



**GOVERNMENT OF
WESTERN AUSTRALIA**

LOCAL EMERGENCY MANAGEMENT PLAN FOR THE PROVISION OF WELFARE SUPPORT

**For the Shire of Jerramungup
(August 2013)**



**Government of Western Australia
Department for Child Protection
and Family Support**

PREPARED BY

The Department for Child Protection and Family Support in August 2013

TABLED AT THE

LOCAL EMERGENCY

MANAGEMENT COMMITTEE on 9 September 2013

Department for Child Protection and Family Support

**LOCAL EMERGENCY
MANAGEMENT PLAN FOR THE
PROVISION OF WELFARE SUPPORT**

AMENDMENT RECORD

Proposals for amendment of this plan should be forwarded to:

Neville Blackburn, District Emergency Services Officer (Great Southern)
Department for Child Protection and Family Support
25 Duke Street
Albany WA 6330
Telephone: (08) 9845 7909
Mobile: 0438 934 827
Facsimile: (08) 9845 7999
Email: Neville.blackburn@cpfs.wa.gov.au

Amendment		Details	Inserted into binder
Amendment No.	Date		Name/Date

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Part 1 Introduction

1.1 Outline

Welfare is defined as providing immediate and ongoing supportive services, to alleviate as far as practicable, the effects on persons affected by an emergency.

The Emergency Management Act 2005 defines a Support Organisation as *'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'*. The Emergency Management Act 2005, the associated Regulations and State Emergency Management Committee Policy Statements places the responsibility for the State Welfare Emergency Management Support Plan with the Department for Child Protection.

Emergency planning provides for a community centered approach to emergency management. The extent of welfare support activity will, however, depend on the nature and magnitude of the emergency. This Plan ~ the Local Emergency Management Support Plan for the Provision of Welfare Support outlines the arrangements that apply in local circumstances.

The Plan is based on the utilisation of resources existing within a community, and to supplement those resources when required at the State level.

Terminology used in this Plan has the meaning prescribed by Section 3 of the Emergency Management Act 2005.

1.2 Aim and Objectives

The Plan prescribes the arrangements for the provision of welfare support services during emergencies.

The objectives of the Plan are to:

- Prescribe the organisation, concepts, responsibilities, mechanisms and procedures for all organisations involved in the delivery of emergency welfare support services;
- Outline the structure for the coordination of emergency welfare support services, including resources, during emergencies; and
- Establish the principles for Planning for the provision of welfare support at the Local levels.

1.3 Scope

This Plan outlines the arrangements adopted to coordinate Local Welfare Support Services in an emergency. It details the local level organisational and response arrangements in support of 'Local Emergency Management Plan for the Provision of Welfare Support' (Local Welfare Plan). (See Appendix 2)

The arrangements provide for both government and non-government agencies to operate cooperatively in a coordinated manner, in accordance with the roles and responsibilities outlined herein.

Planning and provision of emergency welfare support services at the local level needs to be consistent with, as far as is practicable, the arrangements detailed in the State Welfare Plan.

Where Local Governments elect to prepare their own arrangements and nominate their own Welfare Coordinators, or Welfare Liaison Officers, the Local Welfare Coordinators referred to in this Plan will revert to a support coordination role.

1.4 Welfare Support Definition

This Plan outlines the arrangements for the provision of welfare support, where required, within an ALL HAZARDS approach structure.

To assist in coordinating the provision of Welfare Support services they have been grouped into six functional areas:

- a. Emergency Accommodation
The provision of temporary shelter for persons rendered homeless by an emergency.
 - (1) The provision of temporary shelter may take the form of a centre established and maintained to provide emergency welfare services to disaster affected persons. Such a centre is known as a Welfare Centre. Welfare Centres may include: Evacuation Centres, Relief/Recovery Centres (commonly referred to as a 'one stop shop') and Accommodation Centres.
 - (2) Centre locations should be identified in relevant Local Welfare Plans together with procedures for their activation and management. Their activation is determined by the respective Welfare Coordinator in consultation with the Local Emergency Coordinator and the Hazard Management Agency (HMA). They are established and managed by designated Centre Managers appointed by the Welfare Coordinator.
 - (3) Accommodation facilities, such as government owned or managed residential facilities, may be utilised when available and appropriate.
 - (4) A resource list of facilities available for use as Welfare Centres should be maintained by the relevant Welfare Coordinator and included in Appendix 4.

- b. Emergency Catering.
The establishment of an emergency catering service for those rendered homeless, evacuees, casualties and welfare workers.
 - (1) Depending on the numbers involved and the length of time for which catering is required, this may be met through either of the following:
 - a. voluntary groups, such as the Salvation Army or Country Women's Association;
 - b. fast food outlets;
 - c. Meals-on-Wheels; or
 - d. Hospital/Hotel/Motel/Public Catering services.

- (2) Responsibility for provision of meals for non-welfare emergency workers is the responsibility of the HMA.
- (3) A resource list of catering agencies should be maintained by the relevant Welfare Coordinator and is attached at Appendix 5.

c. Emergency Clothing and Personal Requisites.

The provision of essential clothing and personal requisites, such as toiletry packs, to affected persons.

- (1) This function includes the provision of basic necessities such as blankets, towels, mattresses, pillows, bedding, disposable nappies, and sanitary needs as required.
- (2) Where possible new clothing or financial assistance for the purchase of new clothing should be provided to eligible persons as soon as practicable.
- (3) The use of 'recycled' clothing is a last resort.
- (4) Welfare Coordinators should maintain lists of retail outlets agreeing to participate in these arrangements and ensure that acceptable procedural matters have been established. See Appendix 6.

d. Personal Services.

The provision of services including emotional support, information, advice and counselling services to ensure that affected persons receive the necessary personal support to cope with the effects of loss, stress, confusion, trauma and family disruption.

- (1) The Department's officers work with a number of other specialist agencies in providing this service. These include specialised counselling and psychiatric services, childcare facilities and self help groups.
- (2) Information and advice services may cover such matters as relief measures, availability of grants and other forms of financial assistance, insurance, legal advice, health and safety, rebuilding, child care and financial counselling.
- (3) Welfare Coordinators should maintain and include a list of agencies, and establish procedural arrangements for their participation during emergencies. (See Appendix 7).

- e. Registration and Reunification.
The implementation of the National Registration and Inquiry System (NRIS) that provides for individuals to be traced, families reunited and inquiries answered.
- (1) Policy governing the delivery of this function is detailed in WESTPLAN - REGISTRATION AND REUNIFICATION.
 - (2) Welfare Coordinators need to be familiar with WESTPLAN - REGISTRATION AND REUNIFICATION to ensure that arrangements are in place to activate.
- f. Financial Assistance.
The provision of financial assistance to those affected by emergencies who are eligible and in need.
- (1) There are a number of financial assistance programs that may be put in place following a major emergency. The policy governing each of these programs may vary and are determined at the time.
 - (2) Financial assistance **may** include:
 - (a) The Natural Disaster Relief and Recovery Arrangements'(NDRRA)- Personal Hardship and Distress Relief Payments;
 - (b) Federal Government Grants managed through Centrelink's Disaster Relief Payments and Special Benefits categories;
 - (c) The Department's Family Crisis Program; and
 - (d) Any other forms of emergency assistance available at the time.

1.5 Related Documents

Other documents related to this Plan may include:

- Emergency Management Act 2005
- State Emergency Management Policies
- WESTPLAN - WELFARE
- WESTPLAN - RECOVERY COORDINATION
- WESTPLAN - REGISTRATION AND REUNIFICATION
- WESTPLAN – RECEPTION
- NDRRA 2007 Determination
- Local Emergency Management arrangements

Part 2 Planning

2.1 Authority to Plan

The authority for this Plan is the State Welfare Emergency Management Committee.

2.2 Plan Responsibilities

The development and maintenance of the Plan is allocated to the Department for Child Protection and will be conducted in consultation with members of the Local Welfare Emergency Committee (LWEC)

2.3 Exercise and Review Period

The Department will ensure that a complete review of the Plan is conducted every two years. The Plan shall be exercised at least annually in accordance with the State Emergency Management Policy (SEMP 4.2). Review Appendices and contact details quarterly and after activation.

2.4 Organisational Roles and Responsibilities

Each of the six welfare functional areas are managed by the Department with the assistance of other organisations that have agreed to responsibilities under that functional area. Agreed Roles and Responsibilities are attached at Appendix 3. Where an organisation is unable to meet its responsibilities, the DCP shall on being advised make alternative arrangements.

Part 3 Preparedness

3.1 Subcommittees and Advisory Groups

The Local Welfare Emergency Committee (LWEC) is an advisory, consultative and referral group to oversee and assist in the planning and operation of local level welfare support services. A contact list of the organisations that constitute the LWEC is provided at Appendix 2.

3.2 Responsibility for preparedness

The responsibility for the preparedness for provision of emergency welfare services is based on the following:

- a. Welfare Coordinators, appointed by the District Director of the Department at the Local level, managing this responsibility;
- b. The DCP Emergency Services Coordinator ensuring the Department's capacity to respond effectively to emergencies;
- c. Welfare Emergency Committees at the Local level assisting Welfare Coordinators with their responsibilities;
- d. Organisations that have designated responsibilities for each of the six welfare functional areas ensuring they have the capacity to effectively respond;
- e. Other government and non-government agencies are identified to provide further support as required; and
- f. Recognition that Local Government may appoint their own Local Welfare Coordinators or Welfare Liaison Officers to coordinate the provision of welfare services.

3.3 Planning and arrangements

The operational concept for the emergency provision of welfare support is based on the following:

- a. The designation of a single specialist organisation responsible, on a local basis, for the management of the emergency welfare support functions during emergencies. This agency is the Department for Child Protection.
- b. The management of emergency welfare support services shall be based on the daily administrative structure of the Department. Emergency Management Plans for the Provision of Welfare Support will be prepared at State and Local levels.
- c. The grouping of emergency welfare services into six functional areas (see 1.4 Welfare Support Definition).
- d. The allocation of the responsibility for each functional area to a "functional" manager (ie. Emergency Catering Manager, Emergency Accommodation Manager). Where this allocation has been made on an organisational basis such allocation shall, as far as practicable, apply at all levels. Where this is not possible, the Department shall make alternate arrangements.

- e. The provision of emergency welfare services shall be based on a two tier response, ie Local response and resources first, followed by State support.

Welfare Coordinators are appointed as follows:

a. State Welfare Coordinator

- (1) The title “State Welfare Coordinator” used throughout this Plan is the Departments representative appointed by the Director General, Department for Child Protection.
- (2) The responsibilities of the State Welfare Coordinator include the following:
 - (a) Co-ordination of all Emergency Welfare services at the State level, Chairing the State Welfare Emergency Committee;
 - (b) Co-ordination of all participating agencies within the State Welfare Emergency Coordination Centre; and
 - (e) Co-ordination of the welfare response during emergencies.

b. Emergency Services Coordinator, Department for Child Protection

- (1) The Emergency Services Coordinator is an appointed officer of the Department, whose function is to ensure the preparedness of the Department to carry out its emergency management functions. The Emergency Services Coordinator is the link between the Local Welfare Coordinators and the State Welfare Coordinator and, where applicable, with the relevant HMA.
- (2) The responsibilities of the Emergency Services Coordinator include the following:
 - (a) Act as the Director General’s representative on the following State Emergency Management Groups:
 - Emergency Services Subcommittee (ESS);
 - Recovery Services Subcommittee(RSS);
 - Health Services Subcommittee (HSS); and
 - Public Information Group (PING);
 - (b) Maintain the State Welfare Emergency Coordination Centre and manage the operating of the centre during operations;
 - (c) On behalf of the State Welfare Coordinator prepare and maintain the State Emergency Management Plan for the Provision of Welfare Support;

- (d) Activate responses to emergency situations, authorise emergency expenditure and utilisation of resources to meet those responses;
- (e) Assist the State Welfare Coordinator with their functions;
- (f) Manage emergency welfare support functions as required;
- (g) Provide support to country staff/offices involved in emergencies; and
- (h) Represent the Department on the State Emergency Coordination Group as required.

c. District Welfare Representatives

- (1) The Department will appoint a representative to sit on District Emergency Management Committees to address emergency welfare support matters. This is usually the District Director.
- (2) During activation, co-ordination of emergency welfare services will be undertaken by the Local Welfare Coordinator. Should further welfare assistance be required this will be coordinated at the State level. The Department's representatives to each of the identified District Emergency Management Committees are listed in the WESTPLAN-WELFARE.
- (3) The responsibilities of the Department's representatives at District level include the following:
 - (a) Represent the Department on District Emergency Management Committees;
 - (b) Ensure the arrangements of this Plan are clearly understood at the District level;
 - (c) Clarify the Department's policy on emergency welfare matters where required;
 - (d) Refer matters of a contentious nature to State level for resolution; and
 - (e) Represent the Department on Operations Area Management Groups, as required.

d. Local Welfare Coordinators.

- (1) The Local Welfare Coordinator shall be a nominated officer of the Department located in the Local Government area. Where the Department is not located within a Local Government area the Department, in conjunction with the Local Emergency Management Committee, will formally appoint a suitable person as the Local Welfare Coordinator. When the nominated Local Welfare Coordinator is not a Department Officer the nominated

person will be clearly identified in the respective local emergency management arrangements.

- (2) The responsibilities of the Local Welfare Coordinator include the following:
 - (a) Establish, chair and manage the activities of the Local Welfare Emergency Committee (LWEC), where determined appropriate by the District Director;
 - (b) Prepare, promulgate, test and maintain the Local Welfare Plans;
 - (c) Represent the Department and the emergency welfare function on the Local Emergency Management Committee and Local Recovery Committee;
 - (d) Establish and maintain the Local Welfare Emergency Coordination Centre;
 - (e) Ensure personnel and organisations are trained and exercised in their welfare responsibilities;
 - (f) Coordinate the provision of emergency welfare services during response and recovery phases of an emergency; and
 - (g) Represent the Department on the Incident Management Group when required.
- (3.) Importantly, the Department recognises and supports a community centered approach and will coordinate the resources to support local emergency management arrangements. Accordingly, where a Local Government appoints its own 'Local Welfare Liaison Officer' the Local Welfare Coordinator referred to in this Plan will act as a support to that Officer, and may activate the Local Welfare Support Plan or components thereof as requested by the Local Welfare Liaison Officer.

e. Local Welfare Liaison Officers

- (1) LOCAL WELFARE LIAISON OFFICERS – the nominated representative of the Local Government with the responsibility to coordinate the welfare response during emergencies and liaise with the Local Welfare Coordinator of the Department.

f. Local Welfare Emergency Committee

- (1) The role of the Local Welfare Emergency Committee is to assist the Department for Child Protection to manage emergency welfare services during major emergencies. Depending on the size and characteristics of the local community, a Local Welfare

Emergency Sub Committee may or may not be required. Where a committee is not established the Local Welfare Coordinator shall take on all the functions of the committee.

- (2) The responsibilities of the Local Welfare Emergency Committee include the following:
 - a) Assist with the testing and maintenance of the Local Welfare Emergency Management Support Plan;
 - b) Provide advice and support to the Local Welfare Coordinator on all aspects of emergency welfare services during emergencies;
 - c) Provide a forum for discussing/resolving welfare issues during emergencies;
 - d) Review post response/recovery and/or exercise reports of emergencies involving welfare services with a view to amending arrangements in this plan; and
 - e) Make appropriate recommendations to the Local Welfare Coordinator to improve the local communities preparedness to cope with welfare emergencies.
- (3) Meetings of the Local Welfare Emergency Committee shall be determined by the Chairperson ideally with a minimum of two meetings per annum and following an activation.

3.4 Special needs groups

Special needs groups should be considered at the Local level. State level Plans are cognisant of all vulnerable groups, and those agencies responsible for the overall support of these vulnerable groups should make every effort to make emergency Plans to effectively assist those groups. The Department for Child Protection prioritises its response in line with its operational capacity and relies on those agencies responsible to ensure they have suitable Plans and response capabilities in place prior to an emergency to cater for the needs of special needs clients.

3.5 Resources

Each of the six welfare functional areas shall be managed by organisations that have accepted responsibility for that function. Roles and Functions of these agencies are listed at Appendix 3.

Where an organisation is unable to meet its responsibilities the Department, upon being advised, will make alternative arrangements.

Welfare Centres

Welfare Centres are part of the Emergency Accommodation function. They are established as emergency facilities from which shelter, food, clothing, financial assistance, registration, personal support and other welfare services can be provided until alternative arrangements can be made.

Welfare Centres may provide locations for assembly, evacuation, reception, accommodation and relief and recovery (eg. One Stop Shop). Welfare Centres may be established individually or in any combination. This will be arranged, as required, by the relevant Welfare Coordinator.

Welfare Centre Facilities/Services.

The Department is responsible for ensuring the establishment and management of Welfare Centres to provide the following facilities and services as required by persons affected by an emergency.

- (1) Administration
- (2) Emergency Catering
- (3) Emergency Clothing and Personal Requisites
- (4) Financial Assistance
- (5) Personal Services
- (6) Registration and Inquiry
- (7) Basic First Aid
- (8) Emergency Accommodation

These services are provided by the relevant responsible agencies and are reflected in their individual organisational Plans or in the case of Registration and Inquiry, WESTPLAN - REGISTRATION AND INQUIRY.

Welfare Centre Locations.

Local Welfare Centre locations are pre-determined by Local Welfare Coordinators in consultation with Local Government and endorsed by Local Emergency Management Committees. The endorsed Centre locations are listed in Appendix 4. During an event the Department will consult with the relevant HMA and LG, and then decide which centre/s will be opened.

State Welfare Centres have been designated within the metropolitan area. Selection has been made taking into consideration geographical location to ensure flexibility in coverage, ease of identification and known premises. The actual location of these centres is documented and the list maintained by the Department.

Resource Support

The Department has the primary responsibility for coordinating the provision of welfare resources. Requests for additional resource support should be made by the Welfare Coordinator to the relevant Hazard Management Agency or Emergency Coordinator.

Local Welfare Emergency Committee.

Local Department for Child Protection offices are to develop a local Welfare sub committee. Possible membership could be representatives from local government, Australian Red Cross, Salvation Army, CWA, Centrelink, St John Ambulance, FESA, SES, DET, Mental Health, representatives from church groups, cultural groups and services clubs.

3.6 Training

Training, both internally and inter-agency, will be advised by the member agencies of LWEC so that staff and volunteers are provided the necessary skills to ensure the provision of services under the Local Welfare Emergency Management Support Plan.

3.7 Community welfare information

In collaboration with LWEC members, community awareness and education strategies for dissemination into communities may be developed, and may include Fact Sheets, brochures and community guides.

3.8 Responsibility for preparing Local Welfare Plans

The responsibility for ensuring the development of Local Welfare Plans lies with the District Director of the Department, for the District in which the Local Government area falls. The District Director is responsible for appointing Local Welfare Coordinators for each Local Emergency Management Committee.

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Part 4 Response

4.1 Responsibility for response

Control and Coordination

Overall control and coordination of the emergency welfare response rests with the Department through the designated State and Local Welfare Coordinators. The Department prioritises its response in line with its operational capacity and relies on all government agencies, and non-government agencies if available, to provide assistance when requested.

Welfare Emergency Coordination Centres

Welfare Emergency Coordination Centres are facilities from which the welfare response to emergencies is coordinated and at which the Welfare Coordinators are located. The provision of such facilities, their staffing and operating procedures are the responsibility of the Department.

Local Welfare Emergency Coordination Centre

Such facilities may be located within the Department's local offices. The primary and alternate facilities designated as the Local Welfare Emergency Coordination Centre are listed in Appendix 8:

Support Agency Officers

During response/recovery activities, Support Agency Officers are provided by each of the participating organisations to assist the Local Welfare Coordinator in the management of the welfare response. These officers will need to be located at the Local Welfare Coordination Centre as required.

Contact details of Support Agency officers and key personnel are at Appendix 2.

4.2 Notification

General.

The activation procedures detailed hereunder relate to Local level arrangements.

- a. The first indication that this support Plan may need to be activated will come from one of two sources as follows:
 - (1) A HMA may identify the need to activate this support Plan to help manage an emergency; and/or
 - (2) The Local Welfare Coordinator, based on information provided from within the organisation, may identify the need to activate this support Plan.

- b. Regardless of who first identifies the need, the HMA and the Local Welfare Coordinator shall confer and agree that the support Plan should be activated. Once this decision is made the Local Welfare Coordinator shall activate and manage the Plan accordingly.
- c. Contact the Department's Emergency Services On Call Duty Officer on 0418 943 835 to advise of the situation.

Alert.

An alert that an emergency has or is likely to occur will be received by the Emergency Services Coordinator, who will in turn warn the appropriate key personnel of participating organisations.

4.3 Stages of Activation.

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

a. Stage 1 - Alert.

- (1) Participating organisations are alerted by the Local Welfare Coordinator on behalf of the State Welfare Coordinator;
- (2) Participating organisations alert their own personnel;
- (3) Additional information allowing organisations time to arrange preliminary preparations is provided;
- (4) Key personnel are briefed on action to be taken;
- (5) The Local Welfare Emergency Coordination Centre is prepared for activation; and
- (6) Establish liaison as appropriate with the HMA and/or Emergency Coordinator.

b. Stage 2 - Activation.

- (1) The Local Welfare Emergency Coordination Centre is activated;
- (2) Participating organisations are called out by the Local Welfare Coordinator on behalf of the State Welfare Coordinator and nominated Support Agency officers proceed to the Local Welfare Emergency Coordination Centre;
- (3) Welfare Support services are provided under the coordination of the Local Welfare Coordinator;
- (4) Links are maintained with the HMA, Emergency Coordinator, Welfare Coordinators and participating organisations; and
- (5) Welfare Support requirements, are monitored and reviewed.

c. Stage 3 - Stand Down.

- (1) Participating organisations are informed of the stand down by the Local Welfare Coordinator on behalf of the State Welfare Coordinator;
- (2) Participating organisations stand down in accordance with relevant procedures for each organisation;
- (3) Organisations are to advise the Local Welfare Coordinator when stand down has been completed;
- (4) The Local Welfare Coordinator advises participating agencies of debriefing arrangements;
- (5) The Local Welfare Coordination Centre is closed down; and
- (6) The Local Welfare Coordinator, on behalf of the State Welfare Coordinator, conducts debrief, prepares and distributes Post-Emergency Report and ensures review of this Plan by the Local Welfare Emergency Committee.

4.4 Levels of response

The activation of the Local Welfare Emergency Management Plan for the Provision of Welfare Support will be at the request of the HMA or by the Local Welfare Coordinator. The level of response will be determined by the Local Welfare Coordinator on the basis of information supplied by the HMA or the Emergency Coordinator. The Welfare Coordinator will attend and/or provide advice to the IMG where required.

4.5 Incident Management System

The Department's staff and participating agencies will be familiar with the Australasian Inter-Service Incident Management System. However, current internal Department and participating agency management procedures shall continue to operate.

4.6 Public information and media management

The HMA is responsible for the provision and management of public information during emergencies (Refer to State Public Information Emergency Management Support Plan). The Department and other participating support agencies to this Plan should only provide information to the public and the media when approved by the State Welfare Coordinator on issues that are directly their responsibility. All other matters will be referred to the HMA.

4.7 Activation of other WESTPLANS in support of this Plan

Other Plans may be activated to support this Plan including, but not limited to, WESTPLAN – WELFARE, WESTPLAN – REGISTRATION AND INQUIRY and WESTPLAN – RECOVERY COORDINATION. The procedures for activating these Plans are included in the respective Plans.

4.8 Financial arrangements for response

Financial arrangements for activation of this Plan will be as outlined in *State Emergency Management Policy No. 4.2 Funding for Emergencies*, and *State Emergency Management Procedures OP-2 Funding for Emergencies*, unless other arrangements are negotiated and approved by the State Welfare Coordinator.

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Part 5 Recovery

5.1 Stand down and debriefs

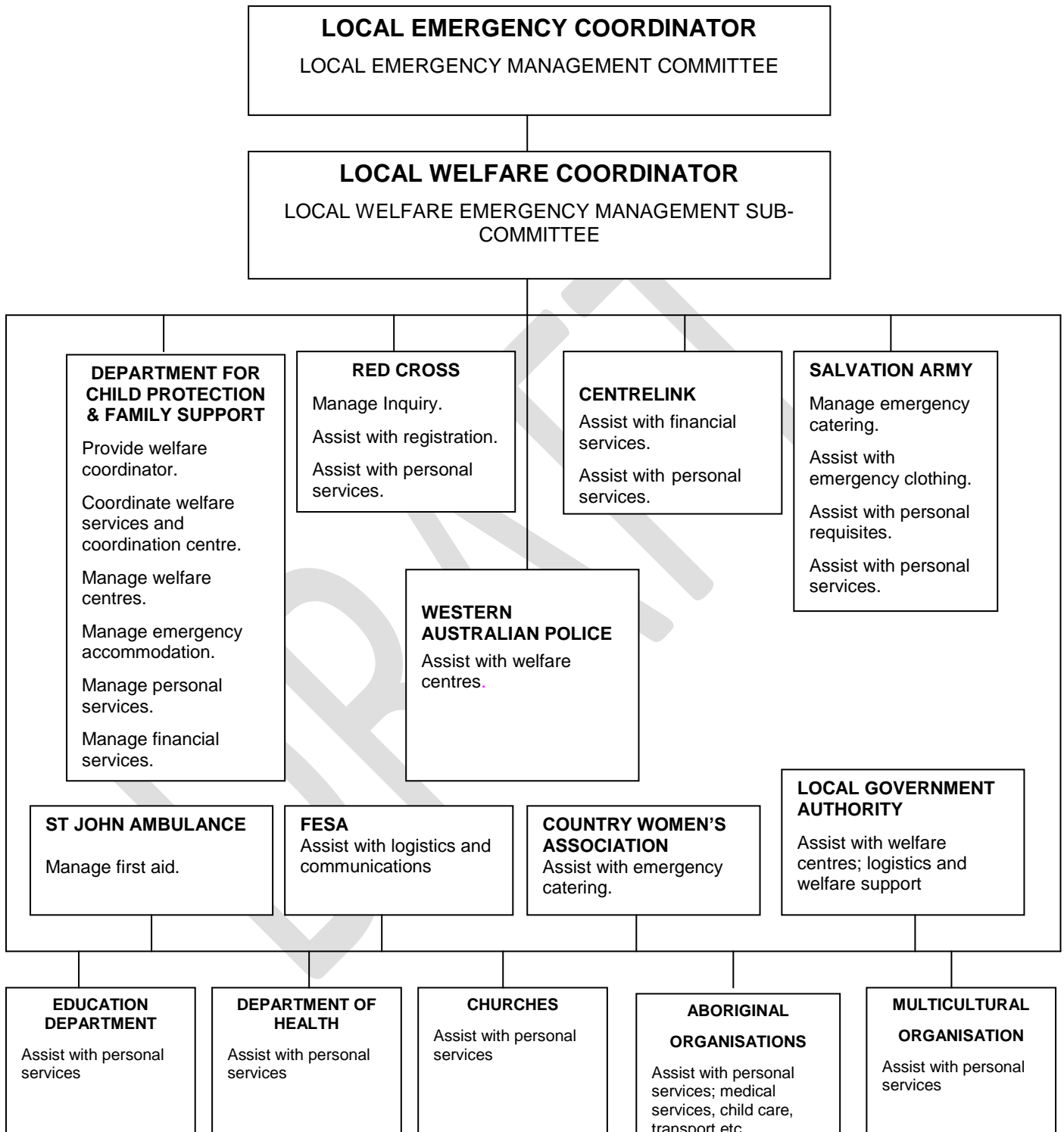
Stand Down is to occur as per **Section 4.3 Stages of Activation**. Welfare Support Services may continue beyond this time at the discretion of the Local Welfare Coordinator. Ongoing services will be monitored by the Department's Emergency Services Coordinator, and participating agencies will be responsible for submitting ongoing and debrief reports to the Emergency Services Coordinator.

5.2 Post-incident analysis/major incident review

Agencies involved in any activation of this Plan may provide a Post Incident Analysis or Major Incident Review to the Emergency Services Coordinator. These reviews may be used for consultative purposes and will be included on the Incident File retained by the Department.

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Appendix 1 – Local Welfare Emergency Management Coordination



Appendix 2 - LOCAL WELFARE EMERGENCY COMMITTEE

Organisation	Representative	After Hours Contact Details	Post &/or Email Address
Department for Child Protection and Family Support	Michelle Richardson	9841 0758 A/Hrs Crisis Care 1800 199 008	25 Duke St Albany
Department for Child Protection and Family Support	Neville Blackburn – District Emergency Services Officer	9845 7909 0438 834 827	Barnesby Drive Albany Neville.blackburn@cpfs.wa.gov.au
Shire of Jerramungup	Peter Thurkle Community Emergency Services Manager	9835 1022 0408 996 357	8 Vasey St Jerramungup cesm@jerramungup.wa.gov.au
Shire of Jerramungup	Charmaine Solomon Coordinator Governance & Land Administration	9835 1022	8 Vasey St Jerramungup Council@jerramungup.wa.gov.au
Australian Red Cross	Ruth Lane Perth	24 hr EM control *0408 930 811 9225 8812 0448 713 604	* Ring to activate rlane@redcross.org.au
WAPOL Jerramungup Police Station	Sgt Ian Morris	9835 0222	6 Vasey St Jerramungup Ian.morris@police.wa.gov.au
St John's Ambulance - Jerramungup Sub Centre		9835 5046 Albany Reg. Office : 9841 4212	
Dept of Health – Great Southern	Susan Kay - Regional Director	9892 2222 9892 2672 D/L	Susan.kay@health.wa.gov.au Warren Road Albany 6330
Albany Regional Hospital	Kylie Oliver – Operations Manager	9892 2325	0429 884 468
Dept of Health – Great Southern Mental Health	Albany Team Clinic Manager	9892 2440	0428 699 271
DFES	Adam Smith - Community Engagement Management Officer (CEMO)	9845 5007 Fax 9841 6719 0429 104 007	Adam.Smith@semc.wa.gov.au
Salvation Army - Emergency Services Unit	John & Elisabeth Barber (Catering) Captains Niall &	9841 1035 (h) 0457 411 035 9841 1068	Ebarber0016@gmail.com niall.gibson@aus.salvationarmy.org ; michelle.gibson@aus.org

	Michelle Gibson (DFES Chaplain)	0419 132 305	salvationarmy.org
Department of Human Services	Wendy Tysoe – Manager Andrea Parker - Snr Social Worker	9841 9030 0427 426 553 9841 9082 0429 121 849	wendy.tysoe@humanservices.gov.au andrea.parker@humanservices.gov.au
Disability Services Commission	Sherylle Baker – Area Manager	9845 5708 0429 154 524	Sherylle.baker@dsc.wa.gov.au
All Saints Church		P: 9835 1097	Cnr Lancaster & Vasey St, Jerramungup
Church of the Holy Cross		P:9837 4091	Bremer Bay

Appendix 3 – Roles and Responsibilities

ORGANISATIONAL ROLES AND RESPONSIBILITIES

The provision of emergency welfare services requires the support of a number of statutory, private and voluntary organisations. These responsibilities are allocated on a state-wide basis and have been determined by agreement between the respective organisations and the State Welfare Emergency Committee.

The roles and responsibilities of each co-opted agency are negotiated with that agency at a local level, and then endorsed by the Welfare Emergency Committee and entered into this Plan.

The allocated responsibilities do not restrict one organisation from assisting another, regardless of its primary role.

Should an organisation not be able to manage its primary role, support with that role may be requested from the Local Welfare Coordinator. Ultimately, the Department for Child Protection is responsible for these functions where no Support Agency assistance is available, subject to Response as outlined in paragraph 4.1 of WESTPLAN WELFARE.

[List of Agencies:](#)

Department for Child Protection and Family Support

Department of Health

Department of Aboriginal Affairs

Department for Education and Training

Department of Local Government and Communities

Office of Multicultural Interests

Volunteering WA

WA Police

Department of Human Services (Centrelink)

WA Local Government Association

Adventist Disaster Relief Agency

Australian Red Cross

Council of Churches

Country Womens Association

Salvation Army

St John Ambulance

DEPARTMENT FOR CHILD PROTECTION AND FAMILY SUPPORT

- a. **Role:**
- To coordinate all functional areas in the emergency welfare response during emergencies.
- b. **Responsibility:**
- (1) Appoint a Local Welfare Coordinators to support each Local Government area;
 - (2) Establish and manage the activities of the Local Welfare Emergency Committees including the provision of secretariat support;
 - (3) Provide staff and operate Welfare Emergency Coordination Centres at the Local level;
 - (4) Coordinate all welfare resources utilised under this Plan;
 - (5) Coordinate the welfare functional areas of:
 - (a) Emergency Accommodation;
 - (b) Emergency Clothing and Personal Requisites;
 - (c) Personal Services;
 - (d) Financial Assistance;
 - (e) Registration and Inquiry; and
 - (f) Emergency Catering;
 - (6) Provide representatives to various emergency management committees and coordination groups as required.

DEPARTMENT OF HEALTH

- a. **Role:**
- Assist with the welfare functional area of Personal Services;
 - Assist with the welfare functional area of Emergency Catering; and
 - Assist with other welfare functional areas where agreed.
- b. **Responsibility:**
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Provide a comprehensive mental health response as a result of an emergency;
 - (3) Provide health response as outlined in WESTPLAN - HEALTH;
 - (4) Assist with the provision and use of catering facilities if available; and
 - (5) Assist with other welfare functional areas where agreed.

DEPARTMENT OF ABORIGINAL AFFAIRS

- a. Role:
- Assist with welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Provide strategic policy advice regarding the provision of emergency welfare services to indigenous members and communities; and
 - (3) Assist with other welfare functional areas where agreed.

DEPARTMENT OF EDUCATION AND TRAINING

- a. Role:
- Assist with the welfare functional area of Emergency Accommodation;
 - Assist with the welfare functional area of Personal Services;
 - Assist with the welfare functional area of Emergency Catering; and
 - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Provide access to facilities for Emergency Accommodation where available;
 - (3) Provide access to facilities for Emergency Catering where available;
 - (4) Provide access to staff to assist with Personal Services where agreed and available; and
 - (5) Assist with other welfare functional areas where agreed.

DEPARTMENT OF LOCAL GOVERNMENT AND COMMUNITIES

- a. Role:
- Assist with the welfare functional area of Personal Services;
 - Assist with the welfare functional area of Financial Assistance; and
 - Assist with the welfare functional area of Registration and Inquiry.
- b. Responsibility:
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Provide access to staff to assist with Personal Services where agreed and available;
 - (3) Provide access to staff to assist with Financial Assistance where agreed and available;
 - (4) Provide access to staff to assist with Registration and Inquiry where agreed and available.

OFFICE OF MULTICULTURAL INTERESTS

- a. **Role:**
 - Assist with welfare functional areas where agreed.
- b. **Responsibility:**
 - (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework; and
 - (3) Assist with other welfare functional areas where agreed.

VOLUNTEERING WA – VOLUNTEERING RESOURCE CENTRES ETC

- a. **Role:**
 - Assist with welfare functional areas where agreed.
- b. **Responsibility:**
 - (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment;
 - (3) Manage affiliated and spontaneous non-affiliated Volunteers; and
 - (4) Assist with other welfare functional areas where agreed.

WA POLICE

- a. **Role:**
 - Assist with welfare functional areas where agreed.
- b. **Responsibility:**
 - (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Maintain public order where required; and
 - (3) Assist with other welfare functional areas where agreed.

DEPARTMENT OF HUMAN SERVICES (CENTRELINK)

- a. Role:
- Assist with the welfare functional area of Financial Assistance.
 - Assist with the welfare functional area of Personal Services; and
 - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Support Agency Officer to Local Welfare Emergency Coordination Centre;
 - (2) Provide financial assistance to people affected by the emergency in accordance with Centrelink guidelines, policies and the Social Security Act;
 - (3) Provide support services or referral advice to appropriate agencies; and
 - (4) Assist with other welfare functional areas where agreed.

SHIRE OF JERRAMUNGUP

- a. Role:
- Assist with the welfare functional area of Emergency Accommodation;
 - Assist with the welfare functional area of Financial Assistance; and
 - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Assist with the welfare functional area of financial assistance in providing liaison and strategic advice pertaining to the Lord Mayor's Appeal;
 - (3) Assist with the welfare functional area of Emergency Accommodation by providing liaison and strategic advice regarding available facilities; and
 - (4) Assist with other welfare functional areas where agreed.

ADVENTIST DEVELOPMENT AND RELIEF AGENCY

- a. Role:
- Assist with the welfare functional area of Emergency Accommodation; and
 - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Assist with short to medium term accommodation services; (where available) and
 - (3) Assist with other welfare functional areas where agreed.

RED CROSS

- a. Role:
- Manage the welfare functional area of Inquiry.
 - Assist with the welfare functional area of Registration;
 - Assist with the welfare functional area of Personal Services; and
 - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Assist with registration services at Local Welfare Centres;
 - (3) Provide a State Central Registry and Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends;
 - (4) Manage and operate the National Registration and Inquiry System (NRIS);
 - (5) Assist with the provision of Personal Support Services; and
 - (6) Assist with other welfare functional areas where agreed.

COUNCIL OF CHURCHES

- a. Role:
- Assist with the welfare functional area of Personal Services; and
 - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Assist with the functional area of Personal Services at Welfare Centres where available; and
 - (3) Assist with other welfare functional areas where agreed.

COUNTRY WOMEN'S ASSOCIATION

- a. Role:
- Assist with the welfare functional area of Emergency Catering.
 - Assist with the welfare functional area of Personal Services;
 - Assist with the welfare functional area of Emergency Clothing and Personal Requisites; and
 - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Assist with the provision of emergency catering at Local Welfare Centres;
 - (3) Assist with the provision of personal support services;
 - (4) Assist with the provision of Emergency Clothing and Personal Requisites; and
 - (4) Assist with other welfare functional areas where agreed.

SALVATION ARMY

- a. Role:
- Manage the welfare functional area of Emergency Catering;
 - Manage the welfare functional area of Emergency Clothing and Personal Requisites;
 - Assist with the welfare functional area of Personal Services; and
 - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
 - (2) Provide emergency catering at Local Welfare Centres;
 - (3) Provide emergency clothing as required;
 - (4) Provide personal requisites such as toiletries and other incidentals to those affected as required; and
 - (5) Assist with the provision of personal support services; and
 - (6) Assist with other welfare functional areas where agreed.

St. JOHN AMBULANCE (FIRST AID SERVICES)

a. Role:

- Assist with the welfare functional area of Personal Services; and
- Assist with other welfare functional areas where agreed.

b. Responsibility:

- (1) Provide a Support Agency Officer to the Local Welfare Emergency Coordination Centre;
- (2) Provide qualified first aiders at Welfare Centres, where required and available; and
- (3) Assist with other welfare functional areas where agreed.

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Appendix 4 – Local Welfare Centres

“Essentially, the management of evacuation is the responsibility of the hazard management agency in charge of the event; however, it is the responsibility of

Local Governments to ensure the provision of facilities for use as welfare centres in an emergency.” *DFES Local EM Arrangements Development Guide 2009 page 34*

Therefore the shire owned facilities would be the first option for use as welfare centres.

Other potential local welfare centres have been listed if the shire owned facilities were not available, due to their location or other encumbrances.

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

Please note the following:

- If a small number of people were required to evacuate the Department for Child Protection would explore alternative arrangements, depending upon the situation at the time. This may include a range of options such as commercial and private facilities – See further down Accommodation Services.
- Some special groups may need their own secure section in an evacuation centre, or a separate evacuation centre.
- Childcare, Schools and Aged and Community Care Accommodation Facilities e.g. hostels, group homes – should each have their own evacuation procedures.
- Evacuation centres will only accept “Assistance” Dogs e.g. Guide Dogs, Hearing Dogs and registered Disability Aid Dogs.
- If a school needs to evacuate they would try to evacuate to another school as a first option.
Schools would use resources within the school such as gym mats, blankets if they had them, any food in school canteens etc.
However if these resources weren’t available and DCP had spare items, these items would be shared with the school.
If schools and DCP didn’t have these resources available, DCP would share any information on sourcing items from Appendices in this Local Welfare Plan.

See over for list of potential Local Welfare Centres.

Primary Centres

Jerramungup Entertainment Centre	Contact Shire of Jerramungup P: 9835 1022 Bill Parker CEO M: 0429 208 427 Brent Bailey Deputy CEO M: 0429 204 538
Derrick Street, Jerramungup	
General purpose capacity 500-800 (standing); 500 (sleeping). Duration: 3 days	
Comments: Animal friendly. Loads of parking, room for vans, tents. Commercial kitchen: in Sports Club area – Contact Ronnie Lee, Bar Manager on 9835 1058 or 0488 531 156 for access.	

Jerramungup Town Hall	Contact Shire of Jerramungup P:9835 1022 Bill Parker CEO M: 0429 208 427 Brent Bailey Deputy CEO M: 0429 204 538
Memorial Road, Jerramungup	
General purpose capacity 100-500 (standing)	
Comments:	

Bremer Bay Sports Club	Contact Peter Tozer, Pres. P: 9837 4044 Terri Smart M: 0427 208 427 Bill Parker CEO M: 0429 208 427
Frantom Way, Bremer Bay	
General purpose capacity 10 – 100 (standing / sitting) 100 sleeping; Duration 1 day	
Comments: Oval; BBQs; Child's play area;	

Bremer Bay Community Centre	Contact Lorraine Treeby M: 0409 208 427 Bill Parker CEO M: 0429 208 427
7 Mary Street, Bremer Bay	
General purpose capacity 100 (standing)	
Comments: Community Resource Centre	

Alternative Evacuation points (Short Term)

Name	Address	Contact Details
Gairdner Town Hall	Gairdner Town Centre	P: 9836 1035
Fitzgerald Town Hall	Fitzgerald Town Centre	John Mundie P: 9835 6034 Rosemary Wisewould P: 9835 1630
Boxwood Hill Combined Sports Club	Casuarina St	P: 9847 2006
Bremer Bay Primary School	10 Mary St	P: 9837 4010
Gairdner Primary School	Gairdner South Rd	P:9836 1014
Jerramungup District High School	2 Lancaster Rd	P: 9835 1233
Jerramungup Pre-Primary	Lancaster Rd	P: 9835 1416

Emergency Airstrips

Jerramungup: Jerramungup North Rd, 1600m long, 18m wide, suitable for RFDS

Bremer Bay: Mary St, 1200m long, 20 m wide, suitable for RFDS

Emergency accommodation – Aged Care and Disabled

Refer to individual aged / disabled care facilities for their specific details for the Emergency evacuation. Due to the special needs of these groups a general evacuation welfare centre is not appropriate. LGAs may be able to assist with identifying any cooperative aged/disabled care emergency evacuation agreements in place within their areas.

Alternative Accommodation:

If a small number of people were required to evacuate the Department for Child Protection and Family Support would explore alternative arrangements, depending upon the situation at the time. This may include a range of options such as commercial and private facilities. **PLEASE ENSURE ACCOMMODATION PROVIDERS HAVE ABNs – providers cannot receive payment without one.**

Please contact the On Call Duty Officer of DCP’s Emergency Service Unit – 0418 943 835 – to seek approval for use of commercial accommodation.

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

Alternative Accommodation in Jerramungup and Bremmer Bay

Name	Address	Contact Details
Jerramungup Motor Hotel	5 South Coast Highway	P: 9835 1011
Bremer Bay Resort	1 Frantom Way	P: 9837 4133
Bremer Bay Caravan Park	130 Bremer Bay Rd	P: 9837 4018 M: 0427 374 018
Bremer Bay Beaches Resort and Caravan Park	333 Welstead Rd	P: 9837 4290

Appendix 5 – Catering Services

Name	Address	Contact Details
Jerramungup Roadhouse	3 South Coast Highway	P: 9835 1159 F: 9835 1683 marjimatt@bigpond.com
Tobruk Traders	4 Tobruk Rd Jerramungup	P: 9835 1612
Boxwood Hill Roadhouse	Grevillea Drive Boxwood Hill	P: 9847 2011
Bremer Bay Roadhouse	5 Gnombup Tce	P: 9837 4093 M: 0407 423 396
Bremer Bay Resort	1 Frantom Way	P: 9837 4133

Appendix 6 – Retail Outlets

Name	Address	Contact Details
Bremer Bay General Store	Mary St	P: 9837 4015 F: 9837 4285
IGA Jerramungup	31 Tobruk Road	P: 9835 1044 F: 9835 1064
Wellstead Store	South Coast Highway	P: 9847 2014

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Appendix 7 – Personal Services

Counselling & Personal Support Services

Organisation	Services provided	Contact details
Salvation Army (Albany)	Welfare services, counselling Niall Gibson	Church: 9841 1068 M: 0419 132 305
Great Southern Mental Health Services (Albany)	Assist with personal support, counseling and psychological services	P: 9892 2440
Department for Child Protection and Family Support (Albany)	Counselling, welfare support & financial assistance	P: 9841 0777
Department for Human Services – Centrelink (Albany)	Personal support, counselling, psychological services; referral services	P: 9841 9082 M: 0429 121 849
Anglicare WA –GS Region		P: 9845 6666
Lifeline Perth (24 hours)		P: 131 114
Relationships Australia		P: 9845 7700
Southern AgCare	Janine Thornton Pat Wheatcroft	P: 9827 1552
Special Interest Groups		
Disability Services Comm		P: 9845 5700
Lower Great Southern Family Support Assoc.		P: 9845 9800
Silver Chain Regional Office		P: 9892 8901
Albany Migrant Resource Centre		P: 9841 1190
Great Southern Mental Health Services		P: 9892 2240
Medical		
Royal Flying Doctor Service	Admin: 9417 6300	P: 1800 625 800 (24h/rs)
Health Info		P: 1300 135 030
Health Direct		P: 1800 022 222

Poisons Information (24hrs)		P: 131 126
St John Ambulance		P: 000
Doctor Surgeries		
Doctor Jerramungup	7 Kokoda Rd	P: 9835 1050 M: 0428 351 050
Health Centre Jerramungup		9835 1004
Health Centre Bremmer Bay		9837 4026

Other useful numbers

Translation & Interpretation Services P: 131 450	Citizens Advice Bureau P: 9841 4711
Lifeline Perth (24hrs) P: 131114	Red Cross Mobility Equipment Hire P: 9842 9095 F 9842 1629 (MEHS fax)
The Samaritans Emergency : 9842 2776 (Albany) Freecall: 1800 198 313	St Vincent De Pauls Disaster Recovery in WA 9475 5400

Churches

Agency	Address	Phone
Church of the Holy Cross	Bremer Bay	P:9837 4091
All Saints Church	Cnr Lancaster & Vasey St, Jerramungup	P: 9835 1097

Animal Welfare

Agency	Address	Phone
RSPCA	84b Lockyer Ave	P: 9842 5265

Appendix 8 – Local Welfare Emergency Coordination Centres:

The Local Welfare Emergency Coordination Centre is located at:

Department for Child Protection and Family Support - Albany Office
25 Duke Street, Albany
P: 9841 0777 F: 9842 1356

Or a designated local welfare evacuation centre.

Depending on the risk or priority the Local Welfare Coordination Centre may alternatively be located at the Welfare Centre to be opened (see Appendix 4), or as directed by the Local Welfare Coordinator.

DCP Activation

During office hours:

Albany DCP office on 9841 0777 – ask for the District Director.

After hours: Crisis Care 1800 199 008

Appendix 9 – Key Personnel and Contact List:

Agency/Organisation	Name	Contact	A/H Contact
Department for Child Protection and Family Support - Albany	Michelle Richardson	9481 0777 Fax: 9842 1356	1800 199 008
District Director	Moray McSevich	9481 0777 Fax: 9842 1356	0419 966 714
District Emergency Services Officer	Neville Blackburn	9845 7909 Fax: 9845 7999	0438 934 827
Aboriginal Practice Leader	Colin Woods	9481 0777 Fax: 9842 1356	0427 779 538
Director - Emergency Services Unit	Kim Dean	6552 5059	0439 934 175
Manager - Emergency Services Unit	Jasmin McGovern	6552 5061 Fax: 6552 5154	0427 192 826
Department for Child Protection	Crisis Care Corporate Communications	1800 199 008 9222 2810	1800 199 008 0418 951 460
On call phone – all hours	Emergency Services Unit Emergency Services Unit	6552 5058 0418 943 835	
WAPOL Jerramungup Police Station	Sgt Ian Morris	9835 0222	
WAPOL Bremmer Bay Police Station	Operated from Jerramungup	9837 4265	
Shire of Jerramungup CEO	Bill Parker	9835 1022	0429 208 427
Shire of Jerramungup Deputy CEO	Brent Bailey	9835 1022	0429 204 538
Dept of Health - Albany Hospital - WA Health	Susan Kay - Regional Director	9892 2222 9892 2672 D/L	Susan.kay@health.wa.gov.au Warren Road Albany 6330
Albany Regional Hospital	Kylie Oliver – Operations Manager	9892 2325	0429 884 468
Dept of Health – Great Southern Mental Health	Albany Team Clinic Manager	9892 2440	0428 699 271

St John's Ambulance - Jerramungup Sub Centre		9835 5046 Albany Reg. Office : 9841 4212	
Volunteer Emergency Service (VES) Jerramungup		9835 1740	
Volunteer Emergency Service (VES) Bremer Bay		9837 4171	
Main Roads	Road Closures	138 138	
Western Power		13 13 51	
Water Corporation		13 13 75	
Alinta gas		13 13 52	

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Appendix 10 – Distribution List:

Name	Agency	Address Email &/or Postal	Contact Details

1.1 ACRONYMS and GLOSSARY of TERMS

<p>All Hazards Approach:</p> <p>Is a method of planning a response to cater for all Hazards that are defined under Section 3 of the Emergency Management Act 2005, being cyclone, earthquake, flood, storm, tsunami or other natural events; fire, road, rail or air crash, plague or epidemic, terrorist act or other events prescribed in the regulations.</p>
<p>Defusing:</p> <p>The term given to the process of “talking it through”, with an individual or small group. This provides an opportunity to ventilate about their disaster related memories, stresses, losses, needs and methods of coping, and to be able to do so in a safe and supportive atmosphere.</p>
<p>DEMC – District Emergency Management Committee</p> <p>A district emergency management committee is established for each emergency management district.</p> <p>It is a function of a district emergency committee to assist in the establishment and maintenance of effective emergency management arrangements for the district for which it is constituted.</p> <p>See Emergency Management Act 2005</p>
<p>DESO – District Emergency Services Officer (Department for Child Protection)</p> <p>3 Metro DESO’s and 7 Country DESO’s</p>
<p>DET – West Australian Department of Education and Training</p> <p>(Website www.det.wa.gov.au)</p>
<p>Disaster:</p> <p>See Emergency</p>

ECC – Emergency Coordination Centre

Established when State resource or information requirements are complex, or protracted, and provision of an interactive multi agency coordination site is seen as fruitful.

Key functions –resource coordination, interaction of methods & approach to activity, development of integrated long term strategies.

An ECC is responsible for maintaining an overall view of operational activities for record, debrief and planning purposes.

ERT – Early Response Teams (Department for Child Protection)

These teams are managed through the Emergency Services Unit and are capable of being deployed to assist districts in the event of an emergency. Contact through the Emergency Services Coordinator is required to activate these teams, and is negotiated through the District Director and the Emergency Services Coordinator.

Emergency:

Means the occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response.

See Emergency Management Act 2005

Emergency Services Coordinator:

An appointed officer of the Department for Child Protection, authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements

FESA - Fire and Emergency Services Authority (WA) (Fire Brigade)

Headquarters at FESA House, Hay St Perth.

Website: www.fesa.wa.gov.au

FESA: SES - State Emergency Services

Now a sub section of the FESA.

Hazard:

- (a) a cyclone, earthquake, flood, storm tsunami, or other natural event;
- (b) a fire;
- (c) a road, rail, or air crash;
- (d) a plague or an epidemic;
- (e) a terrorist act as defined in The Criminal Code section 100.1 set out in the Schedule to the Criminal Code Act 1995 of the Commonwealth;
- (f) any other event, situation or condition that is capable of causing or resulting in – (1) loss of life, prejudice to the safety, or to the health of persons or animals, or (2) destruction of, or damage to, property or any part of the environment,

And is prescribed by the Regulations.

Section 3, Emergency Management Act 2005.

HMA – Hazard Management Agency

See Emergency Management Act 2005

ISG - Incident Support Group

Local level group that may be convened by an Incident Manager in consultation with the relevant Local Emergency Coordinator to assist in the overall management and *control* of an *Incident* and the tasking of agencies in accordance with the needs of the situation.

Incident:

An “*Emergency*”, which impacts upon a localised community or geographical area but not requiring the co ordination and significant multi – agency emergency management activities at a District or State level.

(SEMC Policy Statement No 7 – WA Emergency Management arrangements)

Local Emergency Coordinator:

The local emergency coordinator for a local government district provides advice and support to the local emergency management committee for the district in the development and maintenance of emergency management arrangements for the district.

They assist hazard management agencies in the provision of a coordinated response during an emergency in the district and carry out other emergency management activities in accordance with the directions of the State Emergency Coordinator

LEMC – Local Emergency Management Committee

The functions of a local emergency management committee are in relation to its district or the area for which it is established. They advise and assist the local government in insuring that local emergency management arrangements are established for its district. They liaise with public authorities and other persons in the development, review and testing of local emergency management arrangements and carry out other emergency management activities as directed by the SEMC or prescribed by the regulations.

Local Welfare Coordinator:

The Department for Child Protection locally based officers, usually Team Leaders (but may also be DESO, senior officer, ERT Member), with delegated responsibility for the development and annual update of the Local Emergency Welfare Plan.

The Local Welfare Coordinator will assess the welfare needs and activate their local plan to provide appropriate services when requested by the District Director, Manager of the Emergency Services Unit (on behalf of the State Welfare Coordinator) or the relevant Hazard Management Authority.

Local Welfare Committee:

Local Department for Child Protection Offices are encouraged to develop a local Welfare sub committee. Possible membership could be representatives from local government, Australian Red Cross, Salvation Army, CWA, Centrelink, and St John's Ambulance. FESA, SES, DET, Mental Health, representatives from Church groups, cultural groups and service clubs..

Local Welfare Liaison Officers:

The nominate representative of the Local Government Authority with the responsibility to coordinate the welfare responses during emergencies, and liaise with the Welfare Coordinator of the Department for Child Protection.

LRC – Local Recovery Committee

Chaired by the respective Local Government President / Mayor. Membership should include relevant local community and business leaders, a representative from the HMA and appropriate State Government officers.

(Reference – SEMC Policy Statement)

NDRRA – Natural Disaster Relief and Recovery Arrangements

NRIS – National Registration and Inquiry System

(NRIS) is a computer system used to assist in locating people who have been evacuated or relocated as a result of a major incident.

NRIS Custodians:

Department for Child Protection staff trained in the NRIS system who have the added responsibility of ensuring Departmental District capability should an emergency occur anywhere within that District.

OASG - Operations Area Support Group

District level representatives from key agencies involved in a particular response convened for that particular response by an Operations Area Support officer, in consultation with the relevant District Emergency Coordinator (s), to assist in the overall management of an Operation.

Personal Support:

The provision of appropriate methods of assisting people following an incident which has caused them great stress or trauma. This includes trained persons providing an opportunity for “stress defusing”, ensuring immediate physical needs are met, giving practical assistance and providing appropriate information which will assist the individual’s coping and recovery.

Recovery Centre/Welfare Centre

Refer Westplan Welfare

Registration:

The process of accurately recording on registration forms appropriate details of all persons affected by an emergency and who are temporarily in an evacuation centre or other locations under the authority of the Emergency Services.

Risk Management:

The systematic application of management policies, procedures and practices to the task of identifying, analysing, evaluating, treating and monitoring risk. Refer to AS/ NZS Standard 4360:1999 Risk Management

SEMC – State Emergency Management Committee

SEMC's functions are to advise the Minister on emergency management and the preparedness of the State to combat emergencies. They provide direction, advice and support to public authorities, industry, commerce and the community in order to plan and prepare for an efficient emergency management capability for the State. They provide a forum for whole of community wide information systems to improve communications during emergencies and develop and coordinate risk management strategies to assess community vulnerability to emergencies. They perform other functions given to the SEMC under this Act and any other function prescribed by the regulations for the purpose of this section.

State Welfare Coordinator:

The Director General of the Department for Child Protection or his/her delegate.

Support Agency Officer:

Are officers from each Welfare Support Agency provided to the Department for Child Protection to assist in the Management of the welfare response, as outlined in Section 4.1 of the Westplan – Welfare.

Support Agency/Organisation:

An organisation whose response in an emergency is either to restore essential services (eg Western Power, Water Corporation of WA, Main Roads WA etc) or to provide such support functions as welfare, medical and health, transport, communications, engineering , etc.

Reference - (Policy Statement No 7)

SWEC – State Welfare Emergency Committee

Meet quarterly at the State Coordination Centre.

SWEC was formed by the Department for Child Protection to bring together government and non-government organisations, agencies and non statutory volunteer groups to assist them coordinate State Welfare requirements arising from a disaster.

WANDRA – Western Australian Natural Disaster Relief Arrangements

Welfare Emergency Coordination Centre:

The centre/s established at the State and Local level by the Department for Child Protection from which the coordination of the emergency welfare support services occurs.

Welfare Support Agency:

A participating organisation whose response in an emergency is to provide assistance to functions under the State Emergency Management Plan for the provision of welfare support.

WESTPLANS:

State Emergency Management Plans in West Australia are known as WESTPLANS. Designated HMA's or Support Organisations prepare these in order to provide strategic, state level arrangements for managing the particular functions for which they are responsible. Of the twenty three WESTPLANSare to manage the *Hazard and* to provide the *Support function*.

The Department for Child Protection manages 3 WESTPLANS:

WESTPLAN - WELFARE

WESTPLAN - Registration and Reunification

WESTPLAN - Reception of Evacuees from Overseas