



Local Emergency Management Arrangements

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Authority

These arrangements have been produced and issued in compliance with s(41)(1) and (2) of the *Emergency Management Act 2005* ('the Act'), endorsed by the Shire of Dowerin Local Emergency Management Committee (LEMC) and Council, the District Emergency Management Committee (DEMC) and State Emergency Management Committee (SEMC).

These arrangements have been developed by personnel within the Shire of Dowerin and by the Local Emergency Management Committee. Consultation has been sought from the wider community.

These arrangements should be read in conjunction with the *Emergency Management Act 2005* and the State Emergency Management Plans (WESTPLAN), State Hazard Plans (SHP), State Emergency Management Policy Statements and the Department of Communities' Local Emergency Management Plan for the Provision of Welfare Support.

Endorsed by:

LEMC at its Meeting held on 4 November 2019
Council at its Meeting held on 26 November 2019

Darrel Hudson

5 November 2019

Chairperson, Dowerin LEMC

Date

Darrel Hudson

26 November 2019

President Shire of Dowerin
Resolution #: CMRef 0084

Date

Document Review

Date

Amendment History

No.	Date	Amendment Details	By
1	28 May 2019	Draft copy for consideration	G Harwood
2	24 October 2019	Amendments following discussion with Yvette Grigg	Y Grigg
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Suggestions and Comments from the Community and Stakeholders can help improve these arrangements and subsequent amendments.

To forward feedback, please copy the relevant section, mark the proposed changes and forward to;

The Chairperson
Local Emergency Management Committee
Shire of Dowerin
13 Cottrell Street
Dowerin WA 6461

Or email to: dowshire@dowerin.wa.gov.au

The Chairperson will refer any correspondence to the LEMC for consideration and/or approval. Amendments promulgated are to be certified in this document when updated.

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State Emergency Management Committee	1
District Emergency Management Committee	1
Department of Communities	1
Western Power	1
St John Ambulance - Local sub-centre	2
St John Ambulance - Regional Office	3
Wyalkatchem Koorda District Hospital	1
Goomalling District Hospital	1
Dowerin District High School	2
Dowerin Volunteer Fire and Rescue Service	2
Dowerin Bush Fire Brigade	1
Goomalling Bush Fire Brigade	1
Wyalkatchem Bush Fire Brigade	1
Department of Biodiversity Conservation and	1
Dowerin Home Care	1
Dowerin Community Resource Centre	1
Dowerin Workcamp - Department of Justice	2
Dowerin Event Management	2

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Section One

Introduction



Glossary of Terms

Australasian Inter-Service Incident Management System (AIIMS): A nationally adopted structure to formalise a coordinated approach to emergency incident management.

Combat Agency: As prescribed under Section 6(2) of the *Emergency Management Act 2005*, 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 emergency management activity prescribed by the regulations in relation to that agency.

Comprehensive Approach: The development of emergency and disaster arrangements to embrace the aspects of Prevention, Preparedness, Response and Recovery (PPRR). PPRR are aspects of emergency management, not sequential phrases. (Synonyms: disaster cycle, disaster phases and PPRR)

Command: The direction of members and resources of an organisation in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement with an organisation. Command relates to organisations and operates vertically within an organisation. (See also *Control* and *Coordination*)

Control: 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. (See also *Command* and *Coordination*)

Controlling Agency: An agency nominated to control the response activities to a specified type of emergency.

Coordination: The bringing together of organisations and elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, manpower and equipment) in accordance with the requirements imposed by the threat or impact of an emergency. Coordination related 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. (See also *Control* and *Command*)

District Emergency Management Committee: A committee established under Section 31(1) of the *Emergency Management Act 2005*

Emergency: The occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response

Emergency Coordination Centre: A facility established to coordinate and organise emergency provision of services.

Emergency Management: The management of the adverse effects of an emergency including:

- (a) prevention: the mitigation or prevention of the probability of the occurrence of, and the potential adverse effects of, an emergency.
- (b) Preparedness: preparation for response to an emergency
- (c) Response: the combating of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage and help to speed up the recovery process.
- (d) Recovery: the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing.

Emergency Management Agency: A hazard management agency (HMA), a combat agency or a support organisation.

Hazard: An event, situation or condition that is capable of causing or resulting in loss of life, prejudice to the safety, or harm to the health of persons or animals; or destruct of; or damage to property or any part of the environment and is defined in the *Emergency Management Act 2005* or prescribed in the *Emergency Management Regulations 2006*.

Hazard Management Agency (HMA): A public authority, or other person, prescribed by the *Emergency Management Regulations 2006* to be a hazard management agency for emergency management, or an aspect of emergency management, of a hazard for a part of the whole of that State.

Incident: the occurrence or imminent occurrence of a hazard.

Incident Controller: The person designated by the Controlling Agency, to be responsible for the overall management and control of an incident within an incident area and the tasking of agencies in accordance with the needs of the situation. (Note: Agencies may use different terminology, however, the function remains the same).

Incident Support Group: A group of agency/organisation liaison officers convened by the Incident Controller to provide agency specific expert advice and support in relation to operational response to the emergency.

Local Emergency Coordinator: The person appointed by the State Emergency Coordinator to provide advice and support to their local emergency management committee in the development and maintenance of emergency management arrangements, assist hazard management agencies in the provision of a coordinated response during an emergency in the district and carry out other emergency management functions under the direction of the State Emergency Coordinator.

Local Emergency Management Committee: A committee established under Section 38 of the *Emergency Management Act 2005*.

Operational Area: The area defined by the Operational Area Manager for which they have overall responsibility for the strategic management of an emergency. This area may include one or more Incident Areas.

Preparedness: Preparation for response to an emergency.

Prevention: The mitigation or preventing of the probability of the occurrence of, and the potential adverse effects of, an emergency.

Public Authority: An agency as defined in the *Public Sector Management Act 1994*;

- A body, corporate or unincorporated that is established or continued for a public purpose by the State, regardless of the way it is established;
- A local government or regional local government;
- The Police Force of Western Australia;
- A member or officer of a body referred to in one of the above; or
- A person or body prescribed (or of a class prescribed) by the regulations as a public authority for the purposes of this definition

Recovery: The support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychological and economic wellbeing.

Response: The combatting of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage, and help to speed recovery.

Risk: A concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities and the environment.

- The chance of something happening that will have an impact upon objectives. It is measured in terms of consequences and likelihood;
- A measure of harm, taking into account the consequences of an event and its likelihood. For example, it may be expressed as the likelihood of death to an exposed individual over a given period; and
- Expected losses (of lives, persons injured, property damaged, and economic activity disrupted) due to a particular hazard for a given area and reference period. Based on mathematical calculations, risk is the product of hazard and vulnerability.

Standard Operating Procedure: A set of directions detailing what actions could be taken, as well as how, when, by whom and why, for specific events or tasks.

State Emergency Management Committee: A committee established under Section 13 of the *Emergency Management Act 2005*.

Vulnerability: The characteristics and circumstances of a community, system or asset that make it susceptible to the damaging effects of a hazard. There are many aspects of vulnerability, arising from various physical, social, economic and environmental factors that vary within a community and over time.

Welfare: The provision of immediate and continuing care of emergency affected persons who may be threatened, distressed, disadvantaged, homeless or evacuated; and, the maintenance of health, well-being and prosperity of such persons with all available community resources until their rehabilitation is achieved.

DOCUMENT AVAILABILITY

A copy of this document is available on the Shire of Dowerin's website:

www.dowerin.wa.gov.au

A print copy of this document (public version) will be made available to the public at the Shire of Dowerin Administration Office at 13 Cottrell Street, Dowerin WA 6461.

An electronic copy of this document (confidential version) is available to all Local Emergency Management Committee members.

GENERAL ACRONYMS USED IN THESE ARRANGEMENTS

BFS	Bush Fire Service
BFB	Bush Fire Brigade
CA	Controlling Agency
CEO	Chief Executive Officer
DC	Department of Communities
DEMC	District Emergency Management Committee
ECC	Emergency Coordination Centre
DFES	Department of Fire and Emergency Services
FRS	(Volunteer) Fire and Rescue Service
HMA	Hazard Management Agency
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LG	Local Government
LRC	Local Recovery Coordination
LRCC	Local Recovery Coordinating Committee
MOU	Memorandum of Understanding
NGO	Non-governmental organisation
DPaW	Parks and Wildlife Service (Department of Biodiversity, Conservation and Attractions)
SEC	State Emergency Coordinator
SEMC	State Emergency Management Committee
SES	State Emergency Service
SEWS	State Emergency Warning Signal
SHC	State Health Coordinator
SJA	St John Ambulance
WA HEALTH	Department of Health
WAPOL	WA Police Force

DISCLAIMER

The Shire of Dowerin makes no representations about the suitability of the information contained in this document or any material related to this document for any purpose. The document is provided with no warranty of any kind to the extent permitted by law. The Shire of Dowerin hereby disclaims all warranties and conditions with regard to this information, including all implied warranties and conditions of merchantability, fitness for particular purpose, title and non-infringement. In no event shall the Shire of Dowerin be liable for any special, indirect or consequential damages resulting from the loss of use, data or profits, whether in an action of contract, negligence or other tortious action, arising out of or in connection with the use of information available in this document. The document or material related to this document could include technical inaccuracies or typographical errors.

AIM

To detail emergency management arrangements and ensure understanding between agencies and stakeholders involved in managing emergencies within the Shire.

PURPOSE

To set out;

- The Shire of Dowerin's policies for emergency management;
- The roles and responsibilities for public authorities and other persons involved in emergency management;
- Provisions about the coordination of the emergency operations by performed by the public authorities and other persons;
- Description of emergencies likely to occur within the Shire of Dowerin;
- Strategies and priorities for emergency management in the district; and
- Other matters about emergency management in the Shire of Dowerin that the Shire of Dowerin considers appropriate.

SCOPE

These arrangements are to ensure the community is prepared to deal with the identified emergencies should they arise. It is not the intent of this document to detail the procedures for HMAs in dealing with an emergency. These should be detailed in the HMAs individual plans.

- This document applies to the local government district of the Shire of Dowerin;
- This document covers areas where the Shire of Dowerin provides support to HMAs in the event of an incident;
- This document details the Shire of Dowerin's capacity to provide resources in support of an emergency, while still maintaining business continuity; and
- The Shire of Dowerin's responsibilities in relation to recovery management.

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

AREA COVERED

The Shire of Dowerin is located in the Central Wheatbelt, approximately 156 kms north-east of Perth. The Shire covers 1,863 square kilometres with a population of approximately 860 people. The Shire of Dowerin borders on the Shires of Goomalling, Wyalkatchem, Koorda, and Cunderdin.

EXERCISING, LEMA REVIEW AND ANNUAL REPORTING

Exercising

Exercising is the simulation of emergency management events, through discussion or actual deployment of personnel, in order: to train personnel; to review/test the planning process or other procedures; to identify needs and/or weaknesses; to demonstrate capabilities; and to practice people in working together. The different types of exercises include Discussion, Field, Table Top and Tactical Exercise without Troops.

Testing and Exercising is important for a number of reasons, including ensuring that the Emergency Management Arrangements are workable, current and effective, as well as ensuring that individuals and organisations remain aware of what is required of them during an emergency response situation.

The Dowerin Local Emergency Management Committee exercises its arrangements once a year as per State Emergency Management Policy 4.8 and State Emergency Management Plan 4.7.

Hazard Management Agencies are responsible to exercise their response to an incident but this could be incorporated into a LEMC exercise.

Exercise reports should be prepared as soon after the exercise as practical and sent to the DEMC Executive Officer who will table outcomes at the next DEMC meeting for district awareness and forward the report to the State Exercise Coordination Team for noting and collation.

LEMA Review

An entire review of the emergency management arrangements should be undertaken every five years.

A review of the arrangements should be undertaken after training that exercises the arrangements.

The Contacts and Resources list should be reviewed and updated as needed but at a minimum quarterly.

Reporting

The annual LEMC Report is encompassed within the preparedness Capability Survey and will be prepared and submitted as directed each year by the SEMC. The Capability Survey informs the State Preparedness Report which is provided to the Minister of Emergency Services and tabled in Parliament in October each year.

AGREEMENTS, UNDERSTANDING AND COMMITMENTS

Part 1	Part 2	Summary of Agreement	Special Considerations
Shire of Dowerin	Department of Communities	Provision of Welfare	
Shire of Dowerin	Tin Dog IGA	Provision of food/drinks after hours for Welfare Centres	Purchase Orders Required
Shire of Dowerin	Dowerin Road House	Provision of food/drinks after hours for Welfare Centres	Purchase Orders Required
Shire of Dowerin	Local Community	Use of school buses in an emergency	See contacts and resources section for contact details
Shire of Dowerin	Local farmers	Use of earthmoving equipment in an emergency	See contacts and resources section for contact details
Shire of Dowerin	Co-operative Bulk Handling		
Shire of Dowerin	Dowerin District High School	Use of High School facilities	See contacts and resources section for contact details
Shire of Dowerin	Department of Justice	Use of Commercial Kitchen, Dining Room and Shed	See contacts and resources section for contact details

LOCAL ROLES AND RESPONSIBILITIES

Local Role	Description of Responsibilities
Local Government	<p>The responsibilities of the Shire of Dowerin are defined in s.36 of the <i>Emergency Management Act 2005</i></p> <p>It is a function of a local government –</p> <ul style="list-style-type: none"> • subject to this Act, to ensure that effective local emergency management arrangements are prepared and maintained for its district; and • to manage recovery following an emergency affecting the community in its district; and • to perform other functions given to the local government under this Act.
Local Emergency Coordinator	<p>The responsibilities of the LEC are defined in s37(4) of the <i>Emergency Management Act 2005</i></p> <p>The Local Emergency Coordinator for a local government district has the following functions –</p> <ul style="list-style-type: none"> • to provide advice and support to the local emergency management committee for the district in the development and maintenance of emergency management arrangements for the district; • to assist hazard management agencies in the provision of a coordinated response during an emergency in the district; • to carry out other emergency management activities in accordance with the directions of the State Emergency Coordinator.

Local Role	Description of Responsibilities
Local Recovery Coordinator	To ensure the development and maintenance of effective recovery management arrangements for the local government. In conjunction with the local recovery committee to implement a post incident recovery action plan and manage the recovery phase of the incident.
Local Government	<p>The responsibilities of the Shire of Dowerin are defined in s.36 of the <i>Emergency Management Act 2005</i></p> <p>It is a function of a local government –</p> <ul style="list-style-type: none"> • subject to this Act, to ensure that effective local emergency management arrangements are prepared and maintained for its district; and • to manage recovery following an emergency affecting the community in its district; and • to perform other functions given to the local government under this Act.
Local Emergency Coordinator	<p>The responsibilities of the LEC are defined in s37(4) of the <i>Emergency Management Act 2005</i></p> <p>The Local Emergency Coordinator for a local government district has the following functions –</p> <ul style="list-style-type: none"> • to provide advice and support to the local emergency management committee for the district in the development and maintenance of emergency management arrangements for the district; • to assist hazard management agencies in the provision of a coordinated response during an emergency in the district; • to carry out other emergency management activities in accordance with the directions of the State Emergency Coordinator.
Local Recovery Coordinator	To ensure the development and maintenance of effective recovery management arrangements for the local government. In conjunction with the local recovery committee to implement a post incident recovery action plan and manage the recovery phase of the incident.
Local Government Welfare Liaison	During an evacuation assist Dept. Communities by providing advice information and resources.
Local Government Liaison Officer (to ISG/IMT)	During a major emergency the liaison officer attended ISG meetings to represent the local government, provides local government knowledge input and provides details contained in the LEMA.
Local Government - Incident Management	<p>Ensure planning and preparation for emergencies is undertaken. Implementing procedures that assist the community and emergency services deal with incidents.</p> <p>Ensuring that all personnel with emergency planning and preparation, response and recovery responsibilities are properly trained in their role.</p> <p>Keep appropriate records of incident that have occurred to ensure continual improvement of the Shires' emergency response capability. Participate in the ISG and provide local support.</p> <p>Where an identified evacuation centre is a building owned and operated by the local government, provide a liaison officer to support the Dept. Communities.</p>

LEMC ROLES AND RESPONSIBILITIES

The Shire of Dowerin has established a Local Emergency Management Committee (LEMC) as per 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 rather the organisation established by the local government to assist in the development of local emergency management arrangements for its district.

The LEMC includes representatives from agencies, organisations and community groups that are relevant to the identified risks and emergency management arrangements for the community. The LEMC membership must include at least one local government representative and the Local Emergency Coordinator. The term of appointment of LEMC members shall be determined by the local government in consultation with the parent organisation of the members.

The Dowerin LEMC meets quarterly, generally on the third Wednesday of every February, April, August and October.

LEMC Role	Description of Responsibilities
LEMC Chair	Provide leadership and support to the LEMC to ensure effective meetings and high levels of emergency management planning and preparedness for the local government district is undertaken.
LEMC Executive Officer	<p>Provide executive support to the LEMC by providing secretariat support including:</p> <ul style="list-style-type: none"> • Meeting agenda; • Minutes and action lists; • Correspondence; • Maintain committee membership contact register. <p>Coordinate the development and submission of committee documents in accordance with legislative and policy requirements including:</p> <ul style="list-style-type: none"> • Annual Report; • Annual Business Plan; • Maintain Local Emergency Management Arrangements. <p>Facilitate the provision of relevant emergency management advice to the Chair and committee as required and participate as a member of sub-committees and working groups as required.</p>

LEMC MEMBERSHIP

Organisation	Officer
Shire of Dowerin	Shire President
Shire of Dowerin	Chief Executive Officer
Shire of Dowerin	Manager Works & Assets
Shire of Dowerin	Executive & Governance Officer
Dowerin Home Care	Coordinator
WA Police	OIC Dowerin Police (Sergeant) 2IC Dowerin Police (Constable)
Department of Communities	District Emergency Services Officer
Western Power	District Representative - <i>not a member but receives agendas and minutes for information purposes</i>
St John Ambulance	Community Paramedic Local Sub-Centre chairman
Department of Fire and Emergency Services	Area Officer
Department of Fire and Emergency Services	District Emergency Management Advisor
Chief Bush Fire Control Officer	As elected
Deputy Chief Bush Fire Control Officer	As elected
Volunteer Fire and Rescue - Dowerin	Captain Lieutenant
Water Corporation	Local Depot Team Leader
Goomalling District Hospital	Hospital Manager
Dowerin District High school	Principal Deputy
Road Wise	Road Safety Advisor
Department Biodiversity, Conservation and Attractions (Parks and Wildlife)	District Fire Coordinator (Wheatbelt)
Dowerin Community Resource Centre	Coordinator

For current LEMC membership names and contacts please see [LOCAL EMERGENCY MANAGEMENT COMMITTEE CONTACTS](#) Section - this is only available to LEMC members and Emergency Management professionals.

AGENCY ROLES AND RESPONSIBILITIES

In the event of an emergency, the local government will need to liaise with a range of state agencies who will be involved in the operational aspects of the emergency. The following table summarises the key roles:

Agency Roles	Description of Responsibilities:
Controlling Agency	<p>A Controlling Agency is an agency nominated to control the response activities to a specified type of emergency.</p> <p>The function of a Controlling Agency is to;</p> <ul style="list-style-type: none"> • Undertake all responsibilities as prescribed in Agency specific legislation for Prevention and Preparedness; • Control all aspects of the response to an incident; and • During Recovery the Controlling Agency will ensure effective transition to recovery.
Hazard Management Agency	<p>A HMA is to be a public authority or other person who or which, because of that agency’s functions under any written law or specialised knowledge, expertise and resources, is responsible for emergency management, or the prescribed emergency management aspect, in the area prescribed of the hazard for which it is prescribed”</p> <p>A HMA’s function is to:</p> <ul style="list-style-type: none"> • Undertake responsibilities where prescribed for these aspects; • Appointment of Hazard Management Officers; • Declare/Revoke Emergency Situation; and • Coordinate the development of the Westplan for that hazard.
Combat Agency	<p>A combat agency as prescribed under Subsection (1) of the Emergency Management Act 2005 is to be a public authority or other person who or which, because of that agency’s functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.</p>
Support Organisation	<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>

RELATED DOCUMENTS AND ARRANGEMENTS

Local Emergency Management Policies

As per section 41(2)(a) of the *Emergency Management Act 2005*, the local emergency management arrangements need to specify “the local government policies for emergency management”. The Shire of Dowerin has the following emergency management policies in place:

Policy Name	Policy Objective
10.5 Fire Hazard Reduction	To establish and maintain a Bush Fire organisation in accordance with Part IV of the <i>Bush Fires Act 1954</i> in order to provide adequate fire protection of those areas of the municipality within the Bush Fire District and to carry out an ongoing program of hazard reduction having due regard at all times for the preservation of the natural environment.
10.6 Bush Fire – Personnel Protective Clothing and Equipment	To ensure that brigade members are adequately protected while conducting firefighting activities.
10.7 Harvest & Movement of Vehicles Bans	The Shire of Dowerin has the right to impose the ban on activities such as harvesting crops, vehicle movements and hot works. The only exception to the ban is watering and feeding of livestock. This procedure is to refine the way the ban is measured and implemented.
10.8 Bushfire Control – Provision of Shire Plant & Equipment	To ensure that Dowerin and neighbouring Bush Fire Brigades are adequately resourced to achieve timely, quality and effective emergency services and minimise the impact of emergencies on the community.
10.9 District Operations Advisory Committee	To ensure that the Shire of Dowerin and its Brigades are well represented at a regional level.

EXISTING PLANS AND ARRANGEMENTS

Document	Owner	Location	Date of Plan
Risk Register	Shire of Dowerin	Shire of Dowerin	2018
Air Crash	WAPOL	Dowerin Police Station	2020
Land Search	WAPOL	Dowerin Police Station	2020
Road Crash	WAPOL	Dowerin Police Station	2020
Terrorism	WAPOL	Dowerin Police Station	2020
Local Welfare Plan	Dept. Communities	Shire of Dowerin, Dept. Communities	2018
Westplan – Brookfield Rail Crash Emergency	ARC Infrastructure	ARC Infrastructure (DFES Website)	2016

COMMUNITY CONSULTATION

The community of Dowerin were consulted in the compilation of these arrangements via notice on our website (www.dowerin.wa.gov.au), numerous advertisements in the local paper/newsletter and through utilisation of the Shire of Dowerin Facebook page.

COMMUNITY INVOLVEMENT

As a result of the advertising mentioned under 'Community Consultation' - one submission was received from the public.

COMMUNITY AWARENESS

The Dowerin LEMC makes every effort to increase community awareness of emergency management.

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Section Two

Coordination of Emergencies



AUSTRALASIAN INTER-SERVICE INCIDENT MANAGEMENT SYSTEM (AIIMS)

In a multi-agency system, incident management comprises command, control and coordination.

Control maintains the overall direction of emergency response. To effectively control an emergency, incidents should be managed by a single person. (The Incident Controller)

Command is the direction of resources within the agencies whose resources are committed to the emergency.

Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies.

In order to work together effectively, emergency management agencies need a common framework of roles, responsibilities and processes. In Australia, AIIMS is the nationally recognised system of incident management. AIIMS is founded on five key principles, with eight key functions identified within the structure.

The five key principles of AIIMS:

Unity of Command	Each individual should report to only one Supervisor. There is only one Incident Controller, one set of objectives, one plan for the management of the incident.
Span of Control	Refers to the number of groups or individuals that can be successfully supervised by one person. Up to five reporting groups/individuals is considered desirable, occasionally more.
Functional Management	Functions are performed and managed by Incident Controller or his/her delegates. Eight key areas of functional management; Incident Controller and heads of the functional sections are collectively the Incident Management Team (IMT).
Management by Objectives	The Incident Controller, in consultation with the IMT, determines the desired outcomes of the incident.
Flexibility	AIIMS can be applied to any incident or emergency event, so a flexible approach is essential.

The eight possible functions of AIIMS:

Control	Management of all activities required to resolve the incident.
Planning	Development of objectives, strategies and plans for the resolution of the incident.
Intelligence	Collecting and analysing information or data which is distributed as intelligence to support decision making and planning.
Public Information	Provisions of warnings, information and advice to the public, liaison with the media and community.
Operations	Tasking and application of resources.

Investigation	Investigating to determine the cause of and/or the factors contributing to the impact of the incident.
Logistics	Acquisition and provision of human and physical resources, facilities, services and materials.
Finance	Managing accounts for purchases of supplies, hire of equipment, etc. Insurance and compensation for personnel, property and vehicles. Collection of cost data and provision of cost-effect analyses and providing cost estimates for the incident.

INCIDENT MANAGEMENT TEAM (IMT)

An IMT is made up of incident management personnel comprising the Incident Controller and the personnel he or she appoints to be responsible for the functions of operations, planning and logistics. An Incident is controlled by a Controlling Agency, which will nominate an Incident Controller who has delegated authority to manage the control of the incident. The team is led by the Incident Controller and is responsible for the overall control of the response to the incident. As an incident scales up and down in size, so does the size of the IMT.

INCIDENT SUPPORT GROUP (ISG)

The role of an ISG is to provide support to the Incident Management Team (IMT). The ISG is a group of people represented by the different agencies who may have involvement in the incident and who provide support to the Controlling Agency.

TRIGGERS FOR AN ISG

An ISG is triggered when the incident is a “Level 2” or higher and when multiple agencies need to be coordinated.

Classification of Incidents:

Level	Description	Local Response Required
Level One	Usually resolved through local or initial response resources	Provide support to resolve the incident at the local level
Level Two	Require deployment of resources beyond initial response, functional sections established due to complexity	Provide support to resolve the incident at a local level, provide a Local Government Liaison Officer to the ISG. Make facilities available to the HMA as evacuation centres.
Level Three	Complexity may require divisions for effective management to be established, usually involves delegation of all functions	Provide support to resolve the incident at a local level, provide Local Government Liaison Officers to the ISG and /or OASG. Make facilities available to the HMA as evacuation centres.

MEMBERSHIP OF AN ISG

The recovery coordinator should be a member of the ISG from the outset to ensure consistency of information flow, situational awareness and handover to recovery. The representation on this group may change regularly depending upon the nature of the incident, agencies involved, and the consequences caused by the incident.

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

FREQUENCY OF MEETINGS

The frequency of meetings will be determined by the Incident Controller and will depend of the nature and complexity of the incident. As a minimum there should be at least one meeting per incident.

LOCATIONS OF ISG MEETINGS

Location of ISG meetings will be determined by the Incident Controller but should not be held in the midst of the incident, nor should they be held at the same location as meetings of the incident management team.

The following locations can be used for ISG meetings:

Location	Address
Dowerin St John Ambulance Sub Centre	Memorial Avenue, Dowerin
Shire Administration	13 Cottrell Street, Dowerin
Dowerin District High School	East Street, Dowerin
Dowerin Community Club	East Street, Dowerin

For a list of contacts in order to open these locations for ISG meetings, please refer to [INCIDENT SUPPORT GROUPS MEETING LOCATIONS AND CONTACTS](#) in the Contacts and Resources Section.

LOCATIONS OF INCIDENT CONTROL CENTRES

Location	Address
Shire Administration	13 Cottrell Street, Dowerin
Dowerin St John Ambulance Sub Centre	Memorial Avenue, Dowerin

These are locations where a major incident can be run form (Level 2 or 3) and/or where a level 1 incident such as storm clean up could be run by local services.

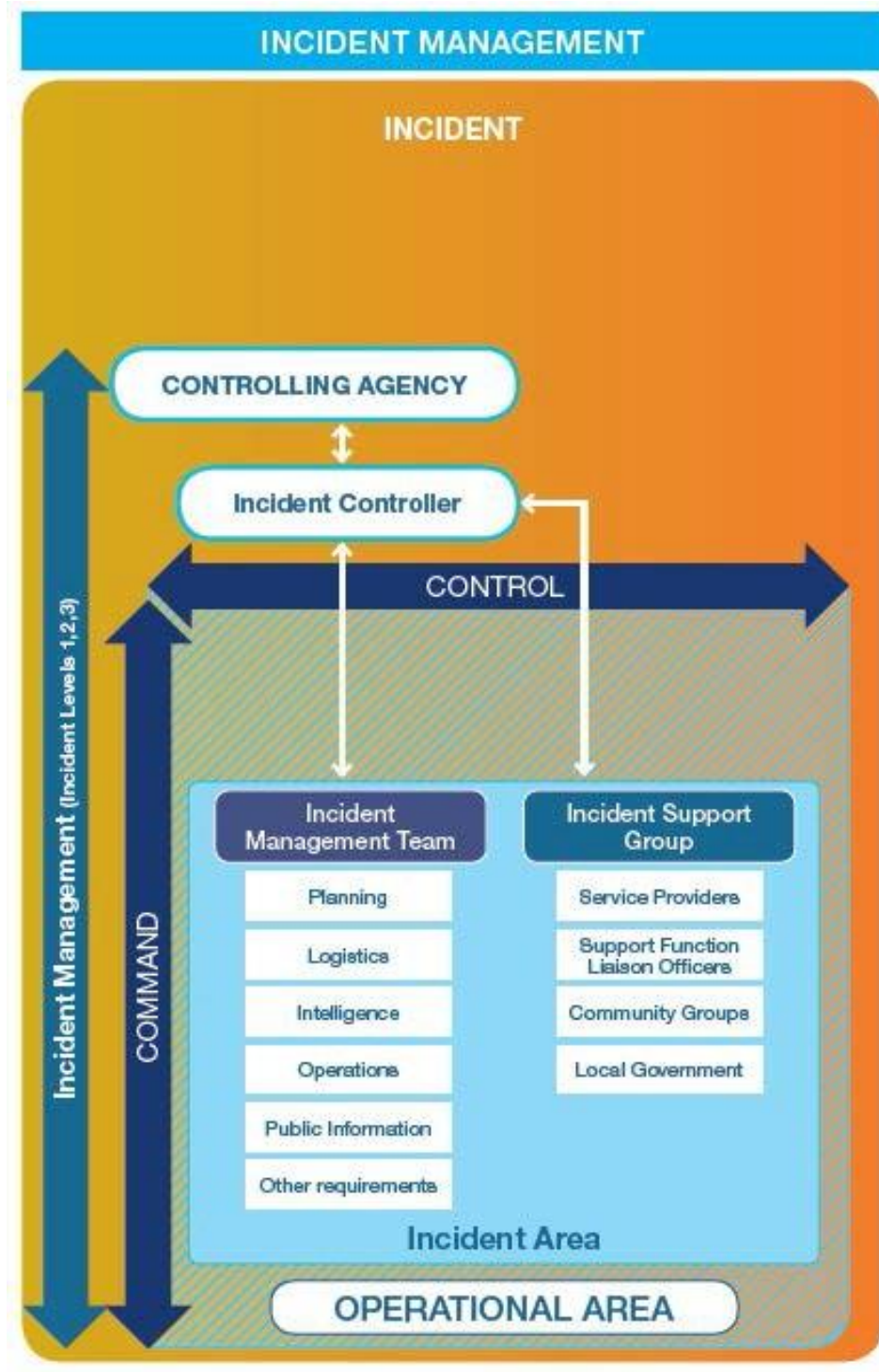


Figure 1: A diagram illustrating Incident Management

FINANCIAL ARRANGEMENTS

The Shire of Dowerin is committed to expending such necessary funds within its current budgetary constraints as required to ensure the safety of its residents and visitors. The Chief Executive Officer should be approached immediately if an emergency event requiring resourcing by the Shire of Dowerin occurs to ensure the desired level of support is achieved.

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Section Three

Risk



RISK MANAGEMENT

Risk Management is a vital part of the emergency management process. It is vital that we understand the hazards and risks likely to impact the Shire of Dowerin.

The Dowerin LEMC has taken into account that there a number of special considerations to be given attention when considering risks affecting our community. They are listed below.

SPECIAL CONSIDERATIONS

- Restricted access to gravel roads during times of high rainfall
- Increase of heavy traffic on minor roads during seeding (April – June)
- Increase of heavy traffic on major roads during harvest (October – December)
- Increased bushfire risk in summer months (November to March)
- Low numbers of volunteers, particularly from Bushfire Brigades, around January.
- Increased traffic to major roads during Dowerin Field Days (last Wednesday and Thursday in August annually)
- Influx of seasonal workers in seeding and harvest periods
- General limitations on resources due to the size and location of Dowerin
- High percentage of aged persons in the community
- Childcare services

CRITICAL INFRASTRUCTURE

The following assets/infrastructure and roads are located within the Shire of Dowerin have been classified as critical infrastructure:

Dowerin Town Centre	
Residential and Commercial Buildings	
Telecommunications Tower	Goomalling – Wyalkatchem Road – situated at Workcamp
Power Supply	Western Power
Water Supply	Water Corporation
Deep Sewer	Water Corporation
Sewerage Tower and Ponds	Shire of Dowerin
Standpipes and Water Tanks	Shire of Dowerin
Railway	ARC Infrastructure
Dowerin District High School – Memorial Avenue	Department of Education
St John Ambulance Sub Centre	St John Ambulance – Memorial Avenue
Dowerin Airport	Department of Transport
Bush Fire Brigade – East Street	Shire of Dowerin
Dowerin Community Club – East Street	Shire of Dowerin
Dowerin Town Hall	Shire of Dowerin

Dowerin Community Resource Centre	Shire of Dowerin
Shire of Dowerin – Administration – Cottrell Street	Shire of Dowerin
Dowerin Police Station	Shire of Dowerin
Co-operative Bulk Handling	
Dowerin Workcamp	Department of Justice
Goomalling – Wyalkatchem Road	Shire of Dowerin
Dowerin – Meckering Road	Shire of Dowerin
Dowerin – Kalannie Road	Shire of Dowerin

RISK REGISTER

The Dowerin LEMC will be undertaking extensive risk assessment work as part of the State Risk project – local level.

The Risk Register will be included in the LEMA at that time.

EMERGENCIES LIKELY TO OCCUR / HAZARDS REGISTER

The following hazards were identified as the most likely to occur in Dowerin. Below is a register of the identified hazards.

Hazard	Controlling Agency	HMA	Local Combat Role	Local Support Role	State Hazard Plan (West plan)	Local plan
Earthquake	DFES	DFES	SES	DC, Local Govt, SJA	Earthquake (2016)	
Bushfire	Local Govt	DFES	BFBs	DC, Local Govt, SJA	Fire (Interim) (2018)	
Storm	DFES	DFES	SES, BFBs	DC, Local Govt, SJA	Storm (2016)	
Road Traffic Accident	WA Police	WA Police	WA Police	Local Govt, SJA	Crash Emergency (2018)	
Hazmat	DFES	DFES	DFES	DC, Local Govt SJA	Hazmat (2018)	
Human Epidemic	Dept of Health	Dept Health	Dept of Health	DC, Local Govt SJA	Human Bio-security (2019)	
Animal & plant biosecurity	DPIRD	DPIRD	DPIRD			

Section Four

Evacuation



EVACUATION

There is a possibility that during an emergency, circumstances may arise where there may be the need to totally or partially evacuate the population of an area due to risk.

The Shire of Dowerin and its LEMC is dedicated to ensuring pre-emergency evacuation planning is carried out so that, if an emergency was to occur, the risks associated with evacuation can be mitigated.

The overall responsibility for a community evacuation rests with the Controlling Agency. The decision to evacuate rests with the Incident Controller who is appointed by the Hazard Management Agency or Controlling Agency.

When an evacuation is being considered, the Hazard Management Agency or Controlling Agency is to consult with the Shire of Dowerin and the Department of Communities.

TYPES OF EVACUATION

Self-evacuation is the self-initiated, spontaneous movement of individuals, families or community groups when threatened by an emergency. The Controlling Agency should provide sufficient, timely and relevant information to the community to assist in them making an informed decision to self-evacuate.

A **controlled evacuation** is the managed movement of people from a threatened area to a place of safety. The decision to undertake a controlled evacuation will be made by the Controlling Agency or an Authorised Officer who will determine whether the evacuation will be recommended (voluntary) or directed (compulsory).

A **recommended evacuation** is a type of controlled evacuation where the Hazard Management Agency or Controlling Agency provides advice to community members that they evacuate, when the Incident Controller believes that is the best option. A recommended evacuation is made when there is a possible threat to lives/property, but it is not believed to be imminent or significant.

A **directed evacuation** is a type of controlled evacuation where the Hazard Management Agency or Controlling Agency issues a direction for people and animals to evacuate/be evacuated, with which they are obliged to comply. This is most likely to occur when injury or loss of life is imminent.

THE FIVE STAGES OF EVACUATION



Things to Consider: Legislative powers, risk management, resource requirements. Reasons to/not to evacuate must be recorded.

Stage Two: Warning – Telling people of the need to go

Part of the LEMC’s planning process is to identify available communication methods for public information.

Stage Three: Withdrawal – Getting people out

Self-evacuation, recommended evacuation or directed evacuation?

Controlling Agency should, as far as is practicable, ensure the security of the area that has been evacuated and of the remaining persons and property – assistance with this may be sought from WAPOL, local government and security and/or traffic management contractors.

Stage Four: Shelter – Where people can go and providing support

Where a Controlling Agency establishes one or more evacuation centres, they must take reasonable steps to ensure that evacuees are properly received and supported via welfare agencies and/or the local government. Department of Communities will coordinate the provision of welfare support for evacuated persons.

Stage Five: Return – Allowing people back and supporting their return

In most circumstances the return of the affected community is the responsibility of the Controlling Agency that determined the need for an evacuation in the first place. In instances where the impacts of a hazard have had lasting effects, the incident may have been handed over to a Recovery Coordinator and/or Recovery Committee at the State or Local level.

A relevant person will need to ensure that an appropriate assessment has been carried out to confirm that the area is safe and possible to return to. The return may be executed in stages as the operational plan should consider issues such as community safety, restoration of essential services and provision of welfare support services.

Shire of Dowerin Emergency Evacuation Guide

Shire Office: 08 9631 1202

Area Covered: Dowerin and Minnivale Town Sites

KEY ROADS

Dowerin – Meckering Road

Dowerin – Kalannie Road

Goomalling – Wyalkatchem Road (Goomalling – Wyalkatchem Road runs from Goomalling to Wyalkatchem through Dowerin)

KEY CONTACTS

NAME	CONTACT	NAME	CONTACT
Shire Office	9631 1202	DC Crisis Care A/H	1800 199 008
Police Station	9631 1100	Western Power	13 13 51
SES	132 500	Water Corp	13 13 75
Dowerin District High School	9631 1030	Dowerin Community Club	0408 941 400
Fire and Rescue	000	Hospital - Goomalling	9629 0100
Ambulance	000	Doctor - Goomalling	9629 1166
Bushfire Brigade	000	CRC	9631 1662

HMA/CONTROLLING AGENCY CHECKLIST

- Alert Local Police
- Alert DFES or WAPOL to activate State Alert Phone System
- Advise media officer to employ information management tools - ABC radio, TV, etc.
- Alert Department of Communities
- Advise Special Needs Groups/Vulnerable People*
- Employ support agencies and volunteers for evacuation planning

*Please refer to Contacts and Resources section for a list of VULNERABLE PEOPLE CONTACT GROUPS

EVACUATION (WELFARE) CENTRES

Please refer to Section Five Welfare for a full list of evacuation centres.

EVACUATION TO OTHER LOCAL GOVERNMENT AREAS

Due to the size of the Dowerin town site, all evacuation centres are in reasonable proximity to one another. For this reason, the Shire of Dowerin and its LEMC have planned for the instance in which evacuation to all centres is impossible. Agreements have been reached with surrounding Shires for the provision of facilities to serve as evacuation centres if required.

Shire of Wyalkatchem 35kms travelling East along the Goomalling-Wyalkatchem Road

Alternative Route:

FACILITY	CAPACITY	ADDRESS	CONTACT
Wyalkatchem Rec Centre	355 Seated 120 Sleeping	Hands Drive, Wyalkatchem	0429 960 000
Wyalkatchem Town Hall	320 Seated 100 Sleeping	Honour Avenue, Wyalkatchem	0429 960 000
Wyalkatchem Airport	100 Seated 51 Sleeping	Tammin-Wyalkatchem Road, Wyalkatchem	0429 960 000

Shire of Goomalling 23kms travelling West along the Goomalling - Wyalkatchem Road

Alternative Route:

FACILITY	CAPACITY	ADDRESS	CONTACT
Goomalling Rec Centre		Cnr Quinlan & Hoddy Street, Goomalling	9629 1889
Goomalling Town Hall		32 Quinlan Street, Goomalling	9629 1101

SPECIAL NEEDS GROUPS

A list of contacts to coordinate the contacting of Vulnerable People within the Shire is available [VULNERABLE PEOPLE CONTACT GROUPS](#) in the Contacts and Resources section. The corresponding group/business is responsible for maintaining and updating the individual lists for vulnerable people that they are responsible for.

EVACUATION OF ANIMALS

Assistance animals are welcomed at all welfare centres. For a list of evacuation locations for pets, please refer to the [ANIMAL WELFARE](#) within the Contacts and Resources section.

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Section Five

Welfare



LOCAL EMERGENCY MANAGEMENT PLAN FOR THE PROVISION OF WELFARE SUPPORT

The Department of Communities has the role of coordinating welfare. The Shire of Dowerin falls under the Northam District of the Department of Communities. They have developed a Local Emergency Welfare Plan, which aims to prescribe the arrangements for the provision of welfare support services during emergencies. The plan is available from the Shire of Dowerin and/or the Department of Communities. The plan contains private contact details of key personnel and is not for public distribution.

LOCAL WELFARE COORDINATOR

The Local Welfare Coordinator for the Shire of Dowerin is the Team Leader from the Northam Department of Communities office. Their contact details can be found in the Contacts and Resources section.

LOCAL WELFARE LIAISON OFFICER

The Local Welfare Liaison Officer is appointed by the local government to coordinate welfare response during emergencies and to liaise with the Local Welfare Coordinator. This role will provide assistance to the Local Welfare Coordinator, including the management of emergency evacuation centres such as building opening, closing, security and maintenance.

The Shire of Dowerin appointed Local Welfare Liaison officer Ms Norma Metcalf.

REGISTER.FIND.REUNITE

Where a large-scale emergency occurs, and people are evacuated or become displaced, one of the areas Department of Communities has responsibility for is recording who has been displaced and placing the information onto a National Register. This allows friends and relatives to locate each other. The Department of Communities has an arrangement in place with the Red Cross to assist with the registration process.

WELFARE CENTRES

The Local Government may choose to manage a Welfare Centre however the Department of Communities has a team available for this purpose. It is the responsibility of the Hazard Management Agency, in consultation with the Local Emergency Coordinator, to request assistance with the Department of Communities. In the event of one or more evacuation centres, the Shire of Dowerin will have representation at each of the centres to provide support to the Department, including centres opened in neighbouring communities.

EVACUATION/WELFARE CENTRES

EVACUATION/WELFARE CENTRES	CONTACT	MOBILE CONTACT
Dowerin Town Hall – Cottrell Street	CEO	0429 311 202
Dowerin Recreation Centre	CEO	0429 311 202
Dowerin Community Club	CEO	0429 311 202

Functional areas of Welfare Coordination include;

- Emergency accommodation;
- Emergency catering;
- Emergency clothing and personal requisites;
- Personal support services;
- Registration and reunification; and
- Financial assistance.

OPENING AND COORDINATION OF WELFARE EVACUATION CENTRES

The Department of Communities (Communities) has legislated responsibility under WA Emergency Management Arrangements for the coordination and provision of services to evacuated community members during and after an emergency/disaster.

In many cases this will require the opening of a Welfare Evacuation Centre (Evacuation Centre) to provide evacuees with a safe place to relocate to, until they are able to return home or find alternative safe places.

There is a provision under WA Emergency Management Arrangements for the Local Government in the area affected by the emergency/disaster to take the lead role in the coordination and operation of the Evacuation Centre, until such time as Communities are able to arrive at the centre and assume responsibility for coordination and service provision.

The Controlling Agency, together with the Local Government and Department of Communities will determine when and where the opening of an evacuation centre may be required. If not present, the Dept of Communities should be contacted immediately and advised of the decision to stand up the evacuation centre.

Local government staff or LEMC members may be asked to open a Welfare Centre and manage it until Department of Communities staff arrive. A Guide and Checklist has been provided by the Department of Communities to assist with process.

The Local Government staff or LEMC members will provide a handover to Communities staff on their arrival at the Evacuation Centre. Communities may require assistance with coordinating of tasks, such as provision of food etc.

The Shire of Dowerin has reached agreements with food provision services in town for the after-hours supply of food and drinks in the event of an emergency. Please refer to the [CATERING AND MEALS](#) within the Contacts and Resources section for contact details.

SHIRE EMERGENCY ACTIVATION KITS

Two emergency activation kits have been prepared, which contain a number of resources and forms required for the operation of an evacuation centre. The kits are located at the following venues:

- Shire of Dowerin Administration Office; and
- Recreation Centre.

A copy of this LEMA and the activation kits in both hardcopy and electronic copy (USB) are also in the activation kits.

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Section Six

Recovery Plan



The Shire of Dowerin Recovery Plan

Recovery Coordinator: Chief Executive Officer
Shire of Dowerin

Deputy Recovery Coordinator: Manager Works & Assets
Shire of Dowerin

Endorsed at LEMC: *Date*

Endorsed at Council: *Date and resolution number*

Introduction

RECOVERY

The Shire of Dowerin Local Recovery Plan has been prepared by the Shire of Dowerin Local Emergency Management Committee to reflect the capacity of the Shire and to address the Shire's legislative responsibility under Section 36(b) and Section 41(4) of the Emergency Management Act 2005 and the Emergency Management Regulations 2006.

This recovery plan forms part of the Shire of Dowerin Local Emergency Management Arrangements (LEMA).

AUTHORITY

The local recovery plan has been prepared in accordance with the requirements of the *Emergency Management Act 2005* [s.41 (4)] and State Emergency Management Policy Chapter 6, Westplan Recovery Coordination.

OBJECTIVES

The objectives of this plan are to:

- Describe the roles, responsibilities, available resources and procedures for the management of recovery from emergencies for the Shire of Dowerin;
- Establish a basis for the coordination of recovery activities at the local level;
- To promote effective liaison between all Hazard Management Agencies (HMA), emergency services and supporting agencies, which may become involved in recovery management; and
- Provide a framework for recovery operations for the Shire of Dowerin.

SCOPE

The scope of this recovery plan is limited to the boundaries of the Shire of Dowerin. It details general recovery arrangements for the community and does not in any way detail how individual organisations will conduct recovery activities within their core business areas.

Roles and Responsibilities

LOCAL RECOVERY COORDINATOR

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

The Shire of Dowerin has appointed officers and key personnel to lead the community recovery process in accordance with the requirements of the *Emergency Management Act 2005*, Section 41(4). The Shire of Dowerin may appoint more than one person to the position of LRC. By appointing and training more than one person to undertake the role of the LRC coverage is assured in the event the primary appointee is unavailable when an emergency occurs.

Role

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

Functions

- Ensure the Local Recovery Plan is established;
- Liaise with the Controlling Agency, including attending the Incident Support Group and Operations Area Support Group meetings;
- Assess the community recovery requirements for each event, in conjunction with the HMA, Local Emergency Coordinator (LEC) and other responsible agencies;
- Provide advice to the Shire President and Chief Executive Officer (CEO) on the requirement to convene the Local Recovery Coordination Group (LRCG) and provide advice to the LRCG if convened;
- Ensure the functions of the Executive Officer are undertaken for the LRCG;
- Assess for the LRCG requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate;
- Determine the resources required for the recovery process in consultation with the LRCG;
- Coordinate local level recovery activities for a particular event, in accordance with plans and strategies determined by the LRCG;
- Monitor the progress of recovery and provide periodic reports to the LRCG and the State Recovery Coordinating Group (SRCG) if established;
- Liaise with the SRC on issues where State level support is required or where there are problems encountered with services from government agencies locally;
- Facilitate the acquisition and appropriate application of the resources necessary to ensure an effective recovery program;
- Ensure the recovery activities are consistent with the principles of community engagement;

- Arrange for the conduct of an operational debriefing of all participating agencies and organisations as soon as possible after cessation of the recovery arrangements; and
- Arrange for an evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency.

The above can be read in conjunction with the Aide Memoire – Local Recovery Coordinator local level recovery arrangements provided by the State Emergency Management Committee [APPENDIX 6B: AIDE MEMOIRE LOCAL RECOVERY COORDINATOR](#).

LOCAL RECOVERY COORDINATION GROUP (LRCG)

The LRCG is responsible for the overall coordination of community recovery following an emergency event. The LRCG may, depending upon the scale and type of event, form subcommittees with specific responsibilities each reporting to the LRCG. The makeup of the LRCG or any respective subcommittees will be determined by the scale of the event. The LRCG and subcommittees will change over time.

Role

The role of the Local Recovery Coordinating Group (LRCG) is to coordinate and support local management of the recovery process within the community.

Functions

- Establishing subcommittees as required;
- Assessing requirements based on the impact assessment, for recovery activities relating to the social, built, economic and natural wellbeing of the community with the assistance of the responsible agencies where appropriate;
- Developing an operational plan for the coordination of the recovery process for the event that:
 - takes account of the local government long term planning goals;
 - includes an assessment of the recovery needs and determines which recovery functions are still required;
 - develops a timetable and identifies responsibilities for completing the major activities;
 - considers the needs of youth, the aged, the disabled and culturally and linguistically diverse (CALD) people;
 - allows full community participation and access;
 - allows for the monitoring of the progress of recovery;
- Overseeing the delivery of projects that support social, built, economic and natural environments of recovery to ensure they are community owned and targeted to best support the recovery of affected communities;
- Facilitating the provision of services, public information, information exchange and resource acquisition;
- Providing advice to the State and Local Government/s to ensure recovery programs and services meet the needs of the community;

- Negotiating the most effective use of available resources including the support of State and Commonwealth agencies;
- Monitoring the progress of recovery, and receiving periodic reports from recovery agencies;
- Ensuring a coordinated multi-agency approach to community recovery by providing a central point of communication and coordination for the actions of a wide range of recovery-related services and projects being progressed outside the direct control of the committee; and
- Making appropriate recommendations, based on lessons learned to the LEMC to improve the community's recovery preparedness.

Reference should be made to the State EM Local Recovery Guidelines and the Australian Disaster Resilience Handbook 2 "Community Recovery" for details on the principles, and methodologies for effective recovery management which may assist the local recovery coordination group.

CONTROLLING AGENCY HAZARD MANAGEMENT AGENCY

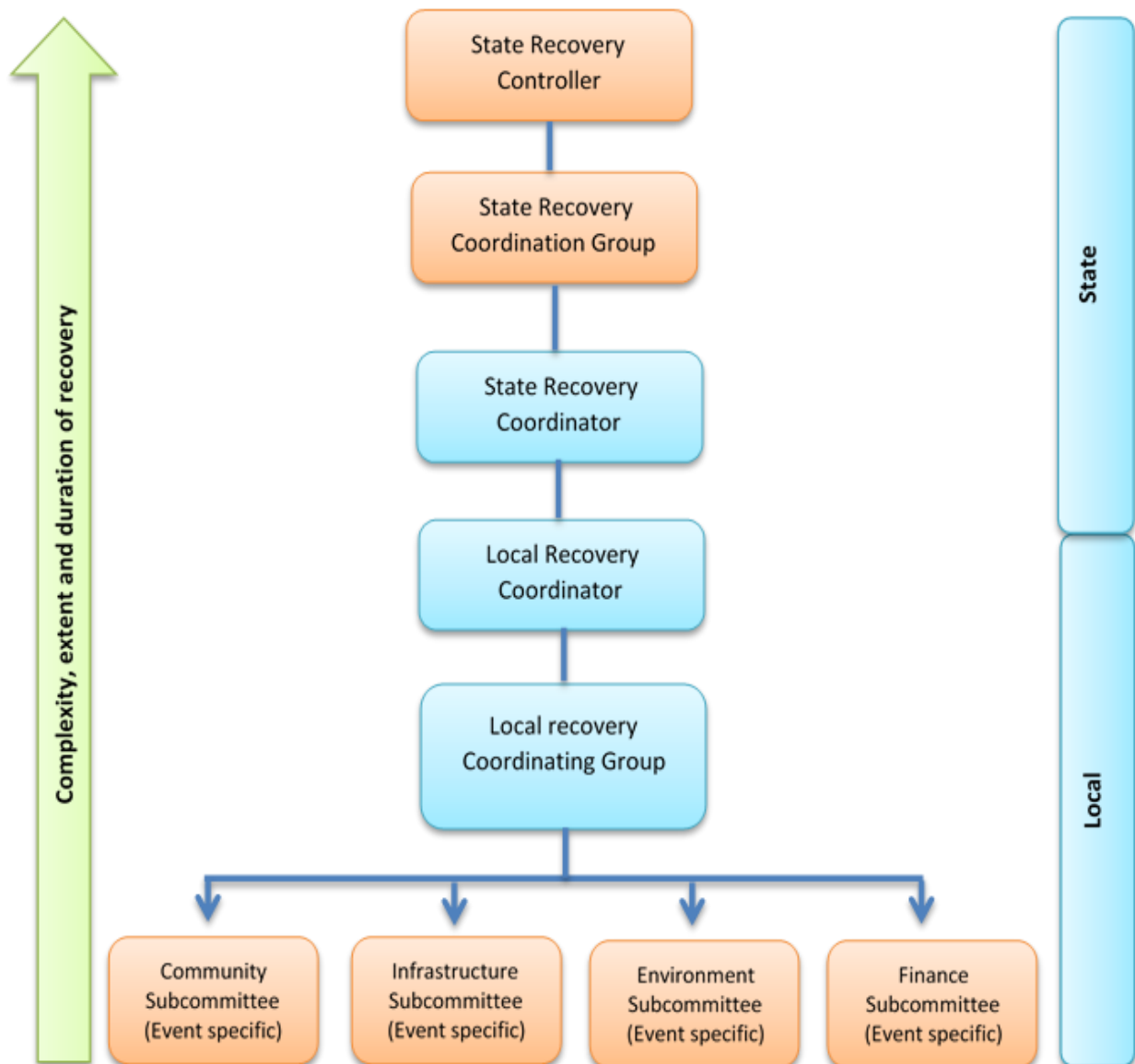
The Controlling Agency/HMA with the responsibility for the response to an emergency will initiate recovery activity during the response to that emergency. To facilitate recovery, the Controlling Agency/HMA will:

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

STATE RECOVERY COORDINATOR

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

Recovery Structure State and Local



Commencement of Recovery

LOCAL RECOVERY COORDINATOR

The immediate involvement of the Local Recovery Coordinator (LRC) in any Incident Support Group (ISG) will ensure that recovery starts while response activities are still in progress, and key decisions taken during the response phase are able to be influenced with a view to recovery. The LRC may also attend the Incident Management Team (IMT) as an observer for further situational awareness.

The LRC shall:

- Align response and recovery priorities;
- Connect with key agencies;
- Understand key impacts and tasks. Have input into the development of the Impact statement that will be used when the incident is transferred from response to recovery;
- Identify recovery requirements and priorities as early as possible; and
- Establish a Local Recovery Committee, and any sub committees as required.

THE CONTROLLING AGENCY

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

- Liaise with the local recovery coordinator and include them in the incident management arrangements including the Incident Support Group or Operational Area Support Group;
- Undertake an initial impact assessment for the emergency and provide that assessment to the local recovery coordinator and the State recovery coordinator;
- Coordinate completion of the Impact Statement, prior to cessation of the response, in accordance with the approved procedure (State EM Recovery Procedure 4) and in consultation with the ISG, the affected local government/s and the state recovery coordinator;
- Provide risk management advice to the affected community; and
- Complete an Impact Statement document.

LOCAL RECOVERY COORDINATION GROUP

Where required, the LRC shall form a Local Recovery Coordination Group which shall consist of, as a guide, the following:

Core Recovery Group

(Function - recovery planning, activation of plan, support Local Recovery Coordinator to manage the recovery process. The core group is usually made up of local government elected members and administration staff).

Position	Primary	Alternate
Chair	President	Deputy President
Local Recovery Coordinator	CEO	Manager Works & Assets
Deputy Recovery Coordinator	Manager Works & Assets	Manager Corporate & Community Services
Administrative support	Executive & Governance Officer	Manager Corporate & Community Services
Communications Officer	Customer Service & Records Officer	Manager Corporate & Community Services
Any other LG officers as required	Senior Finance Officer	Finance Officers

Co-opted members

(Function - these members would be co-opted as required to provide agency specific or expert advice and resources to assist the recovery process).

Hazard Management Agency or Controlling Agency	DFES, Police
Essential services	Telstra, Water Corp, Main Roads, Western Power
Welfare agencies	DC, Red Cross, Salvation Army, local welfare services
Financial services	Centrelink, Development Commissions, Insurance providers, Chamber of Commerce
Dept of Health	
Dept of Education	
Dept of Transport	
Dept of Primary Industry & Regional Development	
Dept of Parks and Wildlife	
WA Police	
St John Ambulance	
Community Groups or representatives	Rotary Club, Lions Club, CWA
CALD group representatives	
Non-Government Organisations	

Subcommittees

Sub committees may be formed to assist the recovery process by considering specific priority areas.

Core priority areas that may require the formation of a subcommittee include;

- Finance Subcommittee
- Infrastructure Subcommittee
- Community Subcommittee
- Environmental Subcommittee

Please refer to [Appendix 6A: Sub Committees – Objectives](#) for objectives and Terms of Reference for these four subcommittees should they need to be activated quickly.

ASSESSMENT AND OPERATIONAL RECOVERY PLANNING:

It is essential that an assessment of the recovery and restoration requirements be conducted as soon as possible after the impact of the event. This assessment will be based on the Impact Statement data provided by the Controlling Agency.

Depending upon the extent of the restoration and reconstruction required, the Local Recovery Coordinator and Local Recovery Coordinating Group should develop a specific Operational Recovery Management Plan setting out the recovery process to be implemented. For an Operational Recovery Plan template refer to [Appendix 6B: Operational Recovery Plan template](#).

Resources

RECOVERY RESOURCES

The Local Recovery Coordinator for the Shire of Dowerin is responsible for determining the resources required for recovery activities in consultation with the Controlling Agency/Hazard Management Agency and Support Organisations.

The Shire of Dowerin resources are identified in the Contacts and Resources Register. The Local Recovery Coordinator (LRC) is responsible for coordinating the effective provision of activities, resources and services for the Shire of Dowerin should an emergency occur.

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

Centre Name	Address	Capacity and available resources	Contacts
Administration Office	13 Cottrell Street, Dowerin		CEO Manager Works & Assets

FINANCIAL ARRANGEMENTS

The primary responsibility for safeguarding and restoring public and private assets affected by an emergency rests with the asset owner, who needs to understand the level of risk and have appropriate mitigation strategies in place.

Through the Disaster Recovery Funding Arrangements – WA (DFRA-WA), the State Government provides a range of relief measures to assist communities in recovering from an eligible natural event. The Shire of Dowerin will make claims for recovery activities where they are deemed eligible under DFRA.

More information regarding DRFA is available from the State Emergency Management Committee web page - link -

<https://www.dfes.wa.gov.au/recovery/Pages/default.aspx>

DFES, as the State Administrator, may activate DRFA-WA for an eligible event if the estimated cost to the State of eligible measures is anticipated to exceed the Small Disaster Criterion (currently set at \$240,000).

FINANCIAL PREPARATION

The Shire of Dowerin will take the following actions to ensure they are prepared financially to undertake recovery activities should the need arise. These actions include:

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

- Ensuring an understanding of the types of assistance that may be available under the DRFA-WA, and what may be required of local government in order to gain access to this potential assistance; and
- Understanding the need to manage cash flow requirements by making use of the option of submitting progressive claims for reimbursement from DRFA-WA, or Main Roads WA.

MANAGING DONATIONS

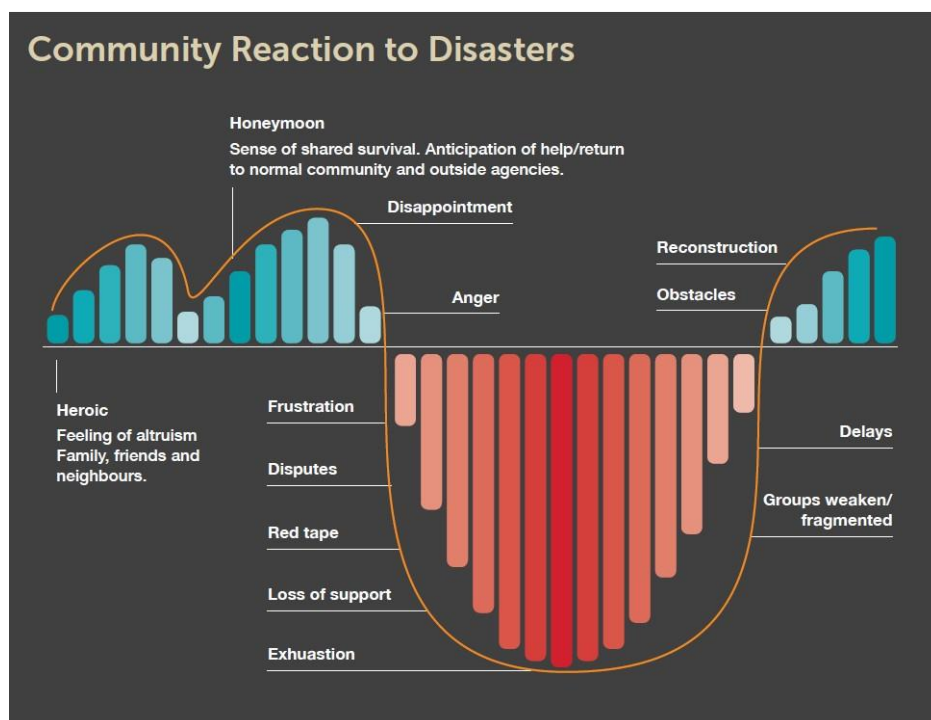
Organisations wishing to establish public appeals for cash donations should use the Lord Mayors Distress Relief Fund managed by the City of Perth, as detailed in the State EM Recovery Procedure 1 – Management of Public Fundraising and donations. NOTE: Appeals for donations of physical items such as food and furniture should be discouraged unless specifically requested by the Local Recovery Coordination Group. In all instances cash donations should be encouraged with prospective donors directed to the Lord Mayor’s Distress Relief Fund.

Community Reactions

It is important to understand the common reactions that individuals and the affected community as a whole, move through, when they are touched by an emergency.

Understanding the psychosocial impacts of emergencies can provide insight to assist people get back on their feet and to re-establish their post-emergency life.

The below diagram illustrates the four-stage cycle of emotions that people are likely to experience after being impacted by an emergency. This process is indicative only. It should not be read as a sequential process, but as a guide to help anticipate predictable challenges in the recovery stage.



It is important that all recovery communications are mindful of the cycle detailed above. By understanding this, recovery communications can be carefully tailored for the community as they move through each phase.

National Principles for Disaster Recovery

Disasters can deeply impact lives and livelihoods. Working with communities recovering from disasters is complex and challenging. These principles are a way to guide our efforts, approach, planning and decision-making.

Planning for recovery is integral to emergency preparation and mitigation actions may often be initiated as part of recovery.

Disaster recovery includes built, environment and economic elements, all contributing to individual and social wellbeing.

The Shire of Dowerin aligns its priorities for recovery to the National Principles for Disaster Recovery.

While all the principles are equally critical to ensure effective recovery, understanding the local and broader context and recognising complexity is foundational.

Understand the CONTEXT	Successful recovery is based on an understanding of the community context, with each community having its own history, values and dynamics.
Recognise COMPLEXITY	Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.
Use COMMUNITY-LED approaches	Successful recovery is community-centred, responsive and flexible, engaging with community and supporting them to move forward.
COORDINATE all activities	Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and need.
COMMUNICATE effectively	Successful recovery is built on effective communication between the affected community and other partners.
Recognise and Build CAPACITY	Successful recovery recognises supports and builds on individual, community and organisational capacity and resilience.

The complete National Principles for Disaster recovery can be found at:

<https://knowledge.aider.org.au/resources/national-principles-disaster-recovery>

Actions and Strategies

To assist the Local Recovery Coordinator and the Local Recovery Coordinating Group a listing of recovery activities that may be undertaken together with suggested strategies has been provided. The list is not exhaustive but meant as a prompt to initiate discussion and planning.

ACTIVITIES

- One Stop Shop
- Short Term Accommodation
- Counselling
- Establish and managing emergency financial relief schemes
- Surveying and assessing the damage to public and private property
- Repairing and/or replacing public utilities, services and assets
- Assisting with the repair or replacement of private property
- Initiating programs to stimulate community morale and economic growth
- Managing environmental rehabilitation programs
- Coordinating recovery and research agencies
- Revision of Land Use/ Planning Schemes

STRATEGIES

Community Involvement Strategies

- Maximise the use of local resources, groups and individuals
- Promote prior community awareness and education
- Involve people in their own and their community recovery
- Maintain continuous liaison between emergency teams, volunteer groups and community organisations
- Create opportunities for local decision making
- Ensure self-determination in restoration planning
- Maintain a co-operative relationship between volunteers and imported specialists
- Use local suppliers
- Empower the community as quickly as possible

Recovery Information Strategies

Provide regular updates on –

- current state & extent of the disaster
- actual and proposed official response
- desired community response
- advice to isolated families
- Ensure everybody has an understanding of the situation and the opportunity for personal counselling
- Provide for advocacy by agencies and organisations

- Information may be made available to the public using a combination of the methods such as One Stop Shop, door knocks, out-reach programs, information sheets and/or community newsletters

Recovery Assistance Strategies

- Provide for special needs of aged, ethnic, children etc.
- Make food, shelter, clothing, health and emergency finance available immediately
- Deliver services in a simple & caring manner with minimal disruption to existing processes
- Ensure welfare centre cater for privacy and individual care
- Ensure emergency workers receive ongoing support, debriefing, relief and rest
- Maximise financial aid and minimise material aid

Accountability Strategies

- Ensure the affected community is involved in the allocation and distribution of material and financial resources
- Assist the community in ensuring there is accountability in the use of resources

Strategies for Grants, Loans and Gifts

- Ensure there is community involvement in determining criteria
- Communicate entitlement criteria for financial support & grants immediately
- Alterations to criteria must be communicated clearly to the community
- Consider non-English speaking groups in designing information for grants
- Maintain confidentiality

Strategies to Maintain Family Cohesion

- Keep families together during evacuation and resettlement
- Ensure all policies and processes support the family's ability to recover

Appendix 6a: Sub Committees – Objectives

Committee	Objectives
Community (or Social) Subcommittee Objectives	<ul style="list-style-type: none"> • To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event • To facilitate understanding on the needs of the impacted community in relation to community wellbeing • To assess and recommend priority areas, projects, and events to assist with the recovery process in the immediate and short-term regarding the restoration and strengthening of community wellbeing • To assess and recommend medium- and long-term priority areas to the local government for consideration to assist in the restoration and strengthening of community wellbeing • To ensure the affected community is informed and involved in the recovery processes so actions and programs match their needs
Environment (or Natural) Subcommittee Objectives	<ul style="list-style-type: none"> • To provide advice and guidance to assist in the restoration of the natural environment post the event • To facilitate understanding of the needs of the impacted community in relation to environmental restoration • To assess and recommend priority areas, projects and community education to assist with the recovery process in the immediate and short-term regarding the restoration of the environment including weed management and impacts on wildlife • To assess and recommend medium- and long-term priority areas to the local government for consideration to assist in the restoration of the natural environment in the medium to long term
Infrastructure (or Built) Subcommittee Objectives	<ul style="list-style-type: none"> • Assist in assessing requirements for the restoration of services and facilities in conjunction with the responsible agencies where appropriate • To provide advice and assist in the coordination of the restoration of infrastructure assets and essential services damaged or destroyed during the emergency • To assess and recommend priority infrastructure projects to assist with the recovery process in the immediate and short, medium and long term

Finance (or Economic)
Subcommittee

To make recommendations to the Lord Mayor's Distress Relief Fund (LMDRF) on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship as a result of the event.

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

Appendix 6b: Aide Memoire Local Recovery Coordinator



Government of **Western Australia**
State Emergency Management Committee

AIDE MEMOIRE

LOCAL RECOVERY COORDINATOR

LOCAL LEVEL RECOVERY ARRANGEMENTS

Additional information on the Local Recovery Coordinator can be found in the EM Act, Section 41(4); State EM Policy/Plan, Section 6; and State EM Local Recovery Guidelines

Nomination and role of a Local Recovery Coordinator

Local governments are to nominate a suitably skilled Local Recovery Coordinator (LRC) in their Local Emergency Management Arrangements. More than one person should be appointed and trained in case the primary LRC is unavailable during an event. The LRC is responsible for the development and implementation of recovery arrangements, including:

- consideration of potential membership of the Local Recovery Coordination Group (LRCG) prior to an event occurring
- preparation, maintenance and testing of the Local Recovery Plan in conjunction with the local government for endorsement by the Council of the Local Government
- coordination and promotion of community awareness of the recovery arrangements
- community engagement in recovery arrangements and increasing community involvement in recovery preparedness, awareness and resilience.

Local Recovery Coordinator functions during Response

- liaise with the HMA/Controlling Agency (CA) and District Advisor (DA), and attend (or nominate a Local Government Liaison Officer or CEO) the Incident Support Group and/or Operations Area Support Group meetings
- advise Mayor, Shire President and Chief Executive Officer on the requirement to convene the LRCG, including suggested membership that is event specific
- meet with agencies involved with recovery operations to determine actions
- ensure receipt of Initial Impact Assessment from CA
- determine the level of State involvement in the recovery effort, in conjunction with the local government, LRCG and State Recovery Coordinator (SRC)
- coordinate local recovery arrangements in conjunction with the LRCG, CA, Local Emergency Coordinator and other responsible agencies, if applicable.

Local Recovery Coordinator functions during Recovery

- In consultation with the DA, assess the LRCG requirements and resources for the restoration of services and facilities planned with assistance of responsible agencies
- monitor the progress of recovery and provide periodic reports to LRCG that includes: fatigue management (self/others); and communications are accurate, timely and planned

- in conjunction with the local government, ensure that any State-level recovery coordination operates only to ensure that the affected community has equitable and appropriate access to available resources
- ensure recovery projects that support the social, built, economic and natural recovery environments are community-led and targeted to best support affected communities
- provide a central point of communication and coordination for the wide range of recovery related services and projects being progressed outside of the LRCG
- make appropriate recommendations, based on lessons learnt, to the Local Emergency Management Committee to improve the community's recovery preparedness.
- arrange for the conduct of an operational debriefing of all participating agencies and organisations as soon as possible after cessation of the recovery arrangements
- arrange for an evaluation of the effectiveness of the recovery activities in relation to the Local Recovery Plan, which should be reviewed within 12 months of the emergency
- ensure the Local Recovery Plan is practical and easily accessible by community/public.

Local Recovery Coordination Group – role and functions

The LRCG is the strategic decision-making body for recovery. Key functions are:

- assess impact of event and coordinate activities to rebuild, restore and rehabilitate the social, built, economic, natural and psychosocial wellbeing of the affected community
- ensure inclusion and recovery issues of special needs people/groups are addressed
- if the Disaster Recovery Funding Arrangements – WA (DRFA-WA) have been activated for the event: ensure an assessment of damage is undertaken; and be aware of process requirements for eligible assistance measures (contact DRFA-WA officers for advice)
- manage offers of assistance, including volunteers, services and donated money.
- if the Lord Mayor's Distress and Relief Fund (LMDRF) is activated, consult with the City of Perth regarding the eligible criteria and procedures by which LMDRF payments will be made to affected individuals, as the process commences through the local government
- assume administrative tasks: agenda, minutes, reports, finances, recordkeeping, etc.
- coordinate with CA on completion of the Comprehensive Impact Assessment
- assess recovery requirements, based on the impact assessment/s, within the four environments: social (including psychosocial), built, economic and natural
- establish LRCG subcommittees, across the four environments: social (community), built (infrastructure), economic and natural (environment) subcommittees, or as required

- for extensive reconstruction work, develop an event specific Operational Recovery Plan that includes: timeframes, responsibilities, completing major activities, full community participation and access, and considers the longer-term recovery needs and requirements
- negotiate and facilitate the provision of services, public information, information exchange and resource acquisition
- monitor the progress of recovery and receive periodic reports from recovery agencies.

Alignment with the national principles for disaster recovery

Ensure recovery activities are consistent with the national principles for disaster recovery:

- understand the context
- recognise complexity
- use community-led approaches
- coordinate all activities
- communicate effectively
- recognise and build capacity

To assist with effective recovery communication and community engagement a “*Checklist for the LRC and LRCG*” which includes information on communicating in recovery and community engagement is included on the following page.

Local Recovery Coordinator/Coordination Group Checklist

(Please note timeframes are a guide only and the listing is not exhaustive)

Task Description	Complete
Within 12-24 hours	
Contact and alert key local/agency contacts, including Incident Controller and DA.	
Liaise with Controlling Agency (CA) and participate (or nominate the Local Government Liaison Officer or CEO) in the Incident Support Group and/or Operations Area Support Group.	
Identify special needs and vulnerable people such as: youth, the aged, the disabled, Aboriginal people, culturally and linguistically diverse (CaLD) people, and isolated and transient people.	
Consider fatigue management for self and recovery staff (contact EM agencies for advice/support)	
Consider what support is required, such as resources to maintain records of events and actions.	
Brief media on the recovery, ensuring accurate and consistent messaging (use the local government's media arrangements, or seek advice and support from recovery agencies).	
Within 48 hours	
LRC to ensure receipt of the initial impact assessment from the CA.	
LRC and local government to determine the need to convene a LRCG and brief members.	
In conjunction with the State Recovery Coordinator, the LRC and local government are to participate in the determination of the level of State involvement in the recovery effort.	
Meet with agencies involved with recovery operations to determine priority actions.	
Develop and implement an event specific Communication Plan, including public information, appointment of a spokesperson and the local government's internal communication processes.	
Manage offers of assistance, volunteers and donated money. Liaise with the City of Perth's Lord Mayor's Distress and Relief Fund (LMDRF), if activated, on eligible criteria and procedures for payments to affected individuals. The procedures commence through the local government. Refer to the <i>State EM Local Recovery Guidelines, Appendix Seven</i> for the criteria and procedures.	
Activate outreach program to meet immediate needs and determine ongoing needs. Consider the need for specialist counselling, material aid, accommodation, financial assistance and social, recreational and domestic facilities (liaise with the Department of Communities).	
Report on likely costs and impact of recovery activities and establish a system for recording all recovery expenditure (such as keeping all receipts and providing timesheets for paid labour).	
Consider setting up a call centre with prepared responses for frequently asked questions (FAQ). Place the collated FAQs on the local government's website or link for the disaster event, and/or printed materials, as appropriate (choose suitable medium/s for various audiences).	
Within 1 week	
Participate in consultation for completion of Comprehensive Impact Assessment by the CA.	

Establish LRCG subcommittees, if needed, based on the 4 environments: social, built, economic and natural, and determine functions and membership. Refer to the <i>State EM Local Recovery Guidelines, Appendix Seven: Sample Recovery Subcommittee Role Statements</i> .	
Depending on extent of the damage, the LRC and LRCG should develop an Operational Recovery Plan which determines the objectives, recovery requirements, governance arrangements, resources and priorities that is specific to the event. Refer to the <i>State EM Local Recovery Guidelines, Appendix Six: Operational Recovery Plan Template</i> .	
If the event has been proclaimed an eligible natural disaster under the Disaster Recovery Funding Arrangements - WA, be aware of process requirements for eligible assistance measures.	
Liaise with DA and recovery agencies to coordinate local management of recovery process.	

Task Description	Complete
Within 1 to 12 months (or longer-term recovery) cont.	
Promote community engagement in recovery planning including involvement in the development of the Local Recovery Plan, which may also improve confidence in recovery and generate a sense of ownership for the Plan, as well as increasing recovery awareness.	
Ensure the completed Local Recovery Plan clearly identifies recovery and operational arrangements such as: any agreements made between local governments or emergency management; roles; responsibilities; and records of all recovery expenditure and resources used.	
Determine longer-term recovery strategies that include psychosocial support.	
Debrief recovery agencies and staff.	
Implement transitioning to mainstream services in consultation with the local government or the State Recovery Coordinator, if applicable.	
Evaluate effectiveness of recovery within 12 months of the emergency, including: <ul style="list-style-type: none"> • lessons identified and implementation of projects/plans/training to address the lessons • developing recovery strategies/programs/training and education, in consultation with the community, that strengthens community preparedness and resilience for future events. 	
Recovery communication and community engagement - throughout the recovery effort	
Effective recovery communication addresses, at a minimum: <ul style="list-style-type: none"> • the how: community meetings, printed materials, noticeboards, websites, social media, etc. • the who: wide variety of groups, including special needs groups • the what: what has happened, what are the issues, what services/information are available • the where: provide information any place where people spontaneously/normally congregate. 	
Set-up relief, recovery centres/one stop shops, that provide the community access to all recovery services for the short, medium or long term. These services provide the opportunity for face-to-face information and resources, as well as a central repository for up-to-date local, community and agency specific information, outreach programs, etc.	

<p>Arrange community initiatives, or accommodate and support community-led initiatives, such as:</p> <ul style="list-style-type: none"> • community information forums, or neighbourhood or community meetings which can include congregations of sporting, spiritual, recreational and school groups • community or social events, street/neighbourhood barbeques, memorials, anniversaries • a central website with links to relevant government and non-government service information; establish email networks; and the provision of social media. 	
<p>Plan and implement a Community Engagement Strategy, using the following as a basic guide:</p> <ul style="list-style-type: none"> • establish a target audience: consider demographics, groups and networks • determine matters to be communicated: what information is needed <i>from</i> the community and what information is needed to be provided <i>to</i> the community • methods of communication: consider appropriate methods/mediums for various audiences. 	
<p>Establish, or support, community briefings, meetings and information in the recovery context that provide:</p> <ul style="list-style-type: none"> • clarification of the emergency event (Controlling Agency) • advice on services available (recovery agencies) • input into development of management strategies (local government and recovery agencies) • advice to affected individuals on how to manage their own recovery, including the provision of public health information and psychosocial support (local government, specialist advisers, and government agencies such as the Department of Communities). 	
<p>Arrange community meetings and recovery information forums, with clear objectives and purpose, which help in providing information, gathering concerns, dispelling rumour, correcting misconceptions, and raising the profile of the recovery effort. For public meetings, consider:</p> <ul style="list-style-type: none"> • the patronage, agenda, process of conducting the meeting, speakers, subject matter, complaint process, strategies to deal with, and follow up, concerns or complaints; • have representatives from EM disciplines to give factual information; • psychosocial issues; • appropriate communication strategies for special needs and vulnerable people and groups. 	

Appendix 6c: Operational Recovery Plan Template

Shire of Dowerin

Operational Recovery Plan

Emergency Type and location:

Date emergency occurred:

Section 1 - Introduction

Incident description

Purpose of this plan

Authority

Section 2 - Assessment of recovery requirements

Details of loss and damage: (Refer Comprehensive Impact Assessment)

Residential:

Commercial:

Industrial:

Transport:

Essential Services: *(include State and local government infrastructure)*

Estimates of damage costs:

Temporary accommodation requirements: *(includes evacuation centres)*

Additional personnel requirements:

Human services: *(personal and psychological support requirements)*

Other health issues:

Section 3 - Organisational Aspects

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

Details of inter-agency relationships and responsibilities:

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

Section 4 – Operational Aspects

Resources available:

Resources required:

Redevelopment plans: *(includes mitigation proposals)*

Reconstruction restoration program and priorities: *(Includes estimated timeframes, the programs and strategies of government agencies to restore essential services, plans for mitigation against future impacts. Include local government program for community services restoration.)*

Financial arrangements: *(Assistance programs (DFRA-WA), insurance, public appeals and donations)*

Public information dissemination *(Key messages, methods of distribution)*

Section 5 – Administrative arrangements

Administration of recovery funding: *(Include other financial issues)*

Public appeals policy and administration *(includes policies and strategies for office and living accommodation, furniture and equipment details for additional temporary personnel)*

Section 6 – Conclusion

(Summarises goals, priorities and timetable of the plan).

Endorsed by

Chair, Local Recovery Coordinating Group

Dated:

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Section Seven

Communications Plan



INTRODUCTION

Communicating with an affected community is a vital part of all stages of emergency management. When threatened or impacted by an emergency, community members have an urgent need for information and direction. The provision of this information is the responsibility of the Hazard Management Agency.

When communicating with an affected community, special considerations should be given to children and youth; elderly people; people with disabilities; medically reliant persons; Aboriginal people; people who are isolated or transient; and people with Culturally and Linguistically Diverse backgrounds. A list of Groups/ Business to coordinate the contact with Vulnerable People, please refer to the [VULNERABLE PEOPLE CONTACT GROUPS](#) within the Contacts and Resources section.

It is likely that individual agencies will want to issue media releases for their areas of responsibility (e.g. Water Corporate on water issues, Western Power on power issues, etc.) however the release times, issues identified, and content shall be coordinated through the ISG to avoid conflict messages being given to the public.

All Council (Local Government) media contact must be directed to the Shire President or Chief Executive Officer.

COMMUNICATION POLICY

Management of communication in a crisis is critical. This section has been created to guide the Shire of Dowerin in approaching crisis communication in a way that is structured, well-coordinated and effective.

During a crisis, this response will be led by the Local Response Coordinator (LRC) with assistance from key members of the Local Recovery Coordination Committee (LRCC). In the management of media relations, the Local Recovery Coordination (LRCC) must seek direction from the Hazard Management Agency and the Shire of Dowerin CEO and/or Shire President.

COMMUNICATION PRINCIPLES

In an emergency, communication with stakeholders must adhere to the following principals

- Timeliness - regularly updating stakeholders on the situation
- Cooperation - being responsive and considerate to enquiries, deadlines and the other needs of stakeholders
- Sensitivity - prioritising stakeholders, guarding sensitive information as needed
- Transparency - remaining honest and open about the situation and progress
- Simplicity - ensuring communication is easily understood and consistent
- Accuracy - sharing only confirmed facts, never making assumptions or giving false information
- Accountability - accepting responsibility if appropriate and reasonable.

STAKEHOLDER COMMUNICATION

If an emergency arises, a strategy will be developed that is specific to the situation and will direct the communication response. The communication strategy will be prepared by the Local Recovery Coordination (LRCC) in collaboration with the President and CEO of the Shire of Dowerin.

Both internal and external communications will be directed by the strategy, which will ensure alignment with the Local Recovery Coordination (LRCC) response objectives and with the Shire of Dowerin's communications policy.

- A well-managed and coordinated response will ensure the following occurs:
- Communication is facilitated only by those authorised to do so
- Information released is confirmed and accurate
- Communication is regular, consistent and takes into account sensitivities

COMMUNICATING IN THE PREVENTION STAGE

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

The Shire of Dowerin employs several practices in order to aid the prevention of emergencies and these are communicated to the public. One example is the Firebreak Order distributed to the public every year, requiring firebreaks to be installed and properties to be clear of fire-hazardous materials by 1 November.

COMMUNICATING IN THE PREPAREDNESS STAGE

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

Through increasing community preparedness, Emergency Management Agencies can educate stakeholders, networks and communities on potential emergency risks, impacts, and personal responsibility, therefore promoting community resilience. By doing so an EMA can;

- Raise awareness in high-risk areas about the importance of planning and preparing (i.e. for cyclones, floods and bushfires);
- Raise personal awareness of risks and the need for adequate insurance;
- Increase adoption of preparedness measures and appropriate response behaviours in high-risk areas; and
- Increase understanding of how to prevent, prepare for, respond to and recover from the hazards particular communities will face.

PUBLIC WARNING SYSTEMS

During times of an emergency one of the most critical components of managing an incident is getting information out to the public in a timely and efficient manner. This section highlights local communication strategies.

Local System

- Shire of Dowerin – SMS notification system – List of predominately farmers
- Notice Boards
 - Shire of Dowerin Notice Board
 - CRC Notice Board
 - Wyalkatchem Post Office (Railway Terrace)
 - Temporary notice boards may be erected in easy-to-access locations during emergencies
 - Information would also be public displayed at any evacuation centres that were opened as a result of the emergency
- Shire of Dowerin Facebook
- Shire of Dowerin Website

State Systems

During a major emergency you can also find information on;

- DFES’s recorded information line
- Emergency broadcast on your local Radio Station frequency
- TV and radio news bulletins print and online newspapers
- A staffed communication information line may be set up
- A TV crawler displaying messages at the bottom of the screen may be used.
- Standard Emergency Warning Signal (SEWS) - SEWS is a distinctive siren sound to alert the community to the broadcast of an urgent safety message relating to a major emergency or disaster. It is intended to be used as an alert signal to be played on public media such as radio, television, public address systems and mobile sirens

In Western Australia, the broadcast of SEWS is authorised by the Department of Fire and Emergency Services, or the Regional Director of the Bureau of Meteorology for flood and weather events.

DFES Public Info line

Website: www.dfes.wa.gov.au

Telephone: 13 33 37 (13DFES) (For emergency information only) – OR
1300 657 209 (recorded information line)

Local Radio

ABC Radio Geraldton – 531

Telephone: 08 9923 4111

Journalist: 0428 144 429

ABC Radio Perth – 730

Contact: harvestbans@abc.net.au

Telephone: 08 9220 2700

Triple M Northam – 1098

Contact: wa@triplem.com.au
Telephone: 08 9622 2777

StateAlert

StateAlert is a web-based system designed for Emergency Services to deliver community warnings regarding emergencies through:

- Recorded voice – Landline and mobile, and/or
- Text – mobile telephone, email and RRS feed.

StateAlert is also available for use by external HMAs for situations where lives may be in danger. All requests for StateAlert messaging will be evaluated to ensure the need is commensurate with both the definition of Emergency and that the proposed release of StateAlert is classed as a 'Life threatening' incident.

COMMUNICATING IN THE RESPONSE STAGE

Communities affected by an emergency have a vital and urgent need for information. The purpose of emergency public information is to provide the public with consistent, adequate and timely information and instructions.

The Controlling Agency or Hazard Management Agency will make the decision to evacuate a community, or part of it, should it be under threat from an emergency. They will decide how best to communicate the evacuation suggestion, or order, to community members.

COMMUNICATING IN THE RECOVERY STAGE

Recovery communications refers to the practice of sending, gathering, managing and evaluating information in the recovery stage following an emergency.

When communicating with the public in the Recovery stage, it is important to understand the common reactions that individuals, and the community as a whole, are likely to experience as a result of the emergency.

Ensure all messaging adheres to the Giuliani method of communication information which includes:

1. What we know;
2. What we don't know;
3. What we are doing; and
4. What we want you to do.

Status Update

The status update is the first information assessment about what is happening, which provides crucial information about the emergency and recovery efforts. These are maintained on a daily basis in summary form, which are used to inform key talking points for use by the Shire of Dowerin.

Talking Points

The talking points are developed from information contained within the status updates.

The talking points provide key messages to be used by the spokesperson and all members of the Shire who are in contact with affected community and general public. Talking points can be used for all communication methods such as the newsletter, community meetings etc.

Social Media Applications

Social media can be used effectively as an engagement tool with the community in the event of an emergency and recovery.

Media Release

Media releases can provide a vital way of providing instant information that can be picked up by the local newspaper or radio station. The designated local government spokesperson must be used in the media release. Consider co-branded media releases that relate to a specific stakeholder in the early stages of the response to recovery phase.

Community Meetings

Community meetings Community meetings are essential in response and recovery as it is important to address the community in a face-to-face setting early on, to earn the trust and respect of the affected community and engage in meaningful dialogue. Community meetings may involve many state government agencies such as the Hazard Management Agency, along with local government and community organisation representatives. It is important that the Master of Ceremony and spokesperson are delegated by the local government.

Notice Boards

A central notice board at a key location in the community can be used to provide information in recovery. This may be a location already being used or one that is decided that is best placed for the emergency and recovery effort.

The information must be general, local and provide people with call to actions such as contact numbers and places to go for additional information.

The notice board may also be used to gain feedback directly from the community, if required.

Media Conference

A media conference can be utilised if there is public and media interest after the emergency and can be used to get specific messages across the media, general public and the community.

A media conference should be managed by the Media Liaison function located within the Recovery Communications team.

The announcement will need to be prepared, the spokesperson chosen and briefed, and the time of the conference chosen to suit relevant media deadline

Community Newsletter

A community newsletter that is printed or emailed is a simple and easy method of communication in recovery.

Newspaper Article

A newspaper article may be picked up by the newspaper from the media release that has been issued, the local government may be given a regular space each week to address the issues in recovery for the community or be able to place paid advertising within the newspaper.

Recovery Communications Plan

A recovery communications plan details the local governments' strategy on communication and consultation with the affected community in recovery.

MANAGING THE MEDIA

During a crisis information used in the communication response must be controlled. The approvals/sign off procedure must be adhered to so that all facts are accurate and that their release is authorised. The Local Response Coordinator (LRC) is responsible for enforcing this procedure, which is as follows:

- Facts will be verified internally through update briefings within the Local Recovery Coordination Committee (LRCC). Information is never to be assumed
- The Local Recovery Coordination Committee (LRCC) will draft documents for release to external stakeholders
- The Local Response Coordinator (LRC) must confirm all incident-related facts
- Local Recovery Coordination Committee (LRCC) Chair will coordinate final sign-off from the CEO prior to document release

Having one authorised spokesperson during a crisis ensures that communication with the media and audiences is consistent, transparent and controlled. Designated spokespeople may include:

- Shire President
- Shire of Dowerin CEO
- Incident relevant elected representative

They must have the updated facts and be both available and prepared to manage media relations.

It is crucial that all employees are aware of the procedure for handling enquiries and know how to appropriately direct calls and visitors.

GENERAL ENQUIRIES

Frontline employees from outside the Local Recovery Coordination Committee (LRCC) must be prepared to receive enquiries from a range of stakeholders. The Shire of Dowerin's Communication advisor will ensure that they are provided with a script based on the key messages and a copy of the prepared Q&As and must brief them on the communication policies. Other than approved spokespeople, no employee is authorised to make comment to any stakeholder beyond the scope of the script and these documents.

- No employee or spokesperson is to give “off the record” or “in confidence” information
- All media releases and holding statements must go through the approvals process prior to release, with final sign off from the CEO or Local Recovery Coordination Committee (LRCC) Chair.

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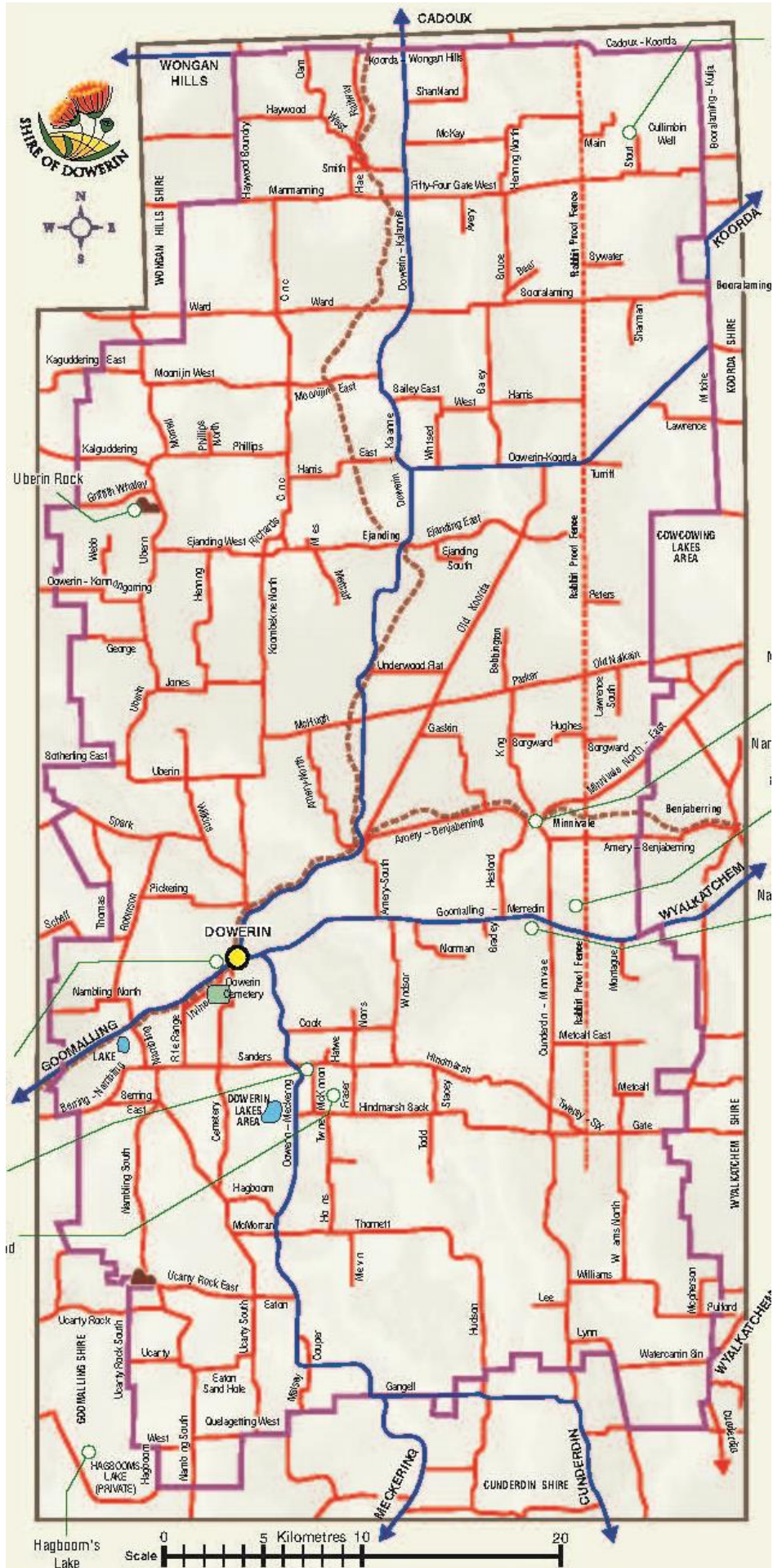
Section Eight

Contacts and Resources Register

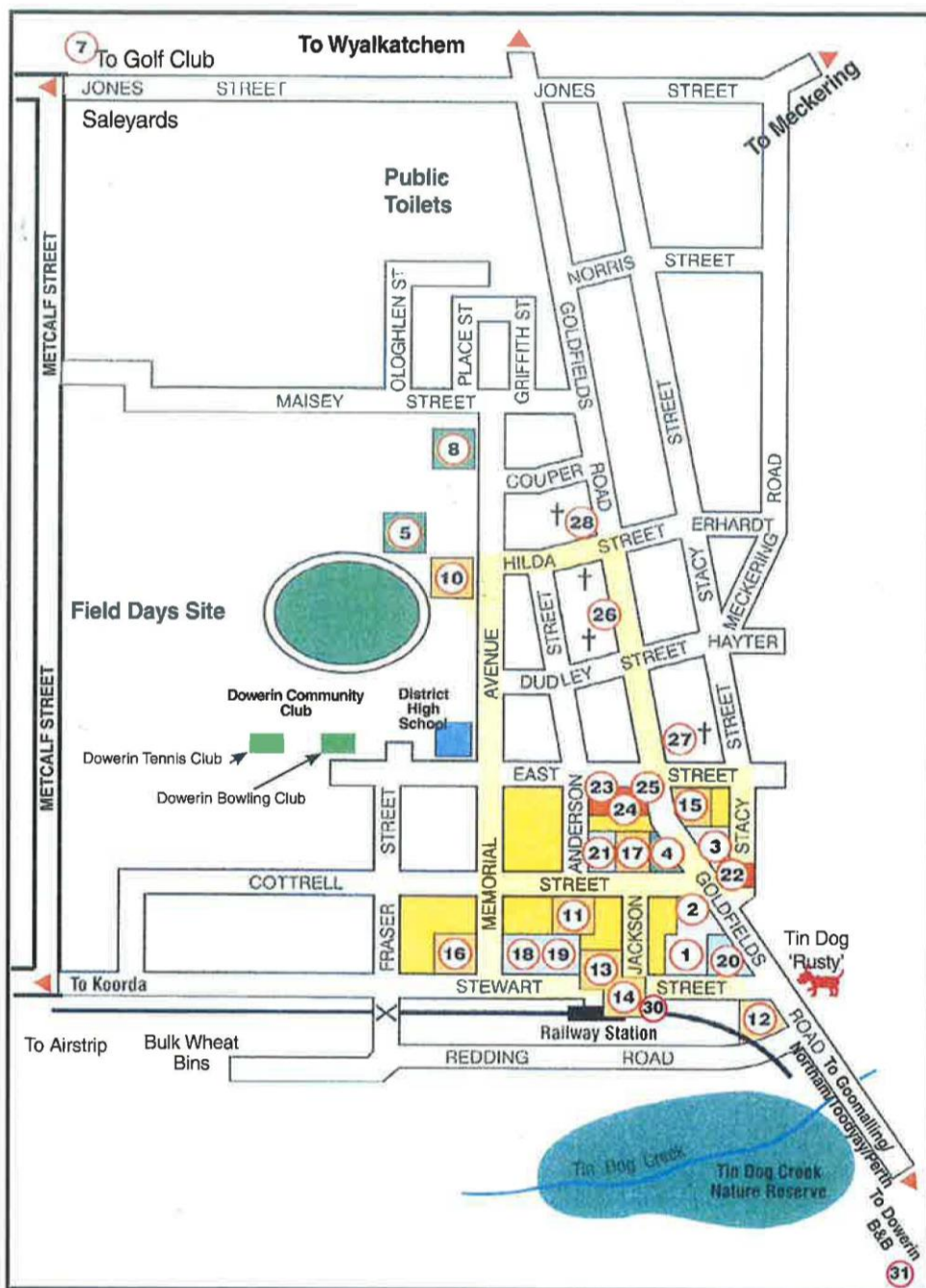


Please note that this section of the LEMA is private and confidential. The information contained within this section will only be made available to emergency management personnel and is not available for viewing by the public.

Map



DOWERIN TOWN SITE



ACCOMMODATION

1. Commercial Hotel
2. Dowerin Roadhouse
3. Motel & Caravan Park
31. Dowerin B&B

RECREATIONAL AREAS

- Dowering Community Club
4. Centenary Park
 5. Indoor Sporting Complex
 7. Golf Club
 8. Swimming Pool

TOURIST INFORMATION/ PLACES OF INTEREST

10. Exhibition Hall
11. Dowerin Museum
12. Information Bay/Rest Area
13. Sundail
14. Water Feature
15. Masonic Hall
16. Road Board Office
17. Shire Office
'Rusty', Tin Dog

COMMUNITY FACILITIES

18. Post Office
19. Community Resource Centre,
Library, Information &
Westpac Bank
Agency
20. National Bank
21. Town Hall/Public Toilets
(7am to 7pm)
30. Public Toilets

EMERGENCY

22. Police Station
23. Fire Brigade
24. Ambulance
25. Dowerin Home and
Community Care

CHURCHES

26. St Barnabas Anglican
Church
27. Uniting Church
28. St Therese's Catholic
Church