	✓	Instigate Liaison with DRFAWA Officers for the recovery claim process	
	✓	Attend ASAP to requests for information from government agencies	
<b>Public Information</b>	✓	Ensure spokesperson available (CEO, President, delegated) to speak with the media	
	✓	Manage public information in accordance with Recovery Communications Plan	
	✓	Identify priority information needs	
	✓	Monitor social media, and media and counter misinformation	
<b>Rehabilitation and Assistance</b>	✓	Establish a mechanism for receiving expert technical advice from lifeline groups	
	✓	Monitor and assist rehabilitation of critical infrastructure	
	✓	Prioritise recovery assistance in line with community needs	
	✓	Prioritise public health to restore health services and infrastructure	
	✓	Assist and liaise with businesses to re-establish and reopen	
	✓	Restore community and cultural infrastructure (including education facilities)	
	✓	Restore basic community amenities for meetings and entertainment	

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

	✓ Facilitate emergency financial assistance through the Department for Communities	
	✓ Be aware of need to adjust capital works and maintenance programs	
<b>Implementation of Risk Management measures</b>	✓ While doing the hazard analysis:	
	✓ Identify essential services and facilities in high-risk areas	
	✓ Consider the restoration betterment options for essential services	
	✓ Identify betterment options based on research and consultation	
	✓ Undertake urgent hazard reassessment based on new (event) information and relate to SOD Emergency Risk Management Plan	
<b>Financial Management</b>	✓ Review financial strategies including use of Budget line item for tracking all recovery expenses	
	✓ Communicate with financial agencies, including insurance companies	
	✓ Keep financial processes transparent, appeal monies etc,	
	✓ Liaise with LMDRF of process and protocols for appeals system management	
	✓ Ensure recording of all expenditure during recovery, (expenditure, receipts, timesheets contractors) for DRFAWA claims	
<b>Reporting</b>	✓ Provide a succinct reporting system to SOD, State RC, LRCG, community	
	✓ Provide adequate administration support to all recovery functions	
<b>Recovery Long Term Strategy (including Managed Withdrawal)</b>	✓ Continually review the Recovery Management process with a view to withdrawing as the community takes over	
	✓ Conduct a Long-Term Recovery Strategy workshop with community representatives and key stakeholder organisations including managed withdrawal strategies	
	✓ Ensure ongoing public information and communications including avenue for reporting and management of unresolved community recovery issues	
	✓ Stage a public event of acknowledgement and community closure	

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

<b>Recovery Post Analysis Report (Lessons Learnt)</b>	✓ Conduct a debrief and Post Recovery Analysis with key community members and key stakeholder organisations towards a Recovery Lessons Learnt Report	
	✓ Conduct a debrief and Post Recovery Analysis with SOD staff and elected members towards a Recovery Lessons Learnt Report	

## Appendix 6: Operational Recovery Plan

### Operational Recovery Plan

Emergency Event: (Type and location)

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Date of Emergency: \_\_\_\_\_

#### Section 1

##### Introduction:

Background on the nature of the emergency or incident	Compile the type of event and basic outline of sequence of events
Aim or purpose of the plan	Like all management tools think about why you are engaged in recovery and what you hope to achieve overall
Authority for plan	As a local authority you are charged with the responsibility of recovery under the <i>Emergency Management Act 2005</i>

#### Section 2

##### Assessment of Recovery Requirements:

Details of loss and damage	Residential, commercial and industrial buildings, transport, essential services (including state and local government infrastructure. Your primary Comprehensive Impact Assessment (CIA) from HMA will give you an initial overview. This can be added to in subsequent reports made.
Estimates of costs of damage	You may get indications from CIA. Further indications could be from insurance agencies, also lifeline infrastructure may assist assessment.
Temporary accommodation requirements	Includes details of evacuation centres opened, displaced persons, need for temporary accommodation, relocating displaced persons
Additional personnel requirements (general and specialist)	It is imperative that you enlist as much help as you can in the initial stages. This may be specialist assistance or simply manpower to cope with the increased workloads
Human services (personal and psychological support) requirements	On completion of Outreach Individual Needs Assessment, you would have initial contact with your affected community ascertaining what physical and psychological resources are required

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

	in the immediate, short and medium term understanding the impact on community
Health issues	Medical/Health personal and council EHO's will assess any significant issues (water, food spoilage, medical supplies or medivac).

## Section 3

### Organisational Aspects:

Details the composition, structure and reporting lines of the groups, sub-committees and Working Groups 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 Local Recovery Coordinator.

## Section 4

### Operational Aspects:

Details resources available and required	Give list of resources deployed and confer with the LRCG network for future resources.
Redevelopment Plans (includes mitigation proposals for betterment)	This could be inappropriate in the early stages however should be part of the Long Term Recovery Strategy in future reporting. .
Reconstruction restoration programme and priorities	Detail agencies engaged in their specialist fields and estimates for re-establishing lifelines, waste, and restoration
Includes programs and strategies of government agencies to restore essential services	Consider betterment when engaged in rebuilding
Includes the local government program for community services restoration	Local events, meetings, coffee get together, recreation, breakfast BBQ's etc.
Financial arrangements	Assistance programs DRFAWA, insurance, public appeals, LMDRF, and physical and monetary donations
Public information dissemination	From the Communications Plan outline what and how your communication is being staged.

### Administrative Arrangements:

Administration of recovery funding	General financial issues
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# (APPENDIX LEMC: 8.1C)

Public appeals policy and administration

Including policies and strategies for office and living accommodation, furniture and equipment details for additional temporary personnel)

## Section 5

### Conclusion:

Give an overall summary highlighting immediate, short, medium and long-term priorities and timetable.

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Signed by: \_\_\_\_\_  
*Chairperson, Local Recovery Coordinating Committee*

Date: \_\_\_\_\_

## Appendix 7: Recovery Centre and/or One Stop Shop Guidelines

### Aim

To assist the impacted community in their medium to long term recovery by providing coordinated collocation of agencies to attend to psychosocial support in a neutral environment, ensuring people feel safe, welcome and comfortable.

### Objectives

The objectives of a Recovery Centre (RC) and/or One Stop Shop (OSS) are to;

- ✓ To connect people with each other and with agencies and organisations which can assist people in their recovery
- ✓ To identify vulnerable individuals or families that may require immediate assistance from service providers who can address their particular needs
- ✓ To promote the importance of wellness and provide practical tools for coping with trauma and grief
- ✓ To provide regular, high-quality information on the recovery milestones and other important information related to the recovery
- ✓ To promote and demonstrate disaster preparedness to reduce the anxiety that may be felt within the community due to their experience
- ✓ To acknowledge the psychological challenges and complexities faced by the impacted community

### Location:

Ideally the Recovery Centre and/or One Stop Shop will be in a central location to the impacted community and to public transport.

### Building Features:

Specific features to consider in a potential building include;

- ✓ The building needs to be accessible for disabled persons
- ✓ A reception area and a comfortable place for people to wait
- ✓ Large rooms that will be suitable for office space
- ✓ An interview room for appointments with individuals and families
- ✓ Public toilets

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

- ✓ A multipurpose function room that has the capacity for meetings and events
- ✓ Storage such as a shed for storing 'new' donated items
- ✓ Kitchen suitable for catering for small events and acting as a staff room
- ✓ Ensure adequate parking is available

## Set-up Considerations

Suggestions to consider for physically setting up a Recovery Centre and/or One Stop Shop include;

- ✓ Office furniture including desks, chairs, book shelves, white boards, waiting room couch, meeting room fold out tables (light easy to move)
- ✓ Office equipment including computers, printer, photocopier, phones
- ✓ Secure disposal of confidential papers
- ✓ Essential Services such as power, phone and internet will need to be connected
- ✓ Signage for the public and visiting stakeholders to locate with ease
- ✓ Children's corner with colouring in books and pencils and small toys
- ✓ Artwork to lighten and brighten the mood

## Steps to establish Recovery Centre and/or One Stop Shop:

Not all local governments will have the convenience of a spare building that is ready to be occupied. The following options may need to be considered;

- ✓ Rental of lease agreement for building
- ✓ Building modifications
- ✓ Mobile office building (transportable)
- ✓ Arrange hire, lease or purchase of office equipment
- ✓ Second-hand furnishing
- ✓ Cleaning and rubbish collection

## Record Keeping:

The *Emergency Management Act 2005* allows information to be shared between State Agencies and Local Government.

It is recommended that the RC and/or OSS keeps a master database that records;

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

✓ the property address
✓ is it destroyed or damage
✓ owner contacts (including email, mobile number)
✓ renters contacts (if rental or Dept of Housing)
✓ Insured or uninsured
✓ Received Centrelink Immediate Payment
✓ Received assistance from Department of Communities
✓ Applied for LMDRF
✓ Email collection for Newsletter and other important information
✓ Received Outreach from Australian Red Cross

## Management of Recovery Centre and/or One Stop Shop:

The following should be considered in the running of RC and/or OSS;

✓ All staff at the RC and/or OSS should be wearing identification such as name badges that show the organisation they working for
✓ Beware of and monitor the health and safety issues, paying particular attention to staff stress and security for the staff and building
✓ Establish a process for regular operational staff briefing and debriefing

## Recovery Events:

RC and/or OSS staff will likely attend a wide range of recovery events that are located at the RC and/or OSS or within the impacted area.

Natural community desire will be to have social gatherings for their demographics, for example farmers will want to gather with other farmers.

Recovery activities will need to flex with the community's recovery as people's circumstances change. See Recovery short, medium and long term.

To assist in the management of recovery events see the attached 'Local Government Recovery Event Planning Template'.

## Closing of the Recovery Centre and/or One Stop Shop:

The following should be considered in the running of RC and/or OSS;

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

- ✓ The RC and/or OSS will become an important point of community focus and solidarity. It is not unusual for the centre to open for months or even years
- ✓ Liaise with key stakeholders to establish the appropriate time for the RC and/or OSS to be closed and report to LRCG
- ✓ Communicate well in advance with the community that the centre will be closed and on what date
- ✓ Ensure all people who have used the centre are contacted and notified of how they can access services in the future
- ✓ Consider a public function to thank all involved or have an official closing ceremony
- ✓ Consider an article in the local newspaper about the closing of the centre, what its purpose was, what it accomplished, services provided to the community

## ATTACHMENT 1 Recovery Timeline: Short, Medium and Long Term

### Short-term recovery (where we've been)

Short-term recovery is also called relief. The aim of relief is to address and support the immediate needs of individuals, businesses and the community affected by the event. Relief often happens while essential services are still being restored to the level where response agencies are no longer required to maintain them.

Relief agencies will usually undertake some form of impact assessment to get a clear idea of the extent of the impacts. This includes understanding the geographical extent of the impacts (i.e. how big), the human impacts (i.e. who is affected and are there casualties), the property and infrastructure impacts (i.e. what is damaged or destroyed), and the environmental impacts (i.e. are there threats to health and sanitation).

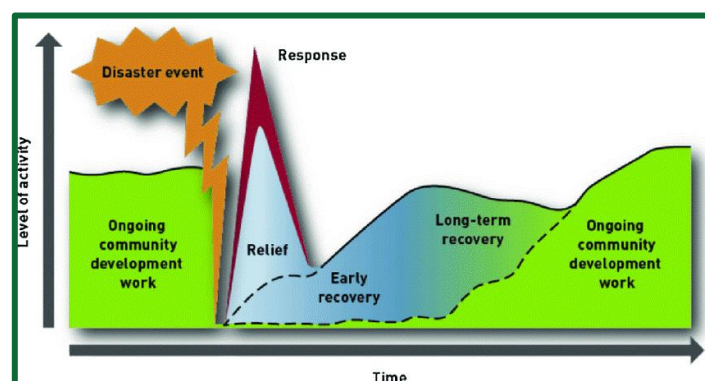
### Medium-term recovery (where we are now)

The transition from short-term recovery to medium-term recovery happens when response agencies are 'stood down'. Medium-term recovery continues the coordinated process that was established during relief. Affected communities continue to be supported in terms of emotional, social and physical support. During this phase, critical physical infrastructure will be rebuilt, and the restoration of the economy and of the environment will begin.

### Long-term recovery (where we're heading)

Recovery can continue for a very long time after an event: often it will take years. The role of the agencies and recovery groups continues to be critically important over these years, and it is best to plan for long-term recovery properly ahead of time, which is why we want to make this long term recovery strategy with you.

One of the key aims of long-term recovery should be to help the community become more resilient and more independent of agency support. This is why community-driven recovery is so important: it enables us to begin as we mean to continue: with community leading the way and with agencies in the supporting role.



# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

## ATTACHMENT 2 Local Government Recovery Event Planning Template

ACTION	DESCRIPTION	GOALS
<b>COMMUNITY SUPPORT :</b>		
<b>WHERE HAS CONCEPT / IDEA COME FROM:</b>		
<b>STAKEHOLDERS: Who owns the action?</b>		
<b>OTHER INVOLVEMENT: Who is needed?</b>		
<b>RESOURCES:</b>		
<b>COSTS:</b>		
<b>SPONSORS / FUNDING BODIES:</b>		
<b>HEALTH &amp; WELLBEING RISK:</b> <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<b>SUPPORT REQUIRED:</b> <input type="checkbox"/> Shire Staff <input type="checkbox"/> Wellbeing <input type="checkbox"/> Other: _____	
<b>ENVIRONMENTAL RISK:</b> <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	<b>SUPPORT REQUIRED:</b> <input type="checkbox"/> Shire Staff <input type="checkbox"/> Other: _____	
<b>CATEGORY:</b>	<input type="checkbox"/> Needs Assessment <input type="checkbox"/> Communication <input type="checkbox"/> Event <input type="checkbox"/> Donations <input type="checkbox"/> Wellbeing	
<b>RECOVERY VALUE:</b>	<input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/> Community Interest	
<b>PRIORITY / TIMELINE:</b>	<input type="checkbox"/> High / Urgent <input type="checkbox"/> Important <input type="checkbox"/> Medium / Medium Term <input type="checkbox"/> Lower / Long Term	
<b>DIFFICULTY :</b>	<input type="checkbox"/> Straightforward <input type="checkbox"/> Effort Required <input type="checkbox"/> Long Term / Complex	
<b>OBJECTIVES:</b>	<input type="checkbox"/> Promote health & wellbeing <input type="checkbox"/> Increase / Enhance understanding of community needs <input type="checkbox"/> Provide information / enhance communication <input type="checkbox"/> Support Community Recovery through long term programs and projects	
<b>EVALUATION:</b>		

## Appendix 8: Recovery Health and Welfare Guidelines

Relief activities are directed at meeting the immediate food, shelter and security requirements of those affected by the emergency. Whereas, recovery activities are directed at providing the information, resources, personal support and community infrastructure necessary for individuals and communities to achieve self-sufficiency and sustain independent functioning. In some instances, these activities may continue for months or even years.

The following related support plans provide detailed information at :

<https://www.semc.wa.gov.au/emergency-management/plans/state-support-plans>

The Shire of Dardanup **Local Welfare Emergency Management Support Plan** provides local contingencies for Health and Welfare.

### Principles:

The recovery of health and wellbeing after emergencies principles are:

Response and recovery actions actively support individuals, families and businesses

Health and Wellbeing sub-committee (HaW) involve community to participate in community recovery decision-making

The overall NEEDS assessment of individuals and families are evaluated as early as possible

Personal support strategies are integral to overall recovery management process

Measures are taken to mitigate the impacts of future emergencies on community

Recovery programs be coordinated to support and enhance community

### Strategies:

Strategies to implement the principles of Health and Wellbeing (HaW) recovery following an emergency are shown in **conceptual**, **management** and **service delivery** classifications. They are proposed as examples, rather than as an exclusive listing of strategies that might be invoked in all circumstances.



# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

## Conceptual:

Encourage emergency service agencies to implement procedures supporting personal support services (e.g, identify potential welfare needs)

Support and promote individuals, families and businesses of the affected community

Support and promote community improvements

Purchase replacement goods and services locally via local businesses and trades people wherever practical

Maintain the integrity of local community groups and experts and their capabilities

Build on existing organisations and networks through activation of available systems within the community

Encourage support of local community groups and experts

Encourage agencies to employ local residents

Source government grants, appeal distribution and charitable payments to assist in supporting needs of individuals and families during the recovery process

Avoid duplication of services and identify gaps

## Management:

Identify all aspects of Health and Wellbeing (HaW) that may be required

Establish liaison between HaW groups, community and government agencies in the community

Establish HaW Sub-Committee representative of Health and Wellbeing groups, the community and government agencies

Provide community with information about recovery process and resources available through the HaW Sub-Committee via Communications Plan processes

Ensure community participation in the HaW Sub-Committee

Conduct inter-agency briefings and feedback sessions on effectiveness and progress of welfare recovery process

Identify gaps in HaW services for consideration in risk management processes

Develop risk management assessments aimed at minimising future Health and Wellbeing requirements

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

## Service Delivery:

Ensure service delivery personnel have an awareness of the range of services available and appropriate referral processes

Ensure service delivery personnel are aware of the local welfare circumstances pre and post-emergency

Ensure service delivery personnel have good interpersonal skills and understanding of the local community

Provide HaW services in a timely, fair, equitable and flexible manner; ensure services and/or information is coordinated and provided by a variety of means

Ensure availability and accessibility to HaW and recovery information and services

## Appendix 9: Local Recovery Support Plan Action Items

### Activation of recovery

LRC advises SOD CEO of recovery activation

Assessment of assistance determined

LRP is implemented

### Response to recovery transition of event responsibilities

Recovery initiated while response still in progress

LRC to attend ISG meetings and liaison with Incident Controller

LRCG gathered and briefed ensuring coordinated transition

CEO to sign off response to recovery handover with HMA/CA with Impact Statement tended.

### Impact Statement and Needs Assessment

Recovery initiated while response still in progress

LRC to attend ISG meetings and liaison with Incident Controller

LRCG gathered and briefed ensuring coordinated transition

CEO to sign off response to recovery handover with HMA/CA Impact Statement is tended

Recovery initiated while response still in progress

LRCG Outreach Needs Assessment will be carried out ASAP when safe after event

Aust. Red Cross contacted ASAP to establish partnership in recovery activities

### Operational Recovery Plan

LRC to prepare Operational Recovery Plan where significant reconstruction and restoration is required

### Strategic Long Term Recovery Plan

SOD to develop a collaborative, comprehensive and inclusive long-term community recovery strategy for the community

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

## Managed Withdrawal

The SOD will communicate via the LRCG sub-committees when relevant service providers and agencies will be withdrawing services from the affected area.

SOD to identify potential partnerships with existing community organisations and services and ascertain their capacity to support the recovery process in the medium and long term.

LRCG to identify recovery programs that will 'phase down', 'phase out' or be 'handed over' to the community to continue

## Establishing LRCG Management Structure

SOD will establish a LRCG management structure relevant to event size and complexity

LRCG will establish membership from SOD staff, supporting agencies and community members

LRCG will operate within recognised functions and relevant sub-committee structure

LRCG will actively encourage and invite community participation within the LRCG

LRCG will actively engage with State Government to maximise recovery resources

## Financial Management

All invoicing and costs associated with the emergency event to be allocated against SOD emergency event cost centre

On advice emergency is an eligible event and significant resources have been expended LRC will direct SOD to contact with DRFAWA Officers for advice and guidance.

CEO and/or nominated senior officer have authority to expend funds on emergency event

In an eligible major disaster LRC will assist impacted individuals connect with Centrelink for assistance payments.

## Appeals and Donations

On advice of eligibility following a disaster LRC will direct SOD Officers to LMDRF for advice and guidance

Spokesperson for SOD will advise that donations of goods will not be accepted by SOD

All financial donations will be direct through the LMDRF

Offers of assistance will be directed to LRCG

## Spontaneous volunteers

LRCG will refer to local service clubs and support organisations regarding the management of volunteers.

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

## Recovery Coordination Centre and/or One Stop Shop

LRC/LRCG to determine location for Recovery Centre and establish as soon as possible

One Stop Shop to be established immediately following event and located appropriately

## STAFF - Shire of Dardanup (SOD)

SOD staff to be regularly briefed on current situation and activities within recovery

Stress and fatigue of SOD staff to be monitored and assistance where appropriate

As soon as possible determine staffing level increase to meet demands (refer 1.7.3.)

## Shire of Dardanup Staff - Roles and Responsibilities Recovery

All SOD staff could be engaged in various stages of disaster recovery

Specific SOD staff identified in this plan should be very familiar with the roles and responsibilities involved with disaster recovery

External agencies are to be engaged and utilised wherever possible

## Disaster Event Recovery Communication Plan

The Recovery Communications Plan will provide the template of guidance in public information and communications

## Debriefing and Evaluation

A formal Post Incident Analysis will be held for LRCG for evaluation and lessons learnt application.

A formal debrief will be held for SOD staff for evaluation and lessons learnt application

Assistance will be made available through EAP for any staff working in the recovery process

Formal report compiled by LRC for council and State Recovery Coordinator

# Appendix 10: Local Recovery Coordination Group Standard Reporting Update

## LOCAL RECOVERY COORDINATION GROUP REPORT

**Emergency Event:** (Type and location)

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**Date of Emergency:** \_\_\_\_\_

**Shire of Dardanup Local Recovery Group Report No:** \_\_\_\_\_

To: Chairman, SRG/State Recovery Coordinator

**Situation Update:** Should include: full damage report (once only) and estimated amount in \$'s, work in progress including estimated completion dates, details of difficulties or problems being experienced.

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**Proposed Activities:** Should include plans and strategies for resumption of normal services (where appropriate), plans for mitigation works, dates of commencement and completion of reconstruction works, possible disruption of activities of other agencies.

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**Special Assistance:**

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# (APPENDIX LEMC: 8.1C)

**Requirements: Includes support from other agencies, LRCG intervention with priorities.**

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**Financial Issues: May include support from LRCG for additional funding from Treasury.**

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**Recommendations:**

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**Name & Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Appendix 11: Post Incident Analysis – Emergency and Recovery Management

ISSUE	COMMENT	RECOMMENDATIONS
Was notification/mobilisation satisfactory/appropriate?		
Was the Management/Administration structure effective?		



# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

ISSUE	COMMENT	RECOMMENDATIONS
Reporting relationships clear? (Did you know who to report to?)		
Was the transition from Response Phase to Recovery Phase clearly established?		
Were Recovery Objectives/Actions clearly defined?		

# (APPENDIX LEMC: 8.1C)

SHIRE OF DARDANUP – LOCAL RECOVERY SUPPORT PLAN

ISSUE	COMMENT	RECOMMENDATIONS
Were Recovery Arrangements useful or require review/upgrade?		
<b>Inter-agency liaison</b> Any issues working/liasing with other organisations?		
<b>Emergency Management - Recovery Support Arrangements</b> Are relevant Agency/Organisation arrangements established/current?		

# **Appendix 12: MOU for the Provision of Mutual Aid during Emergencies and Post Incident Recovery**

## **Memorandum of Understanding**

**Member Councils of the South West Zone Western Australian Local Government Association**

**For**

**The Provision of Mutual Aid during Emergencies and Post Incident Recovery**

## 1. Purpose

The purpose of this Memorandum is to:

- Facilitate the provision of mutual aid between member Councils of the South West Zone of the Western Australian Local Government Association during emergencies and post-incident recovery.
- Enhance the capacity of our communities to cope in times of difficulty.
- Demonstrate the capacity and willingness of participating Councils to work co-operatively and share resources within the region.

## 2. Parties to the Agreement

- Shire of Augusta-Margaret River
- Shire of Boyup Brook
- Shire of Shire of Bridgetown-Greenbushes
- City of Bunbury
- City of Busselton
- Shire of Capel
- Shire of Collie
- Shire of Dardanup
- Shire of Donnybrook-Balingup
- Shire of Harvey
- Shire of Manjimup
- Shire of Nannup

## 3. Definitions

Definitions for terms contained within this Memorandum are as contained in the *Emergency Management Act 2005* and *Emergency Management Act Regulations 2006*.

## 4. Guiding Principle

The guiding principle of this Memorandum is that any support given by a local government in a particular emergency event shall be at the discretion of the Council giving the support, and of a level that will not unduly compromise the operability of the Council giving the support.

## 5. Partnering Objectives

Partners to this Memorandum, in times of community distress due to an emergency incident, agree where possible to:

- provide whatever resources may be available within the means of that Council to respond to the emergency incident if requested; and
- provide whatever resources may be available within the means of that Council to assist with post incident recovery in the community.

## 6. Allocation of Resources

This Memorandum acknowledges that the allocation of a participating Council's staff resources and plant is an operational issue, and as such is the responsibility of the CEO of the Council seeking to offer aid.

This Memorandum seeks to demonstrate that the CEO's commitment to supporting other Councils in need is backed by the elected members of a participating Council.

## 7. Partnering Expectations

- To provide where possible both physical and human resources to assist with the recovery management during emergencies. The type of assistance initially is to assist immediate response and recovery of a short duration. Ongoing protracted assistance, but still in the absence of the emergency being declared a disaster, will be subject to further negotiation and agreement in writing between the parties concerned.
- To ensure that all requests for support will be made through the Incident Controller (IC) of the designated Hazard Management Agency (HMA) for the incident, in consultation with the designated Local Recovery Coordinator (LRC) and the Local Emergency Coordinator (LEC).
- To ensure all personnel and equipment provided are covered by the providers own insurance.
- Providers of support will be responsible for all costs associated with its legislative responsibilities for it's employees and equipment incurred during the provision of support unless otherwise agreed in writing.
- The Requester for support will be responsible for all incidental costs associated with the Provider's personnel and equipment such as catering, accommodation, OHS issues, transport, fuel and storage.
- In the event the emergency is of sufficient scale to qualify for State and Commonwealth Funding assistance, such assistance will be sought in compliance with relevant State and Commonwealth Policies.

## 8. Duration and Amendment

- This Memorandum will come into effect at the date of signing by all parties.
- This Memorandum will remain in force for an unstipulated period, with each member having the opportunity to withdraw from the Memorandum at a time of their own choosing.

- This Memorandum shall not be altered varied or modified in any respect except by agreement of all parties in writing.

## 9. Termination

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

## 10. Withdrawal

Any party may withdraw from this Memorandum by giving three months' notice in writing to the Executive Officer of South West Zone Western Australian Local Government Association and to the other member Council's respective Chief Executive Officer's, at any time.

## 11. Notices

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

Executive Officer  
South West Zone  
Western Australian Local Government Association  
9 Lisa Road  
AUSTRALIND WA 6233; and

The official address of each member Council.

## 12. Agreement and Signing

Agreement to the MOU will be provided on the certificates attached separately signed by each CEO and forwarded to the Executive Officer (entitled Attachment A to MOU Emergency Support).

## Attachment A - MOU Emergency Support - Certificate of Agreement

The Council of the

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Agrees to abide by the terms of this Memorandum of Understanding (MOU) to provide mutual aid during emergencies and post incident recovery in accordance with the MOU – until the MOU is terminated as defined in parts 9, 10 and 11 of this MOU.

Chief Executive Officer: \_\_\_\_\_

Date: \_\_\_\_\_



Government of **Western Australia**  
Department of **Communities**



# COVID – 19 Welfare Centre Guide



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## Document control

<b>Publication date</b>	March 2021
<b>Review date</b>	Due to the changing nature of the pandemic situation and associated risks, this guideline will be reviewed on a two monthly basis or as required to incorporate relevant changes as the situation evolves.
<b>Owner</b>	Executive Director – Geraldine Carlton
<b>Custodian</b>	Director, Emergency Services – Matt McNally

## Amendments

Version	Date	Author	Description
1.01	17 Dec 2020	Senior Planning and Project Officer	Initial draft for review
1.02	23 Dec 2020	Senior Planning and Project Officer	Minor editorials and statement of fact changes - DFES/SEMC BU, WALGA
1.03	22 Jan 2021	Senior Planning and Project Officer	Update to PPE directions
1.04	08 March 2021	Director- Emergency Services Unit	Minor edits and formatting
1.05	Month/year	[position title – not name]	

## 1 Background

The World Health Organization (WHO) declared the outbreak of COVID-19 a Public Health Emergency of International Concern on 30 January 2020.

On 15 March 2020, the Minister for Emergency Services WA declared a State of Emergency with effect from 16 March 2020 in respect of the pandemic caused by COVID-19.

Since that time Western Australia has worked through an array of border control measures and social distancing and hygiene strategies to suppress the virus within the State.

Preventing community transmission has allowed the State to continue to operate with significant levels of normalcy both socially and economically compared with other jurisdictions around the globe.

Continuing to prevent/limit transmission is an ongoing goal and needs to be considered when other hazards and emergencies also come in to play. Each year the State responds to an array of hazards, particularly natural hazards over the summer months. Management of these events often leads to the establishment of evacuation and welfare centres whereby numbers of people can congregate.

To that end, this guide has been established to help agencies continue to best manage such situations in concurrence with COVID-19. It should be read as an adjunct or COVID-19 lens to already established principles and practices under the State Emergency Management Framework.

Thus this guide should be read in conjunction with the [State Support Plan – Emergency Welfare \(Interim\)](#) and the [Western Australia Community Evacuation in Emergencies Guideline](#), both of which provide in-depth content related to emergency management, emergency welfare provisions and emergency evacuation provisions.

## 2 Scope

The purpose of this document is to provide the Department of Communities (Communities) staff and other key agencies a guide to assist in managing the operation of welfare centres, whilst mitigating COVID-19 risks to the community. It provides some practical COVID-19 considerations for when undertaking an evacuation.

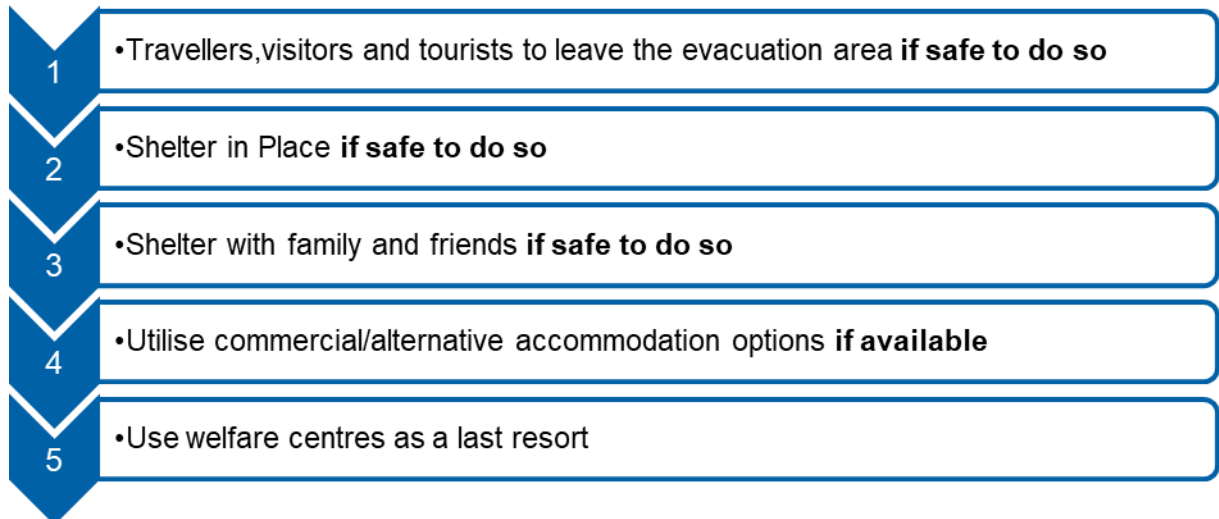
For the purposes of this guide, the term **Welfare Centre** will refer to both welfare and evacuation centres. Under the State Emergency Management Framework these are defined as follows:

- Evacuation centre - provides affected people with basic human needs including accommodation, food and water. In addition, to enhance the recovery process, other welfare/recovery services may also be provided.

- Welfare centre - is a facility that may provide for evacuation, reception, accommodation and relief and recovery. Welfare centres may continue the extended provision of services into the recovery phase.

### 3 Overarching principles

The Controlling Agency/Hazard Management Agency (HMA) is responsible for all decisions and actions taken to protect the safety of the community, including any evacuation. Under this guide the recommended approach for an incident or emergency requiring evacuation **during COVID-19** is listed below. These principles should be viewed as a COVID-19 adjunct to evacuation arrangements already pre-standing in the State Emergency Management Framework. In all circumstances the **protection and preservation of life will be the priority**.



- Alternate accommodation and other options will be considered before the opening of a welfare centre. As far as practicable, a welfare centre should be considered as a staging area only. The movement of people away from the area, if safe to do so, can help facilitate greater social distancing and hygiene standards which is desired in the ongoing pandemic.
- Specific arrangements will be needed for individuals under mandatory quarantine and self-isolation to ensure health directions and requirements continue to be fulfilled.
- COVID safety plans and physical distancing is expected to be followed, where practicable and possible.
- Local governments and Local Emergency Management Committees (**LEMCs**) will review Local Emergency Management Arrangements, including emergency evacuation plans, to incorporate COVID-19 considerations.
- Emergency evacuation recommendations/directions will override the COVID-19 directions to remain in isolation or quarantine.

- A multi-agency commitment will be required to effectively minimise risk to the community within a welfare centre.
- COVID related precautions will align with current [Western Australia COVID-19](#) directions and phasing.
- Significant risks that cannot be resolved locally will be escalated to the HMA, via the Incident Controller.

## 4 Planning Considerations

- Facilities identified to be used as welfare centres will have a COVID-19 Safety Plan in place. See the [COVID Safety Guidelines](#) for more information.
  - Welfare centre operations will adhere to these plans as far as practicable.
  - In some emergency events it is recognised that physical distancing may be unable to be achieved, however other infection prevention and control measures are to be used as much as practicable to mitigate COVID-19 risk.
  - The level of screening on an arrival at a welfare centre will be dependent on the current state COVID-19 risk level and health advice.
  - Immediate protection and preservation of life will always be the priority.
- Local Government will utilise this *COVID-19 Welfare Centre Guide* if opening a centre prior to the arrival of Communities staff.
- Where possible registration for contact tracing purposes will be undertaken for individuals entering a welfare centre utilising the SAFEWA app, suitable electronic or a paper based alternative - [COVID-19 coronavirus: SafeWA \(www.wa.gov.au\)](#).
- It should be noted that not all evacuees will have access to a smart-phone or mobile phone and mobile/internet coverage could also be poor or interrupted.
- Signage/barriers and other physical/visual prompts will be used within the centre to enhance hygiene and promote physical distancing such as access and egress channels, areas for vulnerable groups and those that present with respiratory symptoms.
- Individuals will be subject to a general COVID -19 screening upon arrival at a welfare centre. Those that show signs of illness, or respond yes to screening questions, will be isolated immediately and further advice sought from the Department of Health.
- Individuals refusing to be screened will be required to isolate at a safe alternative location.
- The level and intensity of infection prevention and control measures to be implemented within the welfare centre will be based on the level of COVID-19 risk at the time and at the locality/region as determined by the Chief Health Officer.

- Animals will accompany many evacuees. DPIRD has responsibilities under the State Emergency Management Framework for coordinating animal welfare in emergencies and may need to provide assistance. For more information refer to State Support Plan – Animal Welfare in Emergencies.
- Shortage of commercial accommodation in the local area may require evacuees to travel. Department of Communities are able to provide financial assistance to facilitate this travel if required.

### Community Warnings and Messaging

- As per Emergency WA website warnings
  - If you have been personally directed to self-isolate or quarantine due to COVID-19 and plan to leave given your current place of residence is under **threat**:
  - Leave now, find alternative suitable premises and wear a mask.
  - If you are unable to return to your quarantine location within one hour, telephone WA Police on 131 444 to advise them you have had to leave due to an emergency.
  - Regardless of your location, continue to follow COVID-19 precautions and maintain appropriate physical distancing.
- Emergency evacuation advice overrides COVID-19 isolation/quarantine directions.
- State Welfare Incident Coordination Centre (SWICC) is working with State Health Incident Coordination Centre (SHICC) and Western Australian Police (WAPOL) to establish a planning process for people under an isolation/quarantine direction:
  - this would include advice to find alternative accommodation away from the emergency area with the need to continue to adhere to suitable quarantining arrangements at the new premises.
  - If alternative options are unavailable and attending a welfare centre is unavoidable, COVID-19 precautions are to be maintained including; appropriate physical distancing, wearing of a mask, and to immediately identify themselves on arrival.
- Advice to the public regarding self-sufficiency of medication/scripts, specific food requirements. In consideration of the heightened sanitation and hygiene needs of COVID include disposable tissues, alcohol-based hand sanitizer, disinfectant wipes, and possibly face masks (subject to current risk level).

## 5 Locally Driven Planning and Preparedness

Emergency management preparedness is a multi-agency responsibility. Planning with relevant stakeholders is essential to ensure emergency management plans consider local conditions and region-specific challenges.

The **Western Australia Community Evacuation in Emergencies Guideline** recognises Local Governments are best placed to conduct emergency evacuation planning prior to an emergency utilising their local knowledge, experience, community understanding and existing community relationships. As such, Local Emergency Management Committees (**LEMCS**) should consider including emergency evacuation planning in their Local Emergency Management Arrangements (**LEMAs**).

Department of Communities District Emergency Service Officer's (**DESOs**) develop and maintain Local Emergency Welfare Plan's (**LEWP**), in consultation with the Local and District Emergency Management Committees (**LEMC/DEMC**). These plans outline agreed emergency welfare arrangements for each local government region.

**LEWPs** should be reviewed taking into consideration the general principles and recommendations within this guide, and the current state COVID-19 situation.

### Welfare Centre facilities

Facilities identified and listed in a LEWP as being suitable for use as a welfare centre, should be re-evaluated, using a COVID-19 lens.

The following should be considered:

- The maximum capacity of each facility and whether physical distancing and infection control requirements can be satisfied. Refer to facility 'COVID Safety Plan' for maximum numbers. If during an incident or emergency it appears capacity will be exceeded, this must be escalated to the HMA, via the Incident Controller.
- Which facilities have capacity to allow the isolation/separation of individuals/groups.
- The layouts of facilities to identify separate entry and exit points.
- The feasibility of opening of more than one centre if required.
- Use of separation partitions/barriers if available/where possible.
- Identifying what/any alternate evacuation accommodation options that may be available locally for individuals who are considered a COVID-19 risk.
- Other regions/towns in the area that can be used to move on/accommodate people.



### Physical/logistical considerations

The level of screening on an arrival at a welfare centre will be dependent on the current state COVID-19 risk level and health advice at the time. Given the heightened sanitation and hygiene needs of COVID-19, the following needs to be considered:

- Use of signage and barriers erected throughout the welfare centre displaying current physical distancing requirements.
- Signage and posters on appropriate hand washing techniques upon entry and throughout the shelter/centre as well as appropriate techniques for PPE/masks.
- Single use disposable items such as bedding, eating/drinking utensils where possible.
- Queue management established with bollards and ropes to manage.
- Single direction of pedestrian flow managed through floor markings and bollards/ropes.
- Appropriate waste disposal/laundry facilities and processes.
- Welfare centre staffing levels required to ensure infection prevention and control tasks are performed. Additional staffing required to:
  - oversee general hygiene and cleanliness levels. Note: If level of risk is high, this role may need to be filled by a person qualified in infection prevention and control practices.
  - supervise/control of physical distancing/key sanitation points.
  - cleaning: regular wipe down of all surfaces and equipment to occur every few hours, and for shared equipment (e.g. chairs, public use tablet, toilet) after each use. A contract cleaner arrangement with the owner of the facility – generally the Local Government – may be an option and will be funded by Department of Communities.

### Human-social considerations

Individuals involved in an emergency evacuation generally have raised levels of stress, which will be heightened further by the risk of COVID-19, and the associated restrictions and requirements. This may exacerbate existing mental health issues, family issues/domestic violence and increase the potential for security and disturbance incidents within the welfare centre. Consider agreement/arrangements with WA Police Force or other security agencies to assist.

### PPE requirements

PPE supplies are being planned for distribution to hubs for utilisation at Welfare Centres as required, including:

- Surgical style masks
- Gloves
- Aprons/gowns
- Face shields/safety glasses
- Sanitiser

PPE is to be single use, disposable and kept in a secure location.

The Western Australian advice on the requirement for use of PPE by the general public may change from time to time depending on COVID-19 circumstances. Thus, PPE utilisation at welfare centres will be dependent on risk to the community at the time and in line with health advice. This health advice will be relayed through SHICC/SWICC. Evacuation centre staff are to wear PPE as a precaution if undertaking initial screening/triage or registration tasks. Minimum PPE requirements will be a mask, other requirements will be in line with current health advice.

Local Governments should retain some initial usage PPE (e.g. Emergency evacuation kits) should their staff open a centre prior to the arrival of Communities staff.

Any concerns around the availability of PPE for welfare centres before an event should be raised through SWICC and during an incident or emergency event should immediately be escalated to the HMA, via the Incident Controller.

See [Appendix 1: Infection Prevention and Control in a Welfare Centre](#) and detailed cleaning instruction is available at the following link: [Infection control advice for COVID-19 environmental cleaning in non-healthcare settings \(home and workplace\)](#).

## 6 Welfare Centre Operations

### Arrival at the Centre - COVID-19 Screening

The level of screening on an arrival at a welfare centre will be dependent on the current state COVID-19 risk level and health advice. A contact register of all people entering a welfare centre, including staff, is required to be maintained. Wherever possible the SafeWA app should be used, with an alternative electronic or paper format available if required. More information relating to these requirements is available on the [WA.gov.au](http://WA.gov.au) website.

If COVID-19 full health screening is required, the Department of Communities may consult with the relevant local health agency to determine what resources are available to assist. If minimal warning is received prior to the opening of a welfare centre, it is acknowledged that appropriately qualified staff may not be available to support a full health screening process.

Staff undertaking both the meet and greet and initial screening function, should be stationed outside and some distance away from the welfare centre entry. As a precaution these staff are to wear a mask as the minimum PPE requirements, other requirements will be in line with current health advice. .

Signage advising individuals at heightened COVID-19 risk to identify themselves early is to be located in this vicinity. Where practicable these individuals will be directed to a socially distanced area in the first instance (e.g. their vehicle if suitable and safe) whilst safe alternatives for them are arranged. A handout including contact phone numbers and further advice will be developed and available to assist with the information sharing.

The following questions will be asked as the minimum general screening requirements before allowing an individual to enter a welfare centre:

- Are you currently under an isolation/quarantine direction?
- Have you returned from overseas or interstate (and if so, where?) in the past 14 days?
- Do you have any symptoms of respiratory illness with or without fever; or cold and flu-like symptoms?
- Have you been in close contact with a confirmed COVID-19 case in the past 14 days?

If an individual refuses to be screened, that individual will be required to isolate.

As part of the screening process evacuees are to be advised that if they become symptomatic during their stay, to advise staff immediately. If this occurs, welfare centre staff are to isolate the individual and consult with local health authorities as a matter of priority.

## Registration

The normal Register.Find.Reunite (RFR) process and the SafeWA will be available for all evacuees.

- QR code information related to the SafeWA registration process is to be displayed at appropriate entry locations at the Welfare Centre. Resources are available through the [WA.gov.au](https://www.wa.gov.au) website. The SafeWA application gives businesses and venues a unique QR code that individuals can scan on entry, registering with their contact details.
- Welfare Centre registration staff are to oversee an alternative electronic or paper-based contact tracing registration process for those individuals who may not have the required phone application. Registration staff are to wear PPE whilst performing this role (minimum requirements will be a mask, other requirements subject to current health advice)
- Registration lists to be kept secure and provided to owner of the welfare centre facility for storage post the event. Records can be kept electronically or in hard copy and must be kept for 28 days.

Immediately upon receiving advice from the HMA to open an evacuation centre, the responsible Department of Communities staff member will contact Australian Red Cross to activate the incident or emergency event on the RFR website.

- Evacuees are to be encouraged to self-register online via website utilising their own electronic devices.
- Paper based RFR documentation will be filled out by welfare centre registration staff on behalf of the evacuee. It is suggested these staff wear PPE in line with current recommendations of the time.

Single direction of pedestrian flow and queue management should be enforced through signage, floor markings and bollards/ropes. Hand sanitiser must be available and used by all people prior to entry to the welfare centre.

### **Evacuees requiring isolation**

Despite efforts to make alternative arrangements for individuals under an isolation/quarantine direction to attend a welfare centre, there may be circumstances where attendance is unavoidable. Entry of these individuals into the welfare centre, for example through the provision of signage and instructions outside the centre and undertaking initial screening outside and some distance away from the welfare centre entry where possible. These individuals should be moved on as soon as practicable to another safe location, including to paid accommodation, where isolation can be maintained. A change of address of 'current isolation/quarantine direction' may be required.

If this is not possible, identify the most suitable strategies to manage the isolation of these individuals within the welfare centre, for example; utilising a separate room or space, barriers, physical distancing etc.

Individuals under isolation/quarantine directions, or who have answered 'yes' to any of the screening questions, or individuals who have refused to be screened, are to wear a mask at all times and change it as it becomes moist, in line with infection prevention and control best practice. Advice may be sought at the time from an authorised agency or officer for enforcement of this.

Where possible, consider specific toilet/wash facilities for staff/those who have answered "yes" to screening questions. If this is not possible, extra cleaning is to occur.

### **General population**

Welfare centres operations are to align with government restrictions, health advice and the level of community COVID-19 risk at the time of an event. The following strategies may be required:

- Families to remain in segregated groups and to not move from their sleeping area unless using bathroom facilities.
- Human-social support and entertainment activities to be made available to each segregated group in location

- If family separation areas are not possible, separate evacuees into larger groups and maintain separation of groups
- Food should be delivered to areas allocated to each group/family

### Community meetings

The HMA may utilise welfare centres for community meetings, in line with the current level of COVID-19 restrictions. Where restrictions prevent utilisation of the welfare centre, alternate arrangements will need to be made.

## 7 Roles and responsibilities

The following summarises some key roles and responsibilities of agencies related to emergency evacuations. Further details are available through the Western Australia Community Evacuation in Emergencies Guideline.

Agency	Responsibility
<b>Hazard Management Agency (HMA)</b>	<p>Where an evacuation is being undertaken for a hazard for which an agency or individual is prescribed as the HMA, the HMA can access powers provided in the <i>Emergency Management Act 2005</i> to direct the movement of people and animals if they make a formal declaration of an emergency situation.</p> <p>In most circumstances, the HMA will be same as the Controlling Agency for an emergency arising from that hazard however, the HMA is responsible for the management of a directed evacuation under the <i>Emergency Management Act 2005 and potentially other legislative authority should this be required</i>, as this action requires the utilisation of legislative powers.</p>
<b>Hazard Management Officers (HMO)</b>	<p>Where an evacuation is being undertaken for a hazard for which an HMO is authorised to utilise section 67 of the <i>Emergency Management Act 2005</i>, the HMO can direct the movement of people and animals.</p>
<b>Department of Communities (Communities)</b>	<p>The Department of Communities will coordinate welfare and support for evacuees at agreed evacuation centres by accessing a number of organisations and volunteer groups.</p> <p>During an incident, the Department of Communities will:</p> <ul style="list-style-type: none"><li>• Consult with the Controlling Agency or HMA to</li></ul>

Agency	Responsibility
	<p>determine the number and location of evacuation centres to be opened;</p> <ul style="list-style-type: none"> <li>• Coordinate the set up and running of evacuation centres and welfare centres;</li> <li>• Provide PPE for utilisation at the welfare centre as appropriate;</li> <li>• Coordinate and provide welfare resources used during emergencies including:                      emergency accommodation; emergency food provision; emergency clothing and personal requisites; personal support services; registration and reunification; financial assistance.</li> </ul>
<b>Local Government</b>	<p>During an incident, local government, will be responsible for:</p> <ul style="list-style-type: none"> <li>• in consultation with the HMA, making available suitable municipal buildings to be established as evacuation centres by the Department of Communities, to coordinate welfare support during the emergency;</li> <li>• in consultation and where possible open and staff the welfare centre/s until such time as Department of Communities staff can arrive and assume responsibility;</li> <li>• providing relevant local information with regard to the communities at risk; and</li> <li>• keeping informed during the response phase in order to affect a smooth transition to recovery when appropriate.</li> <li>• assume assigned responsibilities as required as per <i>State Support Plan – Animal Welfare in Emergencies</i></li> </ul>
<b>The Department of Health (WA Health)</b>	<p>WA Health will coordinate medical support, including the services of organisations such as St John Ambulance and the Royal Flying Doctor Service, for those evacuees requiring medical care, in accordance with the State Health Emergency Response Plan.</p>

Agency	Responsibility
<p><b>Western Australia Police Force (WA Police Force)</b></p>	<p>WA Police Force are commonly requested to assist a Controlling Agency or HMA with an evacuation.</p> <p>The WA Police Force will:</p> <ul style="list-style-type: none"> <li>• establish and maintain an appropriate cordon to the emergency area, as requested.</li> <li>• support the orderly evacuation of persons to the nominated evacuation centre(s).</li> <li>• maintain road safety in the access and egress routes for the withdrawal and around the evacuation centre.</li> <li>• assist with security of the evacuated area, and welfare centre</li> <li>• Under COVID-19 WA Police Force has responsibility for directions to persons to isolate/quarantine</li> </ul>
<p><b>Department of Fire and Emergency Services (DFES)</b></p>	<p>Provide a Support Agency Officer/s as required;</p> <p>Engage ‘face to face’ two-way communication and liaison with affected communities through a point of public 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 in relation to natural hazards</p>
<p><b>Australian Red Cross</b></p>	<p>Assist with Registration at Welfare Centres;</p> <ul style="list-style-type: none"> <li>• Provide a State Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends;</li> <li>• Manage and operate the RFR system;</li> </ul>

## 8 References and related documents

- Attorney General’s Department Handbook 4 Evacuation Planning Handbook 2013
- Attorney General’s Department Australia’s Emergency Warning Arrangements 2013
- Emergency Management Act 2005 and Regulations 2006
- Local Emergency Management Arrangements Guideline
- Australasian Fire and Emergency Services Authorities Council (AFAC) Position on
- Bushfires and Community Safety 2012

This document is to be read in conjunction with the following suite of State Emergency Management (EM) documents:

- State Emergency Management Policy (State EM Policy);
- State Emergency Management Plan (State EM Plan);
- Relevant State Hazard Plans (Westplans);
- Relevant State Support Plans
- State Emergency Management Procedures (State EM Procedures);
- Relevant State Emergency Management Guidelines (State EM Guidelines); and
- State Emergency Management Glossary (State EM Glossary)
- Local Emergency Management Plans

Hyperlinks to Appendices below





# Donning PPE

## 1. Hand hygiene

- Using an alcohol-based hand rub, cover all hand surfaces and rub until dry

OR

- Wash hands with soap and water for at least 20 seconds



## 2. Disposable gown or apron

- Fasten ties at the neck (if present) and at the waist to the side

## 3. Surgical mask

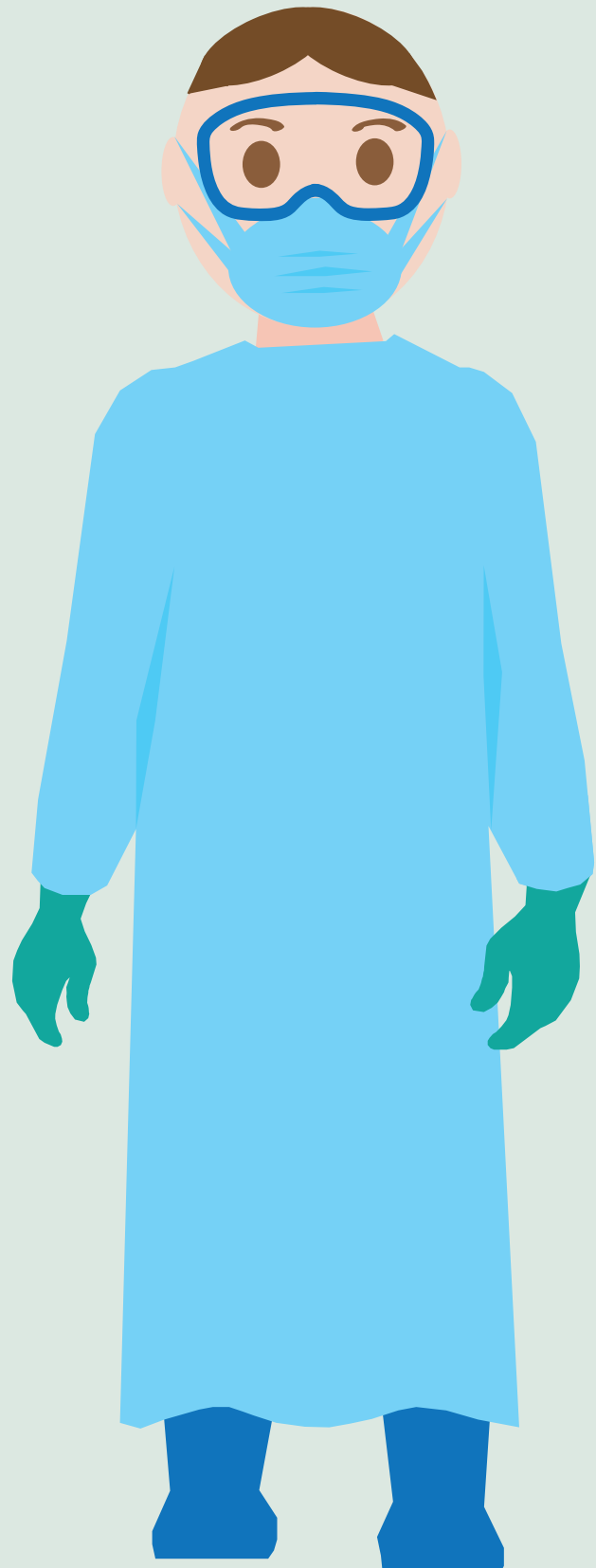
- Secure loops around the ears
- If ties are present, secure one tie at the crown of the head and the other at the base
- Mould the metal band over the nose for a secure fit
- Gently extend the pleats downwards to sit underneath the chin
- Change if soiled, wet or damaged or contaminated (sneezed or coughed on/in)
- Mask must not be worn around the neck or under your chin or mouth
- Avoid touching the front of the mask once fitted

## 4. Eye protection

- Goggles or Faceshield
- These items provide protection above, below and around the sides of the eyes
- NB prescription glasses are not considered protective eye wear

## 5. Gloves

- Don gloves if touching a person or their belongings
- Gloves are disposable and should not be reused
- Change between interactions/client (single use only) or when soiled





# Doffing PPE

## 1. Remove gloves

- Grasp outside of glove with opposite hand, peel off turning glove inside-out
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist
- Peel glove off over first glove, turning inside out and forming a ball
- Discard into a waste bin

## 2. Perform hand hygiene

## 3. Remove gown

- Untie ties at the neck and waist
- Touching only the inside of the gown, fold or roll the gown inside-out and into a bundle
- Discard directly into general waste bin

## 4. Perform hand hygiene

## 5. Remove protective eyewear

- Remove goggles or faceshield
- Avoid touching the front of the goggles or faceshield and remove from face
- Resuable goggles/faceshields can be set aside for cleaning and disinfection

## 6. Perform hand hygiene

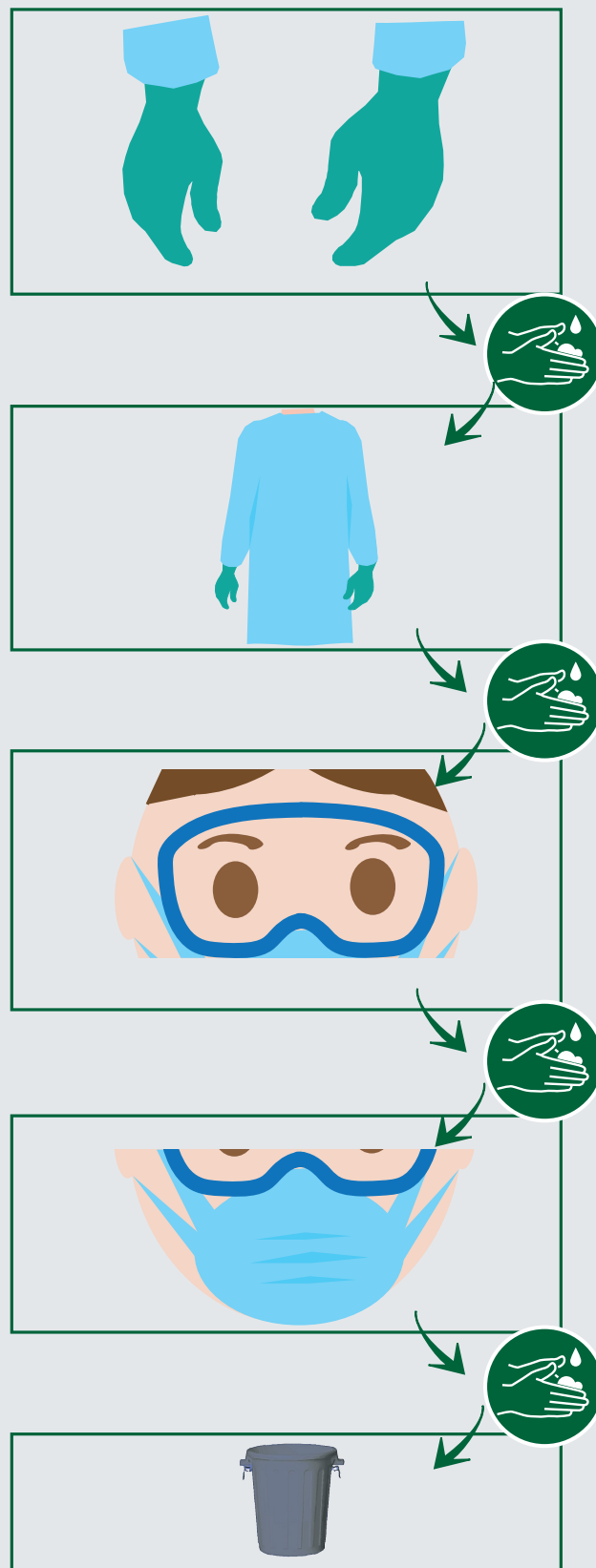
## 7. Remove mask

- Avoid touching the front of the mask
- Handle by the loops/ties only
- Drop away from the face
- Discard into general waste bin

## 8. Perform hand hygiene

## 9. Waste

- All PPE is to be placed into a plastic bag, tied off and placed into general waste





# Local Emergency Welfare Plan

Shire of Dardanup  
(February 2021)

Prepared by  
Department of Communities - Emergency Services

Tabled/Received and accepted at the  
LOCAL EMERGENCY MANAGEMENT COMMITTEE on (20 June 2014)



**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 :**

**During Office hours on 9722 5000 or  
After Hours - Crisis Care on 1800 199 008.**

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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### Contact details

To make comment on this plan please contact – Michele Duxbury

Michele Duxbury  
District Emergency Services Officer  
South West District  
Department of Communities  
E: [michele.duxbury@communities.wa.gov.au](mailto:michele.duxbury@communities.wa.gov.au)  
P: (08) 6277 3666 or 0427 476658

### Amendment List

AMENDMENT		DETAILS	AMENDED BY NAME
NO.	DATE		
	20.06.2014	Complete Review and Reissue.	Roma Boucher
1	28.05.2015	Amendments and contact updates	Roma Boucher
2	31.10.2016	Amendments and contact details	Roma Boucher
3	14.07.2017	Amendments to p2 and contact details	Roma Boucher
4	30Nov2020	Updates to Appendices	Roma Boucher
5			
6			

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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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 3 and their agreed organisational responsibilities are provided in Appendix 4.

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### 2.2 Special considerations

Local Governments (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 5.4 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:

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

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<p>to the Director Emergency Services. Responsibilities include:</p> <ul style="list-style-type: none"> <li>(a) Coordination of all emergency welfare support services at the State level;</li> <li>(b) Represent the DG on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required;</li> <li>(c) Act as the DG's representative on the following:               <ul style="list-style-type: none"> <li>• SEMC Response and Capability Subcommittee;</li> <li>• SEMC Recovery Subcommittee;</li> <li>• SEMC Community Engagement Subcommittee;</li> <li>• Other State and national level committees as appropriate.</li> </ul> </li> <li>(d) Chairing the State Welfare Emergency Committee (SWEC);</li> <li>(e) Coordination of all partnering agencies within the State Welfare Coordination Centre.</li> </ul>
<p><b>Communities Emergency Services Coordinator (ESC)</b></p>	<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"> <li>(a) Establish the State Welfare Coordination Centre and manage centre functions during operation;</li> <li>(b) Activate responses to emergency situations, authorise emergency expenditure and utilise resources to meet those responses;</li> <li>(c) Assist the State Welfare Coordinator with their functions as required;</li> <li>(d) Manage emergency welfare services functions as required;</li> <li>(e) Provide support to country staff/offices involved in emergencies;</li> <li>(f) Represent Communities on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required.</li> </ul>
<p><b>Communities District Welfare Representatives</b></p>	<ul style="list-style-type: none"> <li>(a) Represent Communities on District Emergency Management Committees (DEMCs) to address emergency welfare support matters (Communities District Director or proxy);</li> <li>(b) Ensure the arrangements of this plan are clearly understood at the district level;</li> <li>(c) Clarify Communities policy on emergency welfare</li> </ul>



# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<p>matters where required;</p> <p>(d) Refer matters of a contentious nature to Communities Emergency Services for resolution;</p> <p>(e) Ensure development, testing and maintenance of Local Emergency Welfare Plans for the district in which the Local Government (LG) areas fall;</p> <p>(f) Appointing Local Welfare Coordinators for each Local Emergency Management Committee (LEMC);</p> <p>(g) Represent Communities on Operational Area Support Groups (OASGs) as required.</p>
<b>District Emergency Services Officer (DESO)</b>	<p>a) As a local emergency management resource, develop local arrangements, procedures and resources eg EM Kits;</p> <p>b) Develop, test and maintain the Local Emergency Welfare Plans for the district in which the LG areas fall;</p> <p>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;</p> <p>d) Liaise and establish networks and partnerships with agencies;</p> <p>e) Assist with activations if available;</p> <p>f) Assist and support the District Welfare representatives and Local Welfare Coordinators to carry out their roles.</p>
<b>Communities Local Welfare Coordinators (LWC)</b>	<p>Local Welfare Coordinators (LWCs) shall be nominated officers of Communities within an LG area/s.</p> <p>A Communities LWC responsibilities include:</p> <p>(a) Establish and manage the activities of the local Emergency Welfare Coordination Groups (EWCG), where determined appropriate by the District Director;</p> <p>(b) Represent Communities and the emergency welfare function on LEMCs and Local Recovery Committees;</p> <p>(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;</p> <p>(d) Represent Communities on the Incident Support Group (ISG) when required.</p>
<b>Communities Welfare Centre Coordinator (WCC)</b>	<p>In some circumstances Welfare Centre Coordinators (WCCs) are appointed. They shall be nominated officers of Communities and the WCC responsibilities include:</p> <p>(a) Establish and manage the operations of the welfare centre/s, including coordinating staff and partnering 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</p>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<p>support services via the LWC;</p> <p>(c) Remaining at the centre to manage the centre operations.</p>
<p><b>Local Government Welfare Support</b></p>	<p>a) When an emergency event takes place 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 <b>LG Welfare Liaison Officer</b> 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> <p>If LGs elect to undertake their own welfare arrangements without Communities consultation, <b>LGs are responsible for their own costs.</b></p>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### 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.

Activation Stage number	Activation Stage name and actions
Stage 1	<b>Alert:</b> By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided from within Communities. (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

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Activation Stage number	Activation Stage name and actions
	Agency and/or Emergency Coordinator.
<b>Stage 2</b>	<p><b>Activation:</b> 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"> <li>(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;</li> <li>(b) Required partnering agencies are activated by the SWC/ESC or Local Welfare Coordinator and proceed to the welfare centre;</li> <li>(c) Welfare services are provided under the coordination of the Local Welfare Coordinator with partnering agencies assisting as required;</li> <li>(d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Local Welfare Coordinator and partnering agencies;</li> <li>(e) Welfare services requirements are continuously monitored and reviewed by the Local Welfare Coordinator and adjusted accordingly.</li> <li>(f) If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/ESC.</li> </ul>
<b>Stage 3</b>	<p><b>Stand Down:</b> 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"> <li>(a) Partnering agencies are informed of the Stand Down by the SWC/ESC or Local Welfare Coordinator;</li> <li>(b) Partnering agencies stand down in accordance with relevant procedures for their agency;</li> <li>(c) Partnering agencies are to advise the SWC/ESC or Local Welfare Coordinator when stand down has been completed;</li> <li>(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;</li> <li>(e) The SWC/ESC or Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible;</li> <li>(f) Post operation reports to be written by Communities – see 2.9.</li> </ul>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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### 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.**

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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### 3.3 Financial Assistance in recovery

Sourced from State EM Plan 6.10 –

Through the **Disaster Recovery Funding Arrangements – Western Australia (DRFA-WA)**, 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 DRFA-WA 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.

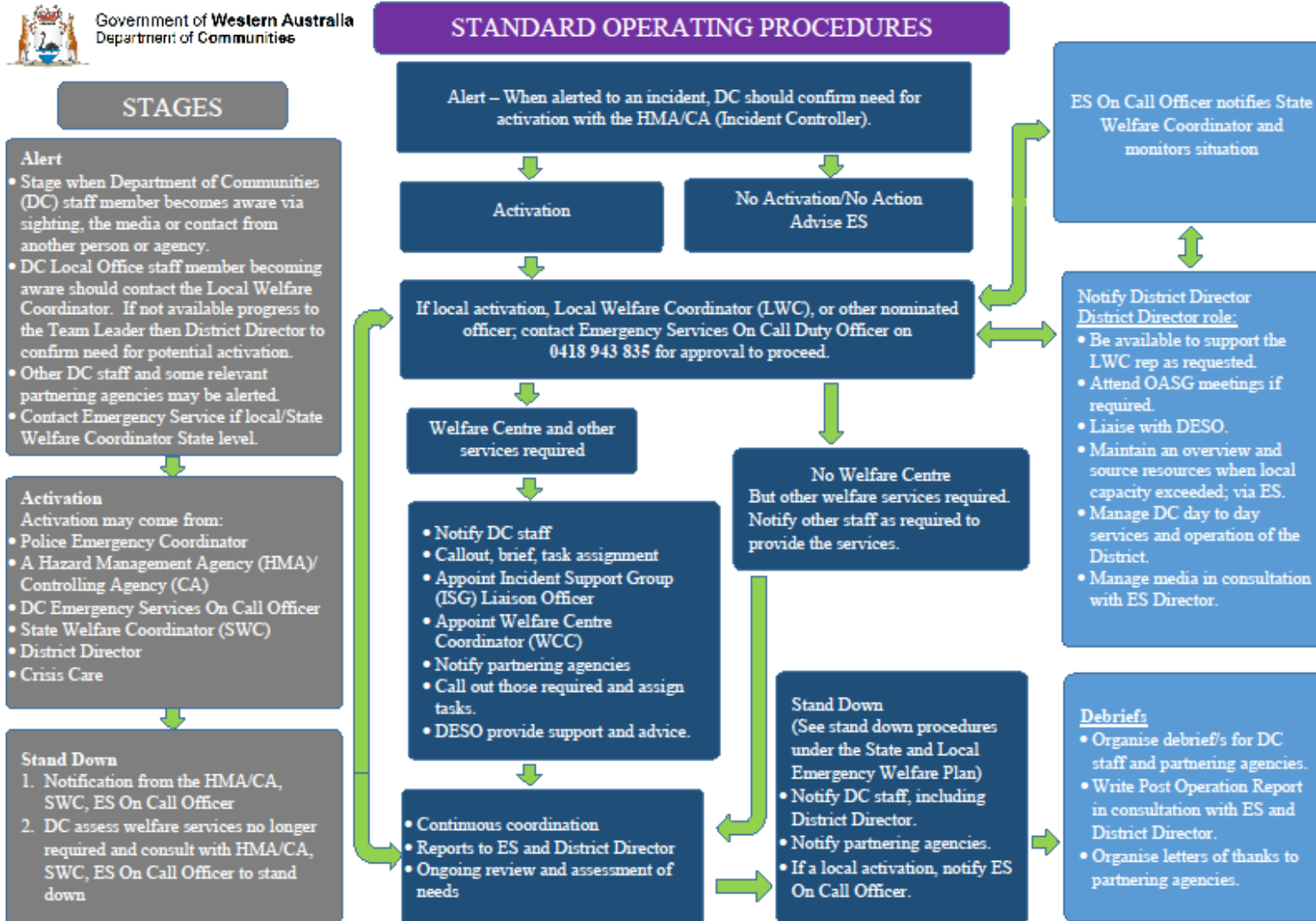
### 3.4 Cessation of recovery

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.

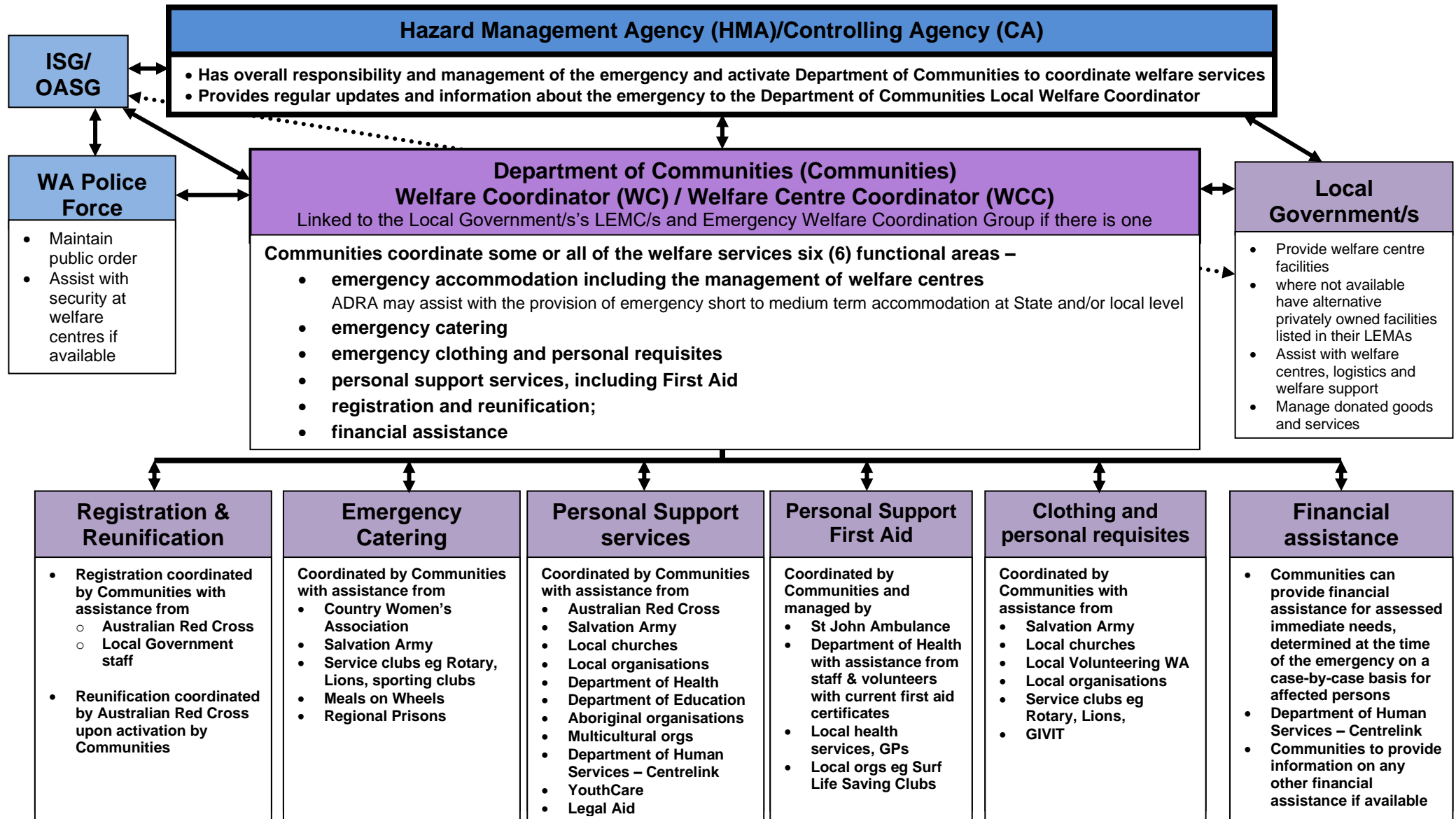
### Appendix 1 – Department of Communities Standard Operating Procedures



## Local Emergency Welfare Plan - Shire of Dardanup

### Appendix 2 – Local Emergency Welfare Coordination

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





# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### 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.

Organisation	Representative	Day Contact Details	A/H Contact Details	Postal/Email Address
Department of Communities (Child Protection and Family Support) – Bunbury office	Sharon Hutchins - Team Leader / Local Welfare Centre Coordinator	9722 5000	Crisis Care  1800 199  008	<a href="mailto:sharon.hutchins@communities.wa.gov.au">sharon.hutchins@communities.wa.gov.au</a>
Shire of Dardanup – Admin Office – 1 Council Drive, Eaton	Erin Hutchins - Coordinator Emer & Ranger Services Melissa Howard – Emergency Management Officer	9724 0307   9724 0347	0427 960  161  0407 088  736	<a href="mailto:erin.hutchins@dardanup.wa.gov.au">erin.hutchins@dardanup.wa.gov.au</a>   <a href="mailto:melissa.howard@dardanup.wa.gov.au">melissa.howard@dardanup.wa.gov.au</a>
Dardanup Office – 3 Little Street, Dardanup	Susan Oosthuizen – Director Sustainable Development Xx - OSH Coord. Murray Halden – Senior Ranger Neil Nicholson - Snr Env. Health Officer	9724 0396   9724 0000  9724 0307  9728 1422	0448 102  687  0419 918  287  0409 629  555  0427 240  092	<a href="mailto:susan.oosthuizen@dardanup.wa.gov.au">susan.oosthuizen@dardanup.wa.gov.au</a>   <a href="mailto:murray.halden@dardanup.wa.gov.au">murray.halden@dardanup.wa.gov.au</a>   <a href="mailto:neil.nicholson@dardanup.wa.gov.au">neil.nicholson@dardanup.wa.gov.au</a>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Organisation	Representative	Day Contact Details	A/H Contact Details	Postal/Email Address
Australian Red Cross Perth Local Contacts: ES Coordinator – SW & Gt Southern Bunbury Team Leader – 25 trained vols for Reg & Personal Supp	24 hour EM Control Erin Fuery – State Manager, ES  - to be adv (Aug15)	0408 930 811 9225 8865	– ring to activate local team	<a href="mailto:efuery@redcross.org.au">efuery@redcross.org.au</a>
Country Women's Association - Eaton 4 active members CWA - Leschenault/ Sth Bunbury-6 members who live in Dardup/Stratham&Gellerton	NB - can serve refreshments Marlene Kean Maggie Donaldson Helen Browne Amanda Lovitt – can serve refreshments	0409 802 640 9796 0844	0409 205 907 0448 801 306 0403 284 013	<a href="mailto:rjmakean@bigpond.com">rjmakean@bigpond.com</a> <a href="mailto:maggiedon@bigpond.com">maggiedon@bigpond.com</a> <a href="mailto:helricbrowne2@bigpond.com">helricbrowne2@bigpond.com</a> <a href="mailto:lovittland@westnet.com.au">lovittland@westnet.com.au</a>
Salvation Army – Bunbury- PO Box 338, Bunbury/ Catering Unit	Captain Mark Schatz Captain Zoe Schatz	9791 5200		<a href="mailto:mark.schatz@aus.salvationarmy.org">mark.schatz@aus.salvationarmy.org</a> <a href="mailto:zoe.schatz@aus.salvationarmy.org">zoe.schatz@aus.salvationarmy.org</a>
St. John Ambulance - Call CPFS's ESU 0418 943 835 to approve cost before contacting	Communication Centre – Perth Nicolle Warren – Regional Manager Ken Hart Manager - Bunbury	9334 1234 9791 4999 9791 4999	Emergency 000/112/106 0427 887 829	<a href="mailto:Nicolle.warren@stjohnambulance.net.au">Nicolle.warren@stjohnambulance.net.au</a> <a href="mailto:ken.hart@stjohnambulance.net.au">ken.hart@stjohnambulance.net.au</a>
Surf Life Saving WA Bunbury Surf Life Saving Club–200 First Aid Trained Members	State Duty Officer Jim Smith – Bunbury Regional Coordinator	13SURF 9207 6666	13 7873 0406 116 429	<a href="mailto:sasjrs@live.com.au">sasjrs@live.com.au</a>  <a href="mailto:xxxx@slswa.com.au">xxxx@slswa.com.au</a>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Organisation	Representative	Day Contact Details	A/H Contact Details	Postal/Email Address
	Matt du Plessis- Life Saving Ops Cord Pth		0403 240 777	<a href="mailto:com.au">com.au</a>
WA Police– Australind Covers Eaton/Burekup/Waterloo Bunbury Station covers Dardanup area	Snr Sgt Mark Smith - Office-in-Charge  Snr Sgt Andy Carson Officer in Charge By	9797 0222  13 1444 9722 2111	Emergency Calls 000 / 112 / 106	<a href="mailto:mark.smith@police.wa.gov.au">mark.smith@police.wa.gov.au</a>  <a href="mailto:andy.carson@police.wa.gov.au">andy.carson@police.wa.gov.au</a>
DFES – South West District            SES South West Region 132 500	Vacant Selina Young - Comm Prep Adv Peter Norman – Superintendent SW Peter Stewart – District Officer EM Andy Wright – District Officer Urban Ian Joseph – Area Officer Urban Brett Finlay – District Off Murray Rural John Carter – AreaOff Harvey/HillsRural Nick Elrick – District Offr Natural Hazards Chris Widmer – Local Unit Manager	9780 1922  9780 1909  9780 1907  9780 1926  9780 1918  9780 1904  9780 1903  9780 1910  0477 691 114	0429 986 480 0427 699 550 0409 153 931 0418 780 382 0427 026 964 0427 011 386 0428 100 452 0428 100 491	<a href="mailto:selina.young@dfes.wa.gov.au">selina.young@dfes.wa.gov.au</a> ; <a href="mailto:peter.norman@dfes.wa.gov.au">peter.norman@dfes.wa.gov.au</a>  <a href="mailto:peter.stewart@dfes.wa.gov.au">peter.stewart@dfes.wa.gov.au</a> ; <a href="mailto:andrew.wright@dfes.wa.gov.au">andrew.wright@dfes.wa.gov.au</a>  <a href="mailto:ian.joseph@dfes.wa.gov.au">ian.joseph@dfes.wa.gov.au</a> ; <a href="mailto:brett.finlay@dfes.wa.gov.au">brett.finlay@dfes.wa.gov.au</a>  <a href="mailto:john.carter@dfes.wa.gov.au">john.carter@dfes.wa.gov.au</a>  <a href="mailto:nick.elrick@dfes.wa.gov.au">nick.elrick@dfes.wa.gov.au</a>  <a href="mailto:bunbury.ses@bigpond.com.au">bunbury.ses@bigpond.com.au</a>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Organisation	Representative	Day Contact Details	A/H Contact Details	Postal/Email Address
				<a href="#">m</a>
Office of Emergency Management	Vik Cheema – SW District Advisor	9780 1976	0429 688 130	<a href="mailto:vikram.cheema@oem.wa.gov.au">vikram.cheema@oem.wa.gov.au</a>
Department of Services Australia - Centrelink	Carol LeMay – SW Service Centre Mgr	9792 8812	0429 637 001	<a href="mailto:carol.lemay@humanservices.gov.au">carol.lemay@humanservices.gov.au</a> <a href="http://cscm.bunbury.wa.gov.au">cscm.bunbury.wa.gov.au</a>
Education Department	Andrew Grono - Coordinator Regional Services	9791 0300	0434 02 780	<a href="mailto:Andrew.grono@education.wa.edu.au">Andrew.grono@education.wa.edu.au</a>
Health Department	Kerry Winsor – Regional Director	9781 2322	0419 914 960	<a href="mailto:Kerry.winsor@health.wa.gov.au">Kerry.winsor@health.wa.gov.au</a>
Health Department – Mental Health	Debbie Easter – Director,	9781 2312	0429 914 355	<a href="mailto:debbie.easter@health.wa.gov.au">debbie.easter@health.wa.gov.au</a>
Department of Health Statewide Duty Officer - can organise a Doctor at a welfare centre and/or write out prescriptions	Disaster Preparedness & Management Unit Local information & contacts	08 9328 0553 Duty Officer 24/7	08 9328 0553 Duty Officer 24/7	
Disability Services - TTY(Hearing Impaired)	Ewa Neal - Regional Manager (LLC)	0408 919 313		<a href="mailto:ewa.neal@communities.wa.gov.au">ewa.neal@communities.wa.gov.au</a>
Housing – South West	Kath Roberts – Regional Manager	9792 2112	0419 910 806	<a href="mailto:Kath.roberts@housing.wa.gov.au">Kath.roberts@housing.wa.gov.au</a>
SW Community Care Care (Aged & people with Disabilities from Shires of Capel, Dardanup and Harvey)	Claire Roach - CEO (based at Eden Grove Comm Precinct -formerly Harvey Ag	9782 4000		<a href="mailto:claire.roach@swcommunitycare.org.au">claire.roach@swcommunitycare.org.au</a>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Organisation	Representative	Day Contact Details	A/H Contact Details	Postal/Email Address
	College)			
Sth West Emergency Care for Children	Raylene Krepp & Clare Bertenshaw – Coords	9791 1355		<a href="mailto:swecc@bigpond.net.au">swecc@bigpond.net.au</a>
Lions Club of Australind PO Box A103, Australind 6233	Ann Knapp – Pres 2017/18 Vera Bartlett – VP	0427 361 135	0448 971	<a href="mailto:australindlionsclubsec@gmail.com">australindlionsclubsec@gmail.com</a>
Lions Club of Eaton PO Box 59 Bunbury 3tonne catering trailer	Jim Foster - Sec Den Baldwin – Pres 2017/18	9797 1543	543	<a href="mailto:verabart@iprimus.com.au">verabart@iprimus.com.au</a>
Lions Club of Millbridge PO Box 7200 Eaton 6232	David Whitney – Sec (Paul Sanderson)	0402 026 614	9722 6666	<a href="mailto:eatonwalionssec@gmail.com">eatonwalionssec@gmail.com</a>
Lions Club of Dardanup PO Box 38, Dardanup 6236	John McGinnis – President 2017/18 Judy Forsyth – Sec 2017/18 Philip Ottrey – President 2017/18 Chris Phillips – Secretary 2017/18	0417 972 633 9797 1170	0407 985 796	<a href="mailto:shaniaandpaul@mysticatz.com.au">shaniaandpaul@mysticatz.com.au</a>
		97241872		<a href="mailto:millbridgelionsclub@hotmail.com">millbridgelionsclub@hotmail.com</a>
		0414 571 905	9728 0338	<a href="mailto:dardylions@hotmail.com">dardylions@hotmail.com</a>
		0428 292 283		<a href="mailto:dardylions@hotmail.com">dardylions@hotmail.com</a>
		9721 6966		
Adventist Development & Relief Agency (ADRA) covers Bunb/Harv/Collie	Brendan Hayes Lucy McCutcheon Pastor Nicu Dumbrava – EM Coordinator	9725 2248 9725 6554	0422 896 553 0419 852 354	<a href="mailto:brendanhayes@adventists.org.au">brendanhayes@adventists.org.au</a> <a href="mailto:nicudumbrava@bigpond.com">nicudumbrava@bigpond.com</a>
			0423 494 405	
Bunbury Christian Ministers Fellowship	Dick Scallan (Catholic Church)	9721 4651 hm	0419 336 389	<a href="mailto:dickjennyscallan@bigpond.com">dickjennyscallan@bigpond.com</a>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Organisation	Representative	Day Contact Details	A/H Contact Details	Postal/Email Address
Dardanup-Boyanup Catholic Parish	Father Joseph Sousa	9728 1145 Fx: 9728 0000		<a href="mailto:office@dardanupparish.com">office@dardanupparish.com</a>
St John's Anglican Parish				
YouthCare Call CPFS's ESU 0418 943 835 to activate		9376 5000	0407 413 855	<a href="mailto:PCIR@youthcare.org.au">PCIR@youthcare.org.au</a>
Dardanup Districts & Residents Association	Ms Jill Cross	9728 1201		PO Box 79 Dardanup623 6
Ferguson Hall Committee	Jan Hart – Booking agent & has key to hall	9728 0144		<a href="mailto:fhestate@bigpond.com">fhestate@bigpond.com</a>
Volunteer South West	Shamara Williams – Coordinator	9791 3214		<a href="mailto:Volunteer.south.west@bigpond.com">Volunteer.south.west@bigpond.com</a>
Activ – South West (covers South West and Great Southern)	Simon Thorpe – Manager Business Services	9726 0190	0431 961 742	<a href="mailto:Simon.thorpe@activ.asn.au">Simon.thorpe@activ.asn.au</a>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### 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
<b>Department of Communities (Communities) – Lead Welfare Agency</b>	(1) Coordinate all functional areas of an emergency welfare response during emergencies; (2) Appoint the Local Welfare Coordinators to support each Local Government (LG) area; (3) If applicable, establish and manage the activities of the Dardanup 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.
<b>Department of Communities - Disability Services</b>	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available;

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Agency / Organisation Name	Normal role if engaged
	(3) Provide strategic policy advice regarding the provision of welfare services to people with disabilities; (4) Assist with other welfare functional areas where agreed.
<b>Department of Communities - Housing</b>	(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.
<b>ADRA – Adventist Development and Relief Agency</b>	(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.
<b>Australian Red Cross</b>	(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.
<b>Country Women’s Association            Eaton Branch &amp;            Leschenault/South            Bunbury Branch</b>  <b>Both are small Branches and could assist with serving tea, coffee and refreshments – confirmed 05.02.2013 and 27.09.2013</b>	(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.
<b>Department of Education</b>	(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.



# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Agency / Organisation Name	Normal role if engaged
<b>Department of Fire and Emergency Services (DFES) Community Liaison Unit</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Engage “face to face” two way communication and liaison with affected communities through a point of public 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.</li> </ul>
<b>Department of Health</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide a comprehensive response to mental health effects of an emergency, as outlined in the Mental Health Disaster Subplan;</li> <li>(3) Provide health response as outlined in the State Health Emergency Response Plan;</li> <li>(4) Assist with the provision of Personal Support Services at Welfare Centres;</li> <li>(5) Assist with other welfare functional areas where agreed.</li> </ul>
<b>Department of Human Services – Centrelink</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide Financial Assistance to people affected by the emergency in accordance with DHS Centrelink guidelines, policies and the Social Security Act;</li> <li>(3) Provide support services or referral advice to appropriate agencies;</li> <li>(4) Assist with other welfare functional areas where agreed.</li> </ul>
<b>Department of Local Government, Sport &amp; Cultural Industries, including Office of Multicultural Interests Divsn</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework;</li> <li>(3) Assist with other welfare functional areas where agreed.</li> </ul>
<b>GIVIT – online donation management system</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer as required to be a reference source regarding donated goods.</li> </ul>
<b>Legal Aid Western Australia</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide relevant legal information for emergency impacted persons and/or communities;</li> <li>(3) Assist with other welfare functional areas where agreed.</li> </ul>
<p><b>Lions Club of Dardanup and Lions Club of Eason</b></p> <p><b>Lions Club of Eaton has a fully equipped 3 tonne catering</b></p>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Assist with the provision of emergency catering at the Local Welfare Centre e.g. a barbecue meal, with the food to be cooked supplied;</li> <li>(3) Assist with the provision of personal support services such as practical assistance in setting up a local welfare</li> </ul>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Agency / Organisation Name	Normal role if engaged
trailer with a coolroom and generator which is operational March 2013	<p>centre, managing parking of vehicles; and</p> <p>(4) Assist with other welfare functional areas where agreed</p>
Local Churches/ Church Ministers Fellowship	<p>(1) Provide a Support Agency Liaison Officer/s as required;</p> <p>(2) Assist with the provision of Personal Support Services;</p> <p>(3) Assist with other welfare functional areas where agreed.</p>
Local Government Welfare Support – Shire of Dardanup	<p><i>Negotiate at the local level with individual Local Governments any additional responsibilities eg Ranger Services.</i></p> <p>(1) Provide a Local Government (LG) Welfare Liaison Officer as required;</p> <p>(2) Assist with the welfare functional area of Emergency Accommodation by utilising LG 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><b>Please call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA. If an ambulance is required please call 000/112/106.</b></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>
South West 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 Force	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Maintain public order where required;</p>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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Agency / Organisation Name	Normal role if engaged
	(3) Assist with other welfare functional areas where agreed.
<b>YouthCare</b>	(1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Personal Support Services at Welfare Centres where available including practical support, emotional support and pastoral care support. (3) Assist with other welfare functional areas where agreed

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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### 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 LGs 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;

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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- 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 LGs 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.

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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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 LGs or private facility owners may be asked for use of their facility as a 'State Welfare Centre' to assist affected members of other LG 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 LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### Appendix 5A - List of Pre-Determined Welfare Centres

#### Primary Centres \*\* Shire Owned Facilities

Eaton Population – 14,539 (2016 census)

<p><b>Centre:</b> ** Eaton Recreation Centre</p> <p><b>Ph: 9724 1400</b> <b>Fax: 9724 1433</b></p> <p><b>1<sup>st</sup> Preference</b> <b>See floor plan at the end of this section.</b></p>	<p><b>Contact:</b> Shire of Dardanup 9724 0000</p> <p>John Kowal – Centre Manager 0436 922 157</p>
<b>Address:</b> 18 Recreation Drive	
<p><b>General Purpose Capacity:</b> Court area – 2200m<sup>2</sup>. Main stadium has 3 basketball courts; 4 retractable tiered seating grand-stands for up to 604pax.  <b>CoVid-19 2m<sup>2</sup>: 1,100pax 4m<sup>2</sup>: 550pax</b></p> <p>Group fitness rm - 253m<sup>2</sup>  <b>CoVid-19 2m<sup>2</sup>: 125pax 4m<sup>2</sup>: 60pax</b></p>	
<b>Comments:</b> Meeting room x 2 or 1 large room; creche and board room.	
<b>Alarm:</b>	Yes
<b>Emergency Lighting Gas:</b>	No
	Three phase power Partially air-conditioning and heating 4 telephone lines Internal PA
<b>Showers:</b>	4M, 4F, 2D
	12 unisex
<b>Toilets:</b>	2M, 1Urnl, 4F, 2D, 6 unisex, Crch 1 Adult, 1 Child
<b>Kitchen Facilities:</b>	Yes - full commercial kitchen 2 kitchenettes – one in each of the Meeting Rooms
<b>Bedding:</b>	No – could use gym mats
<b>Disable Access:</b>	Yes
<b>Parking:</b>	Yes
<b>Pets:</b>	Outside
<b>Hazards:</b>	None
<b>Other:</b>	

#### Secondary Centres \*\* Shire Owned Facilities

Dardanup Population – 14,033 (2016 census)

<b>Centre: ** Dardanup Hall</b>	<b>Contact:</b> Shire of Dardanup 9724 0000
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# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

See floor plan at the end of this section	
<b>Address:</b> 3 Little Street (cnr Ferguson Road)	
<b>General Purpose Capacity:</b> Main Hall – 266m <sup>2</sup> , 100 chairs, 50+ trestle tables <b>CoVid-19 2m<sup>2</sup>: 130pax 4m<sup>2</sup>: 65pax</b>	
Lessor Hall – 134m <sup>2</sup> <b>CoVid-19 2m<sup>2</sup>: 65pax 4m<sup>2</sup>: 30pax</b>	
<b>Comments:</b> No phone, fax or computer ports.	
Alarm:	No
Emergency Lighting Gas:	No On main water supply Heating, ceiling fans, no air-conditioning L shaped building
Showers:	No
Toilets:	Inside and Out 3M, 4U, 5F, 2D
Kitchen Facilities:	Gas & electric stoves & ovens small fridge, urn m/wave, utensils crockery
Bedding:	No
Disable Access:	Yes
Parking:	Yes 100 approx + oval
Pets:	Outside
Hazards:	None
Other:	Hall is next door to Bush Fire Services- need to keep clear if in use

<b>Centre: ** Dardanup Sporting and Community Clubs</b>	<b>Contact:</b> Shire of Dardanup 9724 0000
<b>Address:</b> Recreation Road, off Ferguson Road	
<b>General Purpose Capacity:</b> 50-60 – small club room with open kitchen & outside canteen, tables, chairs, noticeboard <b>CoVid-19 2m<sup>2</sup>: pax 4m<sup>2</sup>: pax</b>	
<b>Comments:</b>	
Alarm:	
Emergency Lighting Gas:	
Showers:	Yes
Toilets:	1M, 1U, 2F, 0D
Kitchen Facilities:	Open kitchen – 2 fridges, urn Outside canteen – Small back room – 2 fridges, sink
Bedding:	No
Disable Access:	One step to enter. No disabled toilets



# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Parking:	Yes on oval
Pets:	Outside
Hazards:	
Other:	

<b>Centre: Equestrian Centre</b>	<b>Contact:</b> Cathy Miller President 0419 925 653 Jennifer Coffey Booking Off 0407 101 325 Jacky Ynema Treasurer 0408 263 168 Kent Johnston 0418 932 849 Jacqui Hall Secretary 0419 954 211
<b>Address:</b> Garvey Road Dardanup West	
<b>General Purpose Capacity:</b> 50-60 – small clubroom with ample parking	
<b>CoVid-19 2m<sup>2</sup>: pax 4m<sup>2</sup>: pax</b>	
<b>Comments:</b>	
Alarm:	
Emergency Lighting Gas:	
Showers:	No
Toilets:	M F D
Kitchen Facilities:	Commercial kitchen
Bedding:	No
Disable Access:	
Parking:	Yes plenty
Pets:	Outside agistment for horses, dogs
Hazards:	
Other:	

### Burekup \*\* Shire Owned Facilities

<b>Centre: **Burekup Hall</b> <b>See floor plan at the end of this section</b>	<b>Contact:</b> Cassie & Daniel Fry - 9726 3836/0429 032 644 Burekup Store - 9726 3102 Dardanup Shire – 9724 0000
<b>Address:</b> Lot 4 Russell Road, cnr Gardiner Street	
<b>General Purpose Capacity:</b> 100-Main Hall with stage, Lesser Hall with bar, carpeted area, tables, chairs	
<b>CoVid-19 2m<sup>2</sup>: pax 4m<sup>2</sup>: pax</b>	
<b>Comments:</b>	
Alarm:	No
Emergency Lighting Gas:	No. On main water supply
Showers:	No
Toilets:	2M, 3F, 1D
Kitchen Facilities:	Yes -2 fridges, gas & electric stoves, pie warmer, 130 x cutlery, crockery

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Bedding:	No
Disable Access:	Yes
Parking:	Yes
Pets:	Outside only
Hazards:	None
Other:	
<b>Note: **Dardanup Hall, Dardanup Sporting &amp; Community Clubs, Equestrian Centre and Burekup Hall are not suitable as evacuation centres for emergency events and lack facilities, but details have been retained for info and possible use for Recovery/One Stop Shops etc</b>	

<b>Centre: Eaton Scout Camp</b>	<b>Contact:</b> Camp Warden Noel Ward 9725 1404/ 0439 097 277 Deputy-Dorothy Fisher 9796 0978/0410 016 167
<b>Address: Leake Street</b>	
<b>General Purpose Capacity: 200 in hall plus 3 x dormitories</b>	
<b>CoVid-19 2m<sup>2</sup>: pax 4m<sup>2</sup>: pax</b>	
<b>Comments:</b>	
Alarm:	No
Emergency Lighting Gas:	No
Showers:	Yes 4M, 2F, Disabled in dorm
Toilets:	2M, 2F
Kitchen Facilities:	Yes - full commercial type kitchen in separate dining room building
Bedding:	Yes – 100 beds in 3 dorms
Disable Access:	Yes
Parking:	Limited
Pets:	Outside
Hazards:	<b>*Limited parking – only 8 parking bays and then street parking</b>
Other:	

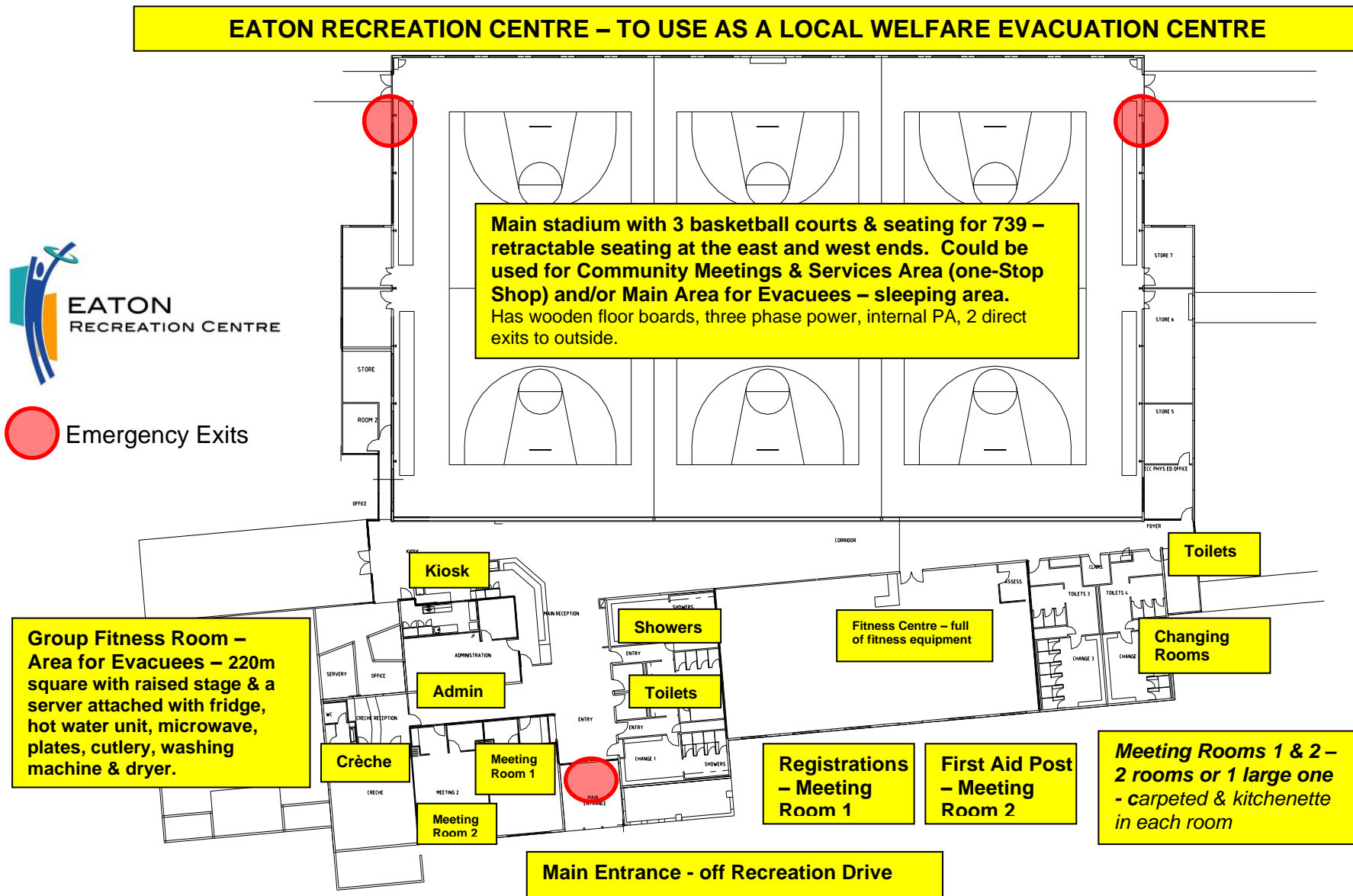
<b>Centre: ** Ferguson Hall</b> <b>See floor plan at the end of this section</b>	<b>Contact:</b> Shire of Dardanup 9724 0000 Jan Hart – 9728 0144 – bookings and key for hall
<b>Address: 682 Ferguson Road, Approx 5 kms from Dardanup. Small office</b>	
<b>General Purpose Capacity: Spacious hall with stage at one end – capacity for approx 100 people</b>	
<b>CoVid-19 2m<sup>2</sup>: pax 4m<sup>2</sup>: pax</b>	
<b>Comments:</b>	
Alarm:	
Emergency Lighting Gas:	2 x 1800 litre water tanks
Showers:	No

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Toilets:	1m/Urinal, 3F, 1D outside
Kitchen Facilities:	Spacious kitchen with a servery to the hall
Bedding:	No
Disable Access:	Yes internal and external access to toilet
Parking:	Yes
Pets:	Outside
Hazards:	
Other:	

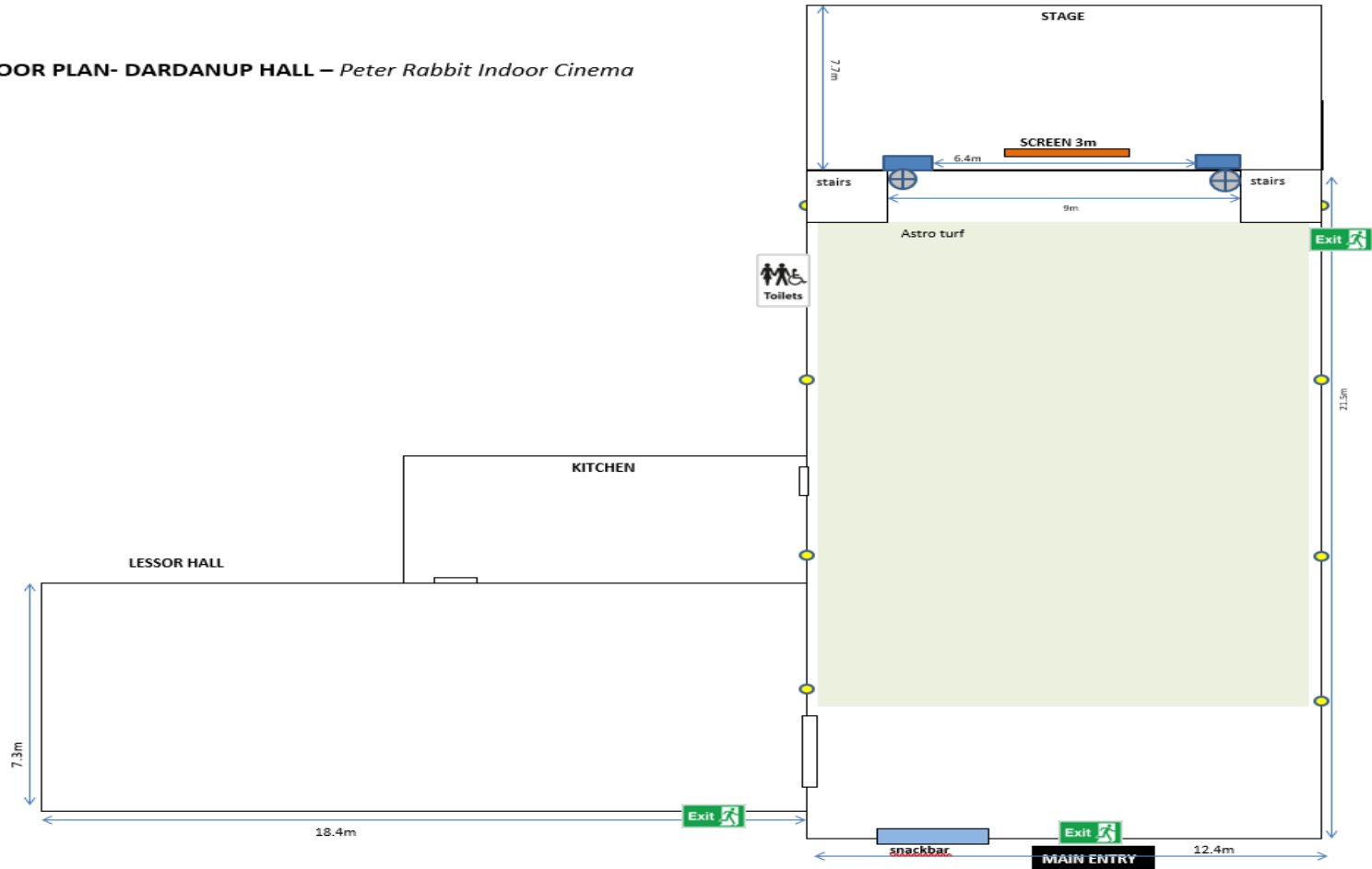
<b>Centre: ** Waterloo Hall</b> <b>See floor plan at the end of this section</b>	<b>Contact:</b> Shire of Dardanup 9724 000 Community run /care for this hall
<b>Address: South West Highway</b>	
<b>General Purpose Capacity: 100</b>	
<b>CoVid-19 2m<sup>2</sup>: pax 4m<sup>2</sup>: pax</b>	
<b>Comments:</b>	
Alarm:	Yes
Emergency Lighting Gas:	No
Showers:	No
Toilets:	2M, 3F
Kitchen Facilities:	Yes – small kitchen
Bedding:	No
Disable Access:	Yes
Parking:	Yes
Pets:	No – outside only
Hazards:	None
Other:	
<b>Note: **Ferguson Hall and Waterloo Hall are not suitable as evacuation centres for emergency events and lack facilities, but details have been retained for info and possible use for Recovery/One Stop Shops etc</b>	



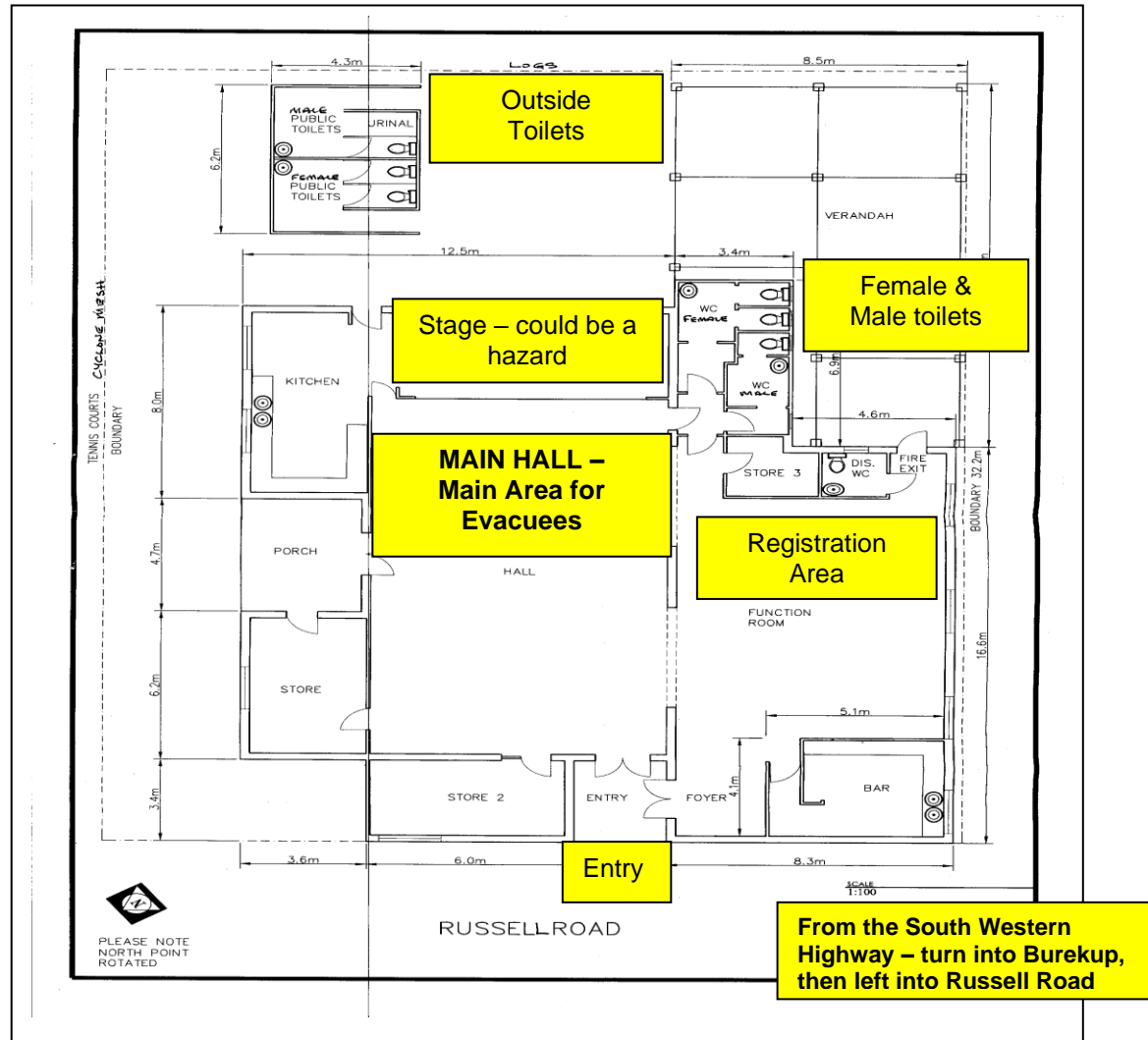
### DARDANUP HALL – TO USE AS A LOCAL WELFARE EVACUATION CENTRE

FLOOR PLAN- DARDANUP HALL – Peter Rabbit Indoor Cinema

- Key
- Coloured up light
  - Curtains
  - Speakers



### BUREKUP HALL – TO USE AS A LOCAL WELFARE EVACUATION CENTRE



# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### Appendix 5B – Alternative Temporary Accommodation Services

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.

If a small number of people were required to evacuate, or there is extenuating circumstances for some individuals and families, Communities Emergency Services would explore alternative arrangements, depending upon the situation at the time. This may include a range of options such as commercial facilities. **Note: accommodation providers requiring payment need to have ABNs** – providers cannot receive payment without one.

**Contact the Emergency Services On Call Duty Officer to seek approval for use of commercial accommodation – 0418 943 835.**

In a larger emergency Communities Emergency Services may need assistance in organising accommodation for evacuees and ADRA can assist with this in designated areas. If additional help is required please contact the **Emergency Services On Call Duty Officer – 0418 943 835** and the Officer will activate ADRA if appropriate.

Name	Address	Contact Details	After Hours Contact
<b>Hotels/Motels/Guest Houses/Bed &amp; Breakfast/Backpackers/Caravan Parks</b>			
<b>Harvey</b>			
Eden Grove Community Precinct (formerly Harvey Agricultural College)	James Stirling Place, Harvey (Claire Roach – CEO) <a href="http://www.harveygroup.com.au">www.harveygroup.com.au</a>	9782 4000	9782 4000
<b>Burekup</b>			
Evedon Park Bush Resort	205 Lennard Road Burekup Self-contained cabins	9726 3012	
Highland Valley	402 Collie River Road Burekup	9726 3080	
<b>Dardanup</b>			
<b>Ferguson &amp; Wellington Mills</b>			
Everview Chalets	164 Ratcliffe Road, Ferguson	9728 3098	
Ferguson Farmstay	930 Henty Road, Ferguson Self-contained cabins	9728 1392	
Kingtree Lodge	King Jarrah Tree Road, Wellington Mills	9728 3050	
Peppermint Lane Lodge	351 Wellington Mill Road, Wellington Mills	9728 3138	
Wellington Forest Cottages & Conference Centre	333 Wellington Forest Rd, Wellington Mills – self contained cabins	9728 3043	Wendy – 0427 088 530
Quince Cottage	37 Weetman Road, Wellington Mills (sleeps 7)	9728 3500	

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

<b>Eaton/Australind</b>			
Riverside Caravan & Cabin Park	5 Pratt Road, Eaton	9725 1234 Ph/Fx	
Eaton Scout Camp	Lot 1 Leake Street, Eaton Noel Ward-Camp Warden Dorothy fisher-Deputy	9725 1404 9796 0978	0439 097 277 0410 016 167
Sanctuary Golf Resort	Cnr Old Coast Road and Australind Bypass, Pelican Point/Eaton	9725 2777	
Australind Tourist Park	Lot 9 Old Coast Road, Australind /cabins, caravans	9725 1206	
Australind B&B	Paris Road, Australind	9797 1167	0427 952 302
Cooks Park B&B	474 Cathedral Ave, Australind	9796 0505	
Leschenault Inlet Caravan Park	Lot 52 Cathedral Ave, Australind	9797 1095	
Waterloo Village Caravan Park	14749 South Western Highway, Waterloo	9725 4434	
<b>Hotels/Motels - Bunbury</b>			
Lighthouse Beach Resort	Carey Street, Bunbury	9781 2700	
Comfort Inn Admiral	56 Spencer St, Bunbury	9721 7322	
Bunbury Motel and Serviced Apartments	45 Forrest Ave, Bunbury Rooms and serviced appts	9721 7333	
Quality Hotel Lord Forrest	20 Symmons St, Bunbury	9726 5777	
Ocean Drive Motel	123 Ocean Drive, Bunbury	9721 2033	
Clifton Motel & Grittleton Lodge	2 Molloy St, Bunbury (cnr Clifton & Molloy)	9791 2726	
Welcome Inn Motel	71-79 Ocean Drive Bunbury	9792 3400	
Quest Serviced Apartments	14 Lyons Cove, Cnr Koozbana Drive, Bunbury	9722 0777	
Mantra Bunbury Hotel	1 Holman Street	9721 0100	
Rose Hotel	Victoria Street, Bunbury	9721 4533	
Parade Hotel	1 Austral Parade, Bunbury	9721 2933	
Prince of Wales	41 Stephen St, Bunbury	9721 2016	
Highway Hotel	Cnr Forrest Ave & Spencer St, Bunbury	9721 4966	
Burlington Hotel	51 Victoria Street, Bunbury	9721 2075	
<b>Bunbury - Bed &amp; Breakfast/Guest Houses/ Backpackers</b>			
Bunbury Inlet BB	11 Austral Parade, Bnbury	9721 4140	
Marlston Hill B&B	1 Sinclair Close, Bunbury	9721 3914	
Wander Inn (Backpackers)	16 Clifton Street, Bunbury	9721 3242	
Dolphin Retreat Bunbury YHA	14 Wellington Street, Bunbury	9792 4690	
Ellens Cottage	41 King Road, Bunbury	9721 4082	
<b>Caravan Parks - Bunbury</b>			
Bunbury Glade Caravan Park	65 Timperley Road Bunbury	9721 3800	



# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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Discovery Holiday Park (formerly Bunbury Village)	Washington Ave, cnr Bussell Highway, Bunbury	1800 007 100 9795 7100	
Koombana Bay Holiday Resort	Koombana Drive, Bunbury Cabin accommodation	9791 3900	

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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### 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 LGs 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.

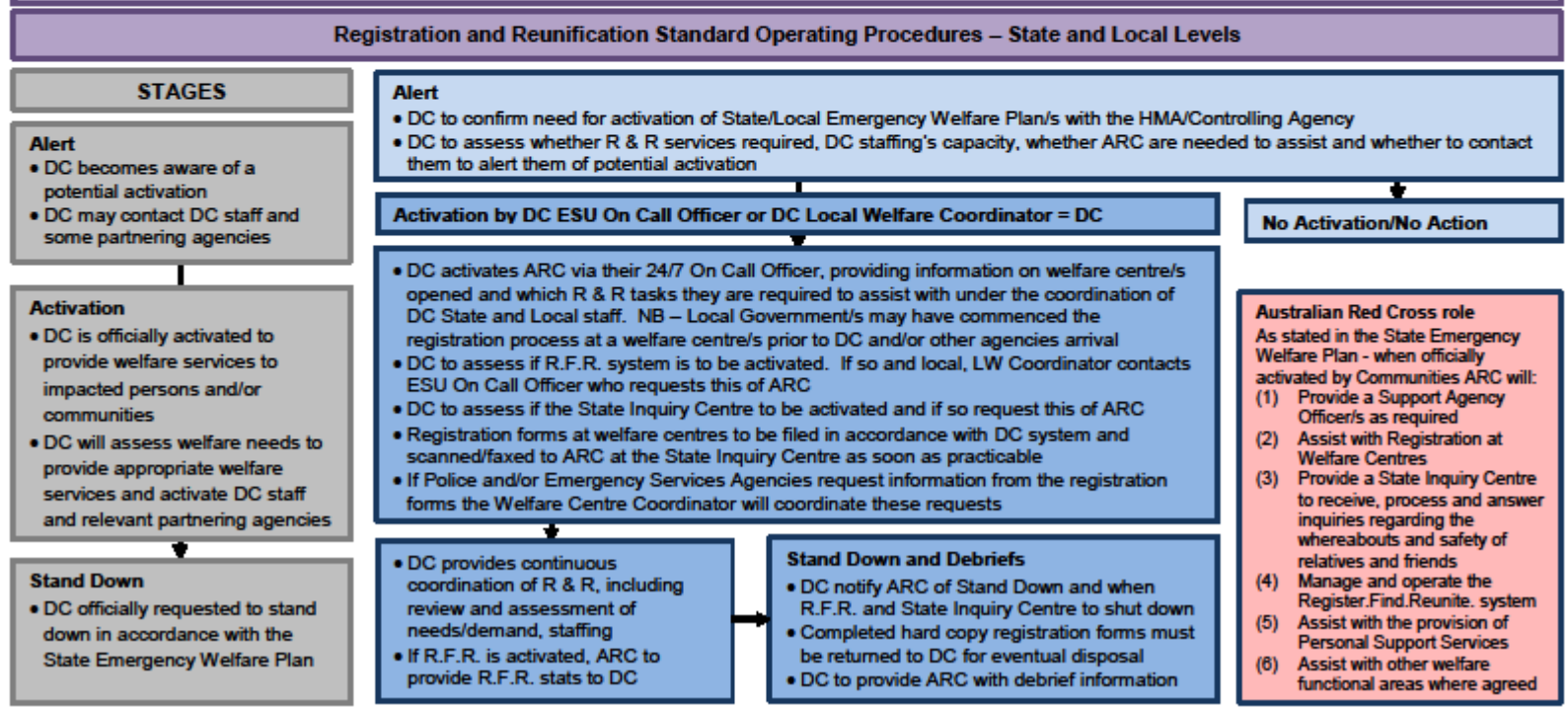
## Local Emergency Welfare Plan - Shire of Dardanup

### 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.



# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### 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 LG.

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, with consideration of catering for large numbers of evacuees and/or protracted emergency events.

Name	Address/capabilities	Contact Details	After Hours Contact
<b>Burekup</b>			
Burekup General Store	27 Russell Rd, Burekup	9726 3102	
<b>Dardanup</b>			
CWA Eaton and Leschenault /South Bunbury	Marlene Kean Maggie Donaldson Helen Browne Amanda Lovitt 6 members – can serve drinks and refreshments	0409 802 640 9796 0844	0409 205 907 0448 801 306 0403 284 013
Dardanup General Store Les & Suzie	10 Charlotte St, Dardanup Mon-Fri 6.30 am to 6.30pm Sat/Sun 7.30 am to 6.00pm	9728 1011 Fx: 9728 1069	9728 3149 0409 149 176 0431 919 592
Dardanup Gourmet Meats and Fine Foods	4 Boyanup-Picton Rd, Dardanup	9728 1036	
Dardanup Butchering Co (DBC)	Abattoirs, Factory, Admin Wimbridge Road, Picton	9780 6000	
Dardanup Tavern	9 Charlotte St, Dardanup	9728 1026 Fx: 9728 0153	
DB's Takeaway Van	Outside the Dardanup Hall Open Thurs-Sun from 5pm Tara Stids - Owner	0411 365 482	
<b>Eaton</b>			
<b>Lions Club of Eaton–3 tonne catering trailer – may need vehicle to tow it</b>	Arthur Linley – President Vera Bartlett – Vice Pres	9796 0837 0448 971 543	
Salvation Army Catering Unit - Bunbury	Caters for ES workers and evacuees-available 24/7	9791 5200	
Australind SES Catering Unit	Priority to cater for SES/ emergency service workers	9797 2451 9796 0631	0439 972 407 0427 208 002
Craney's Lunch Bar	4 Albatross Crescent, Eaton	9725 3713	
Australind Quality Bakery	Eaton Fair Shopping Centre Shop 12/41 Eaton Rd Eaton	9725 1700	
Australind Family Bakery	Shop 19 Australind Shopping Centre, Australind	9797 0036	

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Chicken Treat	Eaton Fair Shopping Centre Australind Village Centre Bob/Eamon – Managers at Bunbury Chicken Treat	9725 0211 9797 0400 9721 6640	
Dardanup Butchering Co	Eaton Fair Shopping Centre	9724 1106	
Domino Pizza	Eaton Fair Shopping Centre	9725 0366	
Eaton Chinese Takeaway	Eaton Fair Shopping Centre, Eaton Drive, Eaton	9725 0338	
Eaton Fair Fish & Chips	Eaton Fair Shopping Centre	9725 3344	
Elysian Café	Eaton Fair Shopping Centre	9725 3466	
Endless Temptations	Eaton Fair Shopping Centre	9724 1409	
Just Joe's (JJ's) Pizza	4 Albatross Crescent, Eaton Closed Tuesdays	9725 1986	
<b>Catering agencies for large and/or protracted emergencies</b>			
Bunbury Regional Prison Can produce 400+ meals	Centenary Rd, Gelorup Only contact for larger emergencies - Prison's ops will always be the priority- assistance will be assessed at time of emergency	9795 2101  9795 2155 -Office	Superintenden t Kerri Bishop 0434 561 872  Asst Supt Dave Pattenden 0407 993 518

### 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
Aqwest	Can provide drinking water in emergencies	9780 9500	
Water Corporation Bunbury Regional Office	Principal supplier of water, wastewater and drainage services in WA	9791 0400 Fax: 9791 2280	
BPS (WA) Pty Ltd Bunbury	Suppliers of drinking water, potable water Lot43 Craigie St Bunbury	9791 4344	
Living Springs	Bottled water, cover Mandurah – Augusta 377 Harold Douglas Dve Dardanup	9728 0333	0408 931 068
Neverfail Springwater Ltd	Bottled and bulk spring water - Patrick Davis, WA Reg Mgr Stefan Thomas, State Mgr Brian Kennedy, WA Prod Mgr	133 037 9204 0122 0437 548 751 9204 0101	0411 407 120  0408 285 005

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### 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.

Name	Address	Contact Details	After Hours Contact
<b>Supermarkets/General Stores</b>			
<b>Australind and Bunbury Supermarkets</b>			
Woolworths – Treendale	Treendale Shop Centre, Ditcham Place, Treendale	9745 9214	Contact Head Office 1800 638 434
Coles Australind	Old Coast Road, Australind-Manager	Roger Lord 9797 1204	9721 5051 home
Coles Bunbury	Centre Point Shop Centre Stephen Street, Bunbury - Manager	9721 1800 Daniel Palumbo	0417 188 342
Woolworths - Bunbury Forum	Bunbury Forum Shopping Centre Lot 63 Sandridge Rd East Bunbury	9745 9208 John Bell Manager	Contact Head Office 1800 638 434
Woolworths – Bunbury	Bunbury Plaza, 12 Forrest Avenue Bunbury	9745 9202	Contact Head Office 1800 638 434
<b>Clothing, Toiletries</b>			
Chemmart Eaton Pharmacy	Eaton Shopping Centre Shop 15, Eaton Drive Eaton	9725 2635	
Best & Less – Treendale	Treendale Shopping Centre, 10 The Promenade	9796 1746	
The Reject Shop Treendale	Treendale Shop Centre Ditchingham Place, Treendale	9725 8166	
Australind Chemmart Phcy	Australind Shopping Centre, Old Coast Road	9797 1303	
Bunbury Forum Pharmacy	Shop 34 Bunbury Forum Sandridge Rd, Bunbury	9721 6731	
Big W Bunbury Forum	Bunbury Forum Shop Centre, Sandridge Road, Bunbury	Tanya Goodall 9745 9200	0407 930 562
Target Bunbury	CentrePoint Shop Centre, Bunbury (Blair St/Cnr Stirling St)	Paul Ritchie 9791 0200	0427 905 725 personal
Best & Less Bunbury	Stirling Centre, 22-28 Stephen Street, Bunbury	Cheryl Davey 9791 7628	0437 883 317

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

K Mart Bunbury	Park Centre Shopping Centre, 15 Hamersley Drive, South Bunbury	Adam Beattie 9792 5588	Private 9795 5027
Salvation Army	70 Timperley Rd, Bunbry Lieutnt Harriet Farquhar	9791 5200	0419 125 214
Family Store	53 Albert Rd, Bunbury	9791 4343	
Salvos Shop	14 Victoria St ,Bunbury	9791 3077	
Seventh Day Adventist Church	Bunbury/Harvey/Collie Can provide tents and clothing	9725 6554 0423 494 405	Pastor Nicu Dumbrava – Emergency Coordinator
St Vincent de Paul	Bunbury Welfare Office 10 Arthur Street, Bunbury Depot – 1/26 Denning Rd, Bun	9791 2339 9721 2951 9721 8859	Mary Culph – 9721 1956 - home
Anglican Parish of Carey Park	Opportunity Shop 18 Little Street, Bunbury	9721 3149	
Australian Red Cross	Opportunity Shop 52 Wellington St, Bunbury	9721 7424	
<b>Fuel</b>			
Dardanup Garage & Service Station	11 Charlotte Street, Dardanup (Caltex)	9728 1012 Fx: 9728 1512	
Caltex StarMart Eaton	1 Pratt Road, Eaton – cnr Old Coast Road-	9725 2389	
Caltex Woolworths	Eaton Fair Shopping Centre	9724 1568	
BP Picton	Wetherley Drive, Picton	9725 6500	
Caltex Picton - TruckStop	1 Wimbridge Rd, Picton	9725 4399	
Shell Gateway – Open 24 hours	Lot 27 Australind Bypass Rd	9725 6188	
BP 2go Australind	80 Old Coast Rd, Australind	9797 1505	
Caltex Woolworths Trendale	23 Grand Entrance-cnr The Boulevard, Australind		
<b>Mattresses, Bedding, Clothing etc</b>			
<b>CPFS Emergency Services Unit</b>	Mattresses from stores in Perth. <b>Allow 4-5 hours</b>	<b>ON CALL PH</b>	<b>0418 943 835</b>
CPFS South West Trailer stored in Bunbury garage	Trailer holds: 8 Stretcher beds 50 x air mattresses 50 x inflatable pillows 50 x blue blankets in 5 blue bags 50 x bath towels 5 pumps (2 electric/2 foot/1 bellow type)	9722 5000 or Michele Duxbury 0427 476658	
SW Development Commission – 3 x Trailers held at SES Collie, Nannup and Bridgetown	Each trailer holds: 50 single sleeping bags 50 single air mattresses 50 dual pack pillows 25 air pumps (12V & 240) Bags to store items	Bridgetown- Chris Sousa Nannup- Rob Bootsma Collie – Monica Nickolson Billy Wellstead	9761 0901 0428 611 125 9756 1018 0429 318 763 0437 903 265 9777 1555



# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

		SWDC Coord	0448 016 480
KC Lewis Canvas Goods	25 Spencer St, Bunbury Can provide mattress, foam, tents, tarpaulins	Kerry Lewis 9721 5020	9721 6546 (hm)
Clark Rubber	146 Blair Street, Bunbury Large stock of mattresses	John Ward 9791 2365	0400 211 138, 9721 1285 hm
Bunbury Army Surplus	Shop 8 Bunbury Boulevard Prinsep Street Bunbury Sleeping bags-100+ in stock/100's from Perth at short notice, foil blankets	9721 2077	Andrew 9791 7390 (home)
SportsMarine	113 Victoria St, Bunbury Sleeping bags, blankets	9721 4961 Paul	
Mountain Designs	21a Stephen Street, Bnbry - Small supply of sleep bags	9791 9888	
Dept of Defence	Training Depot Bunbury HQ	9780 6555	
Del-Ray Canvas Australia	Tarpaulins 1 Richter Road, Bunbury	9725 4433	0419 254 433
<b>Hardware Stores</b>			
Eaton Hardware	1 Cassowary Bend, Eaton	9725 1202 Fx:97250120	
Australind Home Hardware & Garden	Mardo Avenue, Australind	9797 1888	
Bunnings Warehouse	Cnr Blair & Merlyn Street, Bunbury	9722 2500 Fx:97914161	

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### 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
<b>Communities Psychological Services</b>	<b>Contact Communities Emergency Services</b>	<b>On Call phone</b>	<b>0418 943 835</b>
Mental Health Services – Dept of Health, WACHS	Debbie Easter – Regional Mental Health Manager	9781 2312	0429 914 355
Rural Link	Dept of Health Statewide Services	1800 552 002 1800 720 101 -TTY	
School Psychologists Dept of Education	Margaret Rutter - Lead School Psychologist, C/- Manea Senior College, Bunbury	9721 0600	0438 992 673- may be out of range wkends
Dept of Services Australia - Centrelink	Carol LeMay – SW Service Centre Manager	0429 637 001 9792 8812	
Centrecare	103 Clarke Street, Bunbury	9721 5177	
Relationships Australia	20 Molloy Street, Bunbury	9792 1111 1300 364 277	
Anglicare Financial Counseling	15 Molloy Street, Bunbury	9790 9200	
St Vincent de Paul		0447 456 647	
Headspace Bunbury	Nicky Smith, Service Managr - Unit 1, 82 Blair Street, Bunb	9729 6800	Mon-Fri 9.00m-5.00pm
<b>Telephone Help Services</b>			
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	

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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) - <a href="https://www.youthbeyondblue.com">https://www.youthbeyondblue.com</a>	1300 22 4636	
Lifeline Crisis support, suicide prevention	24 hour telephone service Crisis support chat 7.00pm – midnight (Sydney time) 7 days. Outside of these hours call Lifeline - <a href="https://www.lifeline.org.au/get-help/online-services/crisis-chat">https://www.lifeline.org.au/get-help/online-services/crisis-chat</a>	13 11 14	
Samaritans Crisis Line Anonymous Crisis Support	24 hour telephone service	135 247	
Suicide Call Back Service Telephone, video and online professional counselling	For at risk, carers and the bereaved Online chat and video counselling – <a href="https://www.suicidecallbackservice.org.au/need-to-talk/">https://www.suicidecallbackservice.org.au/need-to-talk/</a>	1300 659 467	

### Special Needs Interest Groups

<p>Disability Services Freecall – 1800 998 214 Ewa Neal, Regional Mgr (LLC) – 0408 919 313 People with Disabilities (WA) – 1800 193 331 TTY (hearing impairment) - 9426 9315</p>	<p>Daravann Meek Multicultural Services Centre of WA Inc 9a Wittenoom Street, Bunbury Phone: 9791 5271, 9791 5281 Perth – Ramdas Sankaran - 0418 275 786</p>
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### 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"> <li>• Immediate phone interpreting including ATIS phone interpreting: 131 450 - 15mins @ \$34.22 - 4.1.18</li> <li>• Pre booked Service – 1300 655 081 - 30mins @ \$82.89 – 4.1.18</li> </ul> <p><b>Text Emergency Calls TTY – Dial 106</b> <b>For people who use a TTY (teletypewriter) or</b></p>	<p>WA Deaf Society Office in Bunbury closed 2013 Carol Attard <b>(CPFS use only)</b> - Carol's mobile 0433 189 977</p>
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# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

computer to access telephone network	
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### Medical Treatment

Bunbury Regional Hospital Robertson Drive, Bunbury Phone: 9722 1000	St John of God Health Care Bunbury (Hospital) Robertson Drive, Bunbury Phone: 9722 1600
South West Aboriginal Medical Services-SWAMS Unit 1/11 Sandridge Road, Bunbury Admin - Phone: 9791 2779 Social and Emotional Wellbeing Service - Phone: 9791 1166, 1800 008 860	South West Aboriginal Medical Services-SWAMS Clinical Unit – Cnr Robertson Drive and Bussell Highway Phone: 9791 7666, 1800 779 000
St John Ambulance Emergency Calls – Phone 000/112 /106 Non-Emergency Calls – Phone 9791 4999 Non-Emergency Medical Transport 13 1233	Royal Flying Doctor Service (RFDS) Medical Emergency Calls (24 hours) 1800 625 800, Satellite phone calls – 08 9417 6389 Admin - 9417 6300
South West Mental Health Services, WACHS Debbie Easter, Regional MH Manager Phone: 9781 2312, 0429 914 355 Acute Psychiatric Unit – Phone: 9722 1576	Health Direct - 1800 022 222 Poisons Information Centre – 13 1126 24hr advice on all exposures to poisons, medicines, plants, bites/stings
Silver Chain Nursing Association – Bunbury Blair Street (cnr Mitchell Crescent) Bunbury Phone: 1300 650 806/9242 0242, 0427 933 524 Joanne Penman – Area Manager	Eaton Medical Centre – 9725 3311 13 Albatross Crescent, Eaton
Australind Medical Centre – 9797 1977 After Hours 0419 971 977 1 Mulgara Street, Australind	Wishing Well Clinic, Australind – 9797 1592 36 Old Coast Road, Australind
Koombana Health Network (previously the Greater Bunbury Division of General Practice), 49 Spencer Street, Bunbury Phone: 9722 5444, Fx: 9791 5111	

### Chemists/Pharmacists

Eaton Chemmart Pharmacy – 9725 2635 Eaton Fair Shopping Centre, Eaton Drive. Pharmacist: Carina Telder	Eaton Community Pharmacy – 9724 1998 Shop 4, cnr Old Coast Road & Pratt Road
Australind Chemmart Pharmacy – 9797 1303. Shop 12/14 Australind Shopping Centre Old Coast Road, Australind	Leschenault Pharmacy – 9797 0616 Unit 3/12 Leisure Drive, Australind
Bunbury Forum Pharmacy – 9721 6731 Shop 22 Bunbury Forum, Sandridge Rd, Bnby Pharmacist: Chris O’Sullivan – 0406 618 394	Pharmacy Plus – 9721 6555 1, 122 Spencer Street, Bunbury Mon-Thurs 8.00-8.00pm, Fri 8.00-6.00pm, Sat 8.00-7.00pm, Sun 10.00-1.00pm Pharmacist: Daro Knauf <b>Have some wheelchairs &amp; walkers for hire</b>

### Medical Supplies and Equipment including Wheelchairs

Better Life Centre – 9791 3353 4, 76 Spencer Street, Bunbury	South City Chemmart –9721 2341/9721 2829 182 Spencer Street, Bunbury
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### Medical Waste Contractors

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

SUEZ medical and clinical waste specialist division – Perth – 13 13 35 1-7 Felspar Street, Welshpool	Sita-Medi Collect – 9356 5737 1-7 Felspar Street, Welshpool
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### Community and Aged Care Services and Facilities

Bethanie Fields Aged Care (NursingHome) 111 Eaton Drive (cnr Edith Cowan Ave) Eaton Phone: 9724 4500, Fax: 9724 4599 160 high needs/palliative care residents	Bethanie Esprit Lifestyle Village 97 Illawarra Drive, Eaton 9724 4556 Residents live independently (108 units and Clubhouse)
Bethanie Fields Aged Care Day Centre - Open Tuesdays and Fridays 10.00-3.00pm 19 Bobin Street (cnr Hamilton Road), Eaton Phone: 9724 4500. 20-30 adults per day	Bethanie Care Services 86 Blair Street, Bunbury Phone: 9724 4573 / 1300 883 893
Home and Community Care – Australind, Eaton and Harvey Claire Roach CEO Phone: 9782 4000	Home and Community Care – Bunbury Sue Clements - CEO Phone: 9721 4988
Silver Chain Nursing Association - Bunbury Blair Street (cnr Mitchell Crescent) Bunbury Phone: 9242 0242, 0427 933 524 Joanne Penman – Area Manager	Morrissey Homestead Inc – Bunbury Leschenault Day Centre, Australind – Phone: 9725 4699
Dardanup Senior Citizens - 9726 3087 Eaton Senior Citizens - 9725 1495	
Southern Cross Care (WA) Inc – domestic assistance, social and personal support services for aged people Unit 5, 30 Forrest Avenue, Bunbury Phone: 9791 5688/1300 669 189	Meals on Wheels - Stirling Street, Bunbury, Phone: 9721 2522 Uduc Street, Harvey, Phone: 9729 1833

### Children Services

Children's Services Officer, Department of Communities N/A 28Feb2014 - 0419 856 581	The Coordinator South West Emergency Care for Children 103 Clarke Street, Bunbury Phone: 9791 1335 / 9721 9705
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### Taxi Services – HMAs/Controlling Agency are responsible for transporting evacuees to and from Welfare Centres

Bunbury	
Bunbury Bus Hire	9792 4455 / 9792 4466 Emergency Contact: 0448 214 306 / 0418 931 929
Go West Bus and Coach Hire	9791 4143
Hough's Bus Charter	9721 9500
Love's Bus Service	9791 3133
South West Coachlines	9722 7800 (Bunbury) 9753 7700 (Busselton)
Bunbury City Transit	9791 3111
Bunbury Taxis	131 008
Trans WA Coach Service	Admin - 9326 2600 1300 662 205

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### Appendix 10 – Key Contact Lists

Organisation	Name	Work contact	After hours contact
Department of Communities (Child Protection and Family Support) - Bunbury Office	Sharon Hutchins – Team Leader/ Local Welfare Centre Coordinator	9722 5000 Fax: 9721 9457	Crisis Care 1800 199 008
Regional Executive Director (RED)	Amber Fabry	9722 5000	0418 295 486
District Director (DD)	Carol Jacobs	9722 5000	0418 840 935
District Emergency Services Officer (DESO)	Michele Duxbury	9752 5600	0427 476 658
Aboriginal Practice Leader (APL)	Karen Smith	9722 5063	0448 211 477
On Call Phone – all hours Child Protection and Family Support	Emergency Services Unit Crisis Care	0418 943 835 9223 1111/	9223 1111/
	Corporate Communications	1800 199 008 0418 951 460	1800 199 008 0418 951 460
Shire of Dardanup Admin Office – 1 Council Drive, Eaton	Andre Schonfeldt, CEO	9724 0000	0427 960 161
	Erin Hutchins, Coordinator Emergency & Ranger Servs	9724 0307 9724 0347	
	Melissa Howard – Emergency Management Officer	9724 0396	0407 088 736
	Susan Oosthuizen – Director Sustainable Development	9724 0000	0448 102 687
	Xx - OSH Coord.	9724 0307	0419 918 287
	Murray Halden – Senior Ranger	9728 1422	0409 629 555
	Neil Nicholson - Snr Envnmntl Health Offr Cr. Michael Bennett – Shire President		0427 240 092 0419 948 940
WA Police Australind Station - covers Eaton/Burekup/Waterloo Bunbury Station - covers Dardanup	Snr Sgt Mark Smith	9797 0222 13 1444	Emergency Calls 000 131 444
	Snr Sgt Mal Jones- Officer in Charge	9722 2111	
DFES – South West District	Vacant - Selina Young - Comm Prep Adv	9780 1922	0429 986 480
	Peter Norman – Super SW	9780 1909	0427 699 550 0409 153 931
	Peter Stewart – Dist Off EM	9780 1907	0418 780 382 0427 026 964

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Organisation	Name	Work contact	After hours contact
SES South West Region 132500	Andy Wright – Dist Off Urban	9780 1926	0427 011 386 0428 100 452
	Ian Joseph – Area Off Urban	9780 1918	
	Brett Finlay – District Off Murray Rural	9780 1904 9780 1903	0428 100 491
	John Carter (Area Off Harvey/Hills Rural	9780 1910	
	Nick Elrick – District Officer Natural Hazards		
	Chris Widmer – Local Unit Manager	0477 691 114	
Office of Emergency Management (OEM)	Vik Cheema – SW District Advisor	9780 1976	0429 688 130
Dept of Health – WA Country Health Services South West	Kerry Winsor-Regional Director, 4th Fl Bunb Tower	9781 2309 Fax: 9781 2381	0407 988 161
Dept of Health – Mental Health Services, South West WACHS	Debbie Easter – Director, Mental Health, 5th Fl Bun Tr	9781 2312	0429 914 355
Dept of Health, Regional Office, WA Country Health Service – SW	Pandemic Coordinator	9781 2312	
Education Department – South West	Andrew Grono – Coordinator	9791 0348	0434 002 780
Surf Life Saving WA - contact Perth First-aid volunteers. Yallingup Clb	State Duty Officer Matt du Plessis	13SURF	13SURF/13 7873 0403 240 777
	Jim Smith – Bunb Reg Coord	9207 6666	0406 116 429
Dept Primary Industry and Regional Development SW Highway Bunbury	Tim Stevens, Site Mgr Regional Ops and Business Development Ian Guthridge	9780 6119 0428 711 394 9777 0121 0427 778 039	<a href="mailto:tim.stevens@dpird.wa.gov.au">tim.stevens@ dpird.wa.gov.au</a> <a href="mailto:ian.guthridge@agric.wa.gov.au">ian.guthridge@ agric.wa.gov.au</a>
Main Roads Robertson Drive Bunbury 138138 all hrs Fulton Hogan 0427 773632	Tom Engelke, Mgr Project Delivery Bruce Hancock, Maintenance Planning Mgr	9724 5643 0408 929 761 9724 5609 0419 966 692	<a href="mailto:tom.engelke@mainroads.wa.gov.au">tom.engelke@ mainroads. wa.gov.au</a> <a href="mailto:bruce.hancock@mainroads.wa.gov.au">bruce.hancock@ mainroads. wa.gov.au</a>
Western Power Lot 50 Boyanup-Picton Rd Picton 6229	David McMillan Gary Smith (Capes)	9780 6343 0427 441 034 9780 6323 0418 923 417	<a href="mailto:david.mcmillan@westernpower.com.au">david.mcmillan@ westernpower. com.au</a> ; <a href="mailto:gd.smith@westernpower.com.au">gd.smith@ westernpower. com.au</a>
Water Corporation 3rd Fl, 61 Victoria Ave Bunbury	Alf Read, A/Service Delivery Mgr	9791 0414 0447 947 686	<a href="mailto:alf.read@watercorporation.com.au">alf.read@ watercorporation. com.au</a>
Telstra – State Contact (not SW DEMC member)	Brian Young, WA Emergency Services Liaison Officer (ESLO)	6224 9972	0419 044 605

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Organisation	Name	Work contact	After hours contact
	<a href="mailto:Brian.i.young@team.telstra.com">Brian.i.young@team.telstra.com</a>		
Department of Mines, Industry Regulation and Safety – Consumer Protection <a href="mailto:Annetta.bellingeri@dmirs.wa.gov.au">Annetta.bellingeri@dmirs.wa.gov.au</a> ; <a href="http://www.dmirs.wa.gov.au">www.dmirs.wa.gov.au</a>	Annetta Bellingeri, Regional Coordinator, SW Region – Consumer Protection	9722 2888 Call Centre - 1300 304054	*Advice for tenants and landlords when a property is destroyed (incl partially) or not fit for human habitation.

### Lifelines

LIFELINES – PUBLIC INFORMATION	PHONE/FAX
<b>Life threatening emergency</b>	<b>Emergencies 000 / 112 / 106</b>
DFES Public Information Line	13 DFES (13 3337) <a href="http://www.dfes.wa.gov.au/Pages/default.aspx">www.dfes.wa.gov.au/Pages/default.aspx</a>
Emergency WA website for emergency warnings	<a href="https://www.emergency.wa.gov.au/">https://www.emergency.wa.gov.au/</a>
Bureau of Meteorology website	<a href="http://www.bom.gov.au/index.php">http://www.bom.gov.au/index.php</a>
WA Tropical Cyclone Information	1300 659 210
WA Land Weather and Flood Warnings	1300 659 213
WA Coastal Marine Warnings	1300 659 223
Australian Tsunami Threat Information (1300 TSUNAMI)	1300 878 6264
Main Roads Western Australia (MRWA) - Primary public contact point for road closure information	Phone: 138 138 Fax: 9323 4400 <a href="http://www.mainroads.wa.gov.au">www.mainroads.wa.gov.au</a>
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 <a href="https://www.nbnco.com.au/">https://www.nbnco.com.au/</a> <a href="https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html">https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html</a>
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



# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

Telstra	Faults – 13 20 00 Head Office – 13 22 03
<p>Water Corporation Inter-agency Emergency Management Coordinator – Alf Fordham - 9420 3964 / 0472 869 491 <a href="mailto:Alf.Fordham@watercorporation.com.au">Alf.Fordham@watercorporation.com.au</a> 629 Newcastle St, LEEDERVILLE WA 6007 PO Box 100, LEEDERVILLE WA 6902 Out of hours operational issues - 1300 483 514 <a href="mailto:OC_Statewide_OPS_Mgr@watercorporation.com.au">OC_Statewide_OPS_Mgr@watercorporation.com.au</a> 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</p>	<p>Public assistance – General – 9420 2420 Faults (public no) -13 13 75 if urgent Translation and Interpreter Service -</p> <ul style="list-style-type: none"><li>• 13 13 85 - account enquiries</li><li>• 13 13 75 - faults, emergencies and security</li><li>• 13 13 95 - building services</li></ul> <p>Hearing or speech impaired – 13 36 77</p>

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### Appendix 11 – Sanitary, Waste Disposal, Hire Services:

Name	Type of Supplies	Contact Details	After Hours Contact
Shire of Dardanup	Rubbish & waste collection through collection contract with Cleanaway - No capacity to dispose of liquid or bio-medical wastes Tim Batt - Manager, Environment & Emergency Neil Nicholson - Senior Environmental Health Officer	Eaton Office - 9724 0000 Dardanup Office 9728 1422  9724 0081 9724 0055/	   0427 960 161 0419 918 287
South West Waste - Picton	Industrial and commercial waste	9725 5000	
Coastal Machinery	Picton	9726 2276	0408 948 131
Regional Trailer Sales/Hire	Picton	9725 7788	
<b>Australind and Bunbury Services</b>			
Fill A Bin, Australind	Skip bins	9796 0092	
Cleanaway Davenport/Halifax	Household/commercial/ industrial waste	9724 6400	13 13 39
BPS (WA) Pty Ltd	Liquid Waste Management/ also bulk water supplies	9791 4344	
Bunbury Ezy Bins	Domestic/commercial/ industrial	9725 0725	0417 188 659
Geographe Bins Bunbury	Domestic/comm./industrial Bins	9791 9100	0418 948 283
Instant Waste Management	Waste management - Bunbury & Busselton	9726 2211	
Modern Hygiene Solutions	Sanitary bins, Bunbury	9791 5540	
Total Hygiene - Bunbury	Sanitary and nappy disposal	9791 9777	
South West Hygiene	Sanitary bins, Bunbury	9797 1524 131 552	0427 980 939
Coates Hire	Hire portable toilets, ablution blocks, generators	9721 6611 9725 6755	
Bunbury Machinery	Hire generators	9792 3923	
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

### CLEANING SERVICES

Name	Contact	After Hours
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# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

	Details	Contact
<b>Dardanup Services</b>		
Allstars (Allryz) Cleaning Services - Eaton	9725 0294	
<b>Bunbury and Australind Services</b>		
Bubbles Cleaning Company, Australind	9725 8424	
Cleanway Xtra – Bunbury, Australind	9721 4687	0407 773 370
Angel Force Cleaning Services-Bunbury	0488 270 102	
Bunbury Cleaning Service	9721 3737	0428 810 033
Delron Cleaning (Bunbury and Busselton)	9754 2911	0419 542 911
Gina's Home Cleaning Service	9725 3888	0408 253 887
South West Cleaning Services	0412 270 102	
Whisk Cleaning	9721 7486	

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

### Appendix 12 – Security Companies:

If security assistance is needed at a welfare centre and the WA Police Force were not available a security company/guard and patrol services could be contacted.

Name	Address	Contact Details Day & After Hours
Night guard Security Service	PO Box 706 , Bunbury	0418 906 909 – 24 hrs 9791 3377
Redback Security	PO Box 937, Bunbury	9795 9144 0428 913 112 – 24 hrs
Terry Stokes	9 Yalinda Drive, Gelorup	9795 7144 0414 943 713 – 24 hrs
<b>Other South West Services</b>		
Eclipse Security Services - Chris	10 Moira Road, Collie	9734 7770 0428 347 770 – 24 hrs
Safe & Sure Security	PO Box 671 Dunsborough	0419 903 783 – 24 hrs 9754 7779
NAS Security	68 Bussell Highway Busselton	9754 3000 / 1300 838 400 0400 884 499

# (APPENDIX LEMC: 8.2B)

## Local Emergency Welfare Plan - Shire of Dardanup

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### Appendix 13 – Distribution List:

This plan has been distributed electronically to:

#### Department of Communities

- Bunbury Staff  
plus 2 hard copies – located in the CPFS Bunbury Office -
  - Local Welfare Plan – red file
  - Local Welfare Centre Coordinator Pack
- Emergency Services Unit Staff
- SW District Emergency Services Officer  
plus a hard copy stored in DESO vehicle

#### Local Emergency Management Committee

- Shire of Dardanup Local Emergency Management Committee (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)

**DESOs – it is up to you whether you distribute this plan to your Welfare Coordination Group/Partnering Agencies – see Appendix 3.**

**Welfare Coordination Group – can use the table below to record the agencies**

- List the agencies

Name	Agency	Address Email &/or Postal	Contact Details