

SHIRE OF WAGIN

Western
Australia



Local Recovery Management Plan

SHIRE OF WAGIN

LOCAL RECOVERY MANAGEMENT PLAN

This plan has been prepared by the Shire of Wagin as part of the Wagin Local Emergency Management Arrangements and in recognition of the Shire of Wagin's responsibility to manage recovery following an emergency. (s36(b) Emergency Management Act 2005)

.....

Chairperson
Wagin LEMC

.....

Date

.....

Endorsed by Council
Shire President

.....

Date

Distribution

Distribution List	
Organisation	No Copies
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Wagin Volunteer Fire and Rescue Captain	1
Wagin St John Ambulance	1
State Emergency Service	1
DEMC	1
Department of Communities	1
Roadwise	1
Woolorama President	1

Amendment Record

No.	Date	Amendment Details	By
1	February 2014	Complete update to conform with ISO 31000	C Pearce CESM in consultation with LEMC
2	May 2014	Endorsed by Council	
3	January 2017	Review Undertaken	Peter Webster CEO
4	28 March 2017	Endorsed by Council	Peter Webster CEO
5	December 2019		D George CLO in consultation with DEMA
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Part 1: Management

Authority

This Recovery Plan has been prepared in accordance with the requirements of the Emergency Management Act 2005 [s.41 (4)] as part of the Wagin Local Emergency Management Arrangements and endorsed by the Shire of Wagin Local Emergency Management Committee. The Plan was endorsed by Councilors of the Shire of Wagin meeting and has been tabled for information and comment by the District Emergency Management Committee.

Date

Endorsed by Council at the Ordinary Meeting of Council August 25 2020

Area Covered

The Recovery Plan covers the whole of the geographical area of the Shire of Wagin including the town sites of Wagin and Piesseville.

Aim

The aim of this document is to detail the community's recovery management arrangements that may be implemented following an emergency to restore, as quickly as possible, the quality of life in an affected community, so that they can continue to function as part of the wider community.

Objectives

The objectives of the plan are to:

- establish the organisation and procedures for the management of recovery from emergencies in the Shire of Wagin
- identify the roles and responsibilities of participating organisations/agencies
- establish a basis for the coordination of recovery for the community.

Scope

The scope of these recovery arrangements is limited to the boundaries of the Shire of Wagin. It details the 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.

Title

The title of this plan is the "Shire of Wagin Local Recovery Plan"

Related Documents

Documentation from State and Federal Government Agencies related to this plan can be found on the SEMC website – <https://semc.wa.gov.au/home> or on a 2GB USB Flash Drive held in the safe of the Shire of Wagin Administration Centre.

Agreements, Understandings and Commitments

The Shire of Wagin has an agreement with neighboring Shires to provide assistance & to be provided assistance when needed. The agreement is regarding emergency resource sharing between the shires of Wagin, Woodanilling, West Arthur, Williams and Dumbleyung.

Additional Support

Additional support, if warranted, will be sought from the State Recovery Coordinator via DFES' or by enacting the MOU.

Special Considerations

Seasonal activities like harvest periods impact on the availability of volunteer resources and should be noted when planning activities to test this Recovery plan.

Early March each year there is a large number of visitors to Wagin for the Woolorama Agricultural Show, and again this needs to be taken into account when testing the recovery plan.

Resources

The Local Recovery Coordinator is responsible for determining the resources required for recovery activities in consultation with the Hazard Management Agency and Support Organisations. Local Government resources are identified in a "Local Government Asset Register". These are included as an appendix to the Wagin Local Emergency Management Arrangements.

The Local Recovery Coordinator (LRC) is responsible for coordinating the effective provision of resources and services to avoid duplication of effort.

Additional resources may be sought from other LGs via the MOU or by contacting the State Recovery Coordinator

Financial Arrangements

Funding for training and administrative functions is budgeted by the Shire of Wagin. The Shire of Wagin has arrangements in place to insure its assets.

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

- Emergency/Bushfire Control Reserve
- Additional financial assistance will be sought from relevant State or Federal government sources.

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

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

Local Recovery Coordinator

The Shire of Wagin CEO is appointed as the Local Recovery Coordinator in accordance with the requirements of the Emergency Management Act 2005, section 41(4). The Deputy CEO has been appointed to undertake the role of the Local Recovery Coordinator in case the primary appointee is unavailable.

Responsibilities

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

- Arrange for the conduct of a debriefing of all participating agencies and organisations as soon as possible after stand-down
- Arrange for an evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency

Local Recovery Coordinating Group (LRCG)

Role

To coordinate and support local management of the recovery processes within the community subsequent to a major emergency in accordance with State emergency management policy and the Local Recovery Plan.

Responsibilities

The LRCG is responsible for:

- Appointment of key positions within the group and, when established, the sub-committee (e.g. Media Liaison Officer, sub-group chairpersons etc.)
- Establishing sub-committees as required
- Assessing requirements for recovery activities relating to the Psychological, Social, Infrastructure, Physical, Health, Environmental, and Economic wellbeing of the community with the assistance of the responsible agencies where appropriate.
- Developing an operational plan for the coordination of the recovery process for the event that:
 - takes account of the local government long term planning and goals;
 - includes an assessment of the recovery needs and determines which recovery functions are still required;
 - develops a timetable and identifies responsibilities for completing the major functions;
 - considers the needs of youth, the aged, the disabled, and culturally and linguistically diverse people;
 - allows full community participation and access; and allows for the monitoring of the progress of recovery.
- Overseeing the delivery of projects that support the social, built, economic and natural environments of recovery to ensure that they are community-led and targeted to best support the recovery of impacted communities
- Facilitating the provision of services, public information, information exchange and resource acquisition.
- Providing advice to the State and Local Government/s to ensure that the 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 receive periodic reports from recovery agencies.
- Ensuring a coordinated multi agency approach to community recovery.
 - Providing a central point of communications and coordination for the actions of the wide range of recovery-related services and projects being progressed outside of the direct control of the Group; and
 - Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness

Reconstruction/Restoration Group (Wagin)

Responsibilities

- Assess requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate
- Assess the restoration process and the reconstruction policies and programs and facilitate the reconstruction plans where required
- Report regularly the progress of the restoration and reconstruction process to the LRC Executive Group
- Make recommendations to the LRC Executive Group for financial and other assistance as required

Community and Personal Support Sub-committee (Wagin)

Responsibilities

- Assess the requirement for personal support services in the short, medium and long term
- Facilitate resources (both human and financial) as required to complement /assist existing local services
- Monitor the progress of the local personal service providers and receive regular progress reports from agencies involved
- Make recommendations to the LRCG for additional personal services as required

Part 2: Local Recovery Arrangements

Introduction

This part of the arrangements details issues that apply where an event is assessed as being of sufficient magnitude to require the Local Recovery Coordinating Committee to be involved in the recovery process.

As required by the Emergency Management Act 2005 and consistent with the community recovery concepts, local government is responsible for managing recovery within its local government district. The Shire of Wagin will be responsible for management of the recovery process within the local government district.

Where the level of recovery is beyond the capacity of the local Community, State Level Support shall be requested as outlined in state recovery arrangements (State Emergency Management Plan)

Organisation

The Local Recovery Coordinating Group (LRCG) will be chaired by the Wagin Shire President or their nominee and have relevant community leaders as its members, including appropriate State Government Agency representatives. Where a LRCG is established, a core group of key stakeholders will be represented on the committee, supported by other organisations seconded as required. The membership of the LRCG is dynamic and will change with the needs of the community at various stages during the recovery process. Where a LRCG is established to manage the local recovery process, the following structure will be implemented as appropriate to the situation.

Executive:

- Chairperson shall be the Wagin Shire President or CEO
- Local Recovery Coordinator shall be the CEO/DCEO or a prominent community member as Executive Officer to the LRC
- Secretary shall be provided by the Shire of Wagin

Core Membership:

- Shire of Wagin
- Hazard Management Agency
- Health Dept/Local Health Officer
- Dept for Community Development
- WA Police

Co-opted Members (as required):

- Department of Agriculture
- Department of Environment and Conservation
- Lifelines (power, water, gas, etc)

- Main Roads
- Department of Water
- Regional Development Commission
- Education/school rep
- Community Groups
- Small Business Centre
- St Johns Ambulance
- Wagin Chamber of Commerce
- WA Farmers Federation
- Pastoralists and Graziers Association
- Insurance rep (if available)
- Wagin Rotary Club
- Wagin Lions Club
- Wagin Action Group
- Wagin Agricultural Society

(A diagram of the Local Recovery Organisation can be seen at Annex A)

Organisational Responsibilities

The agreed roles and responsibilities of all agencies/groups that may assist in the recovery process for Wagin are detailed in Annex B. Consultation with support organisations in Wagin and relevant MOU's are included

Contacts Register

A register detailing the contact details for all agencies/groups with responsibilities under this Plan is attached at Appendix 5 to this Plan.

Commencement of Recovery

Recovery activities should commence immediately following the impact of an event whilst response activities are still in progress. Key decisions and activities undertaken during the response may directly influence and shape the recovery process.

To ensure that appropriate recovery activities are initiated as soon as possible after the impact of the event the Controlling Agency Incident Manager is to ensure that the Local Recovery Coordinator is notified of the event and is included as a member of the Incident Support Group (ISG)

During the response many of the agencies with recovery roles are heavily committed, therefore the inclusion of the Local Recovery Coordinator on the ISG will ensure:

- The alignment of response and recovery priorities;
- Liaison with the key agencies;
- An awareness of the key impacts and tasks; and
- Identification of the recovery requirements and priorities as early as possible.

Local Response/Recovery Coordination Interface

Response and recovery activities will overlap and may compete for the same limited resources. Such instances should normally be resolved through negotiation between the Hazard Management Agency's Incident Controller (IC), Local Recovery Coordinator and the Local Emergency Coordinator. However, where an agreement cannot be achieved, preference is to be given to the response requirements.

Activation

The decision to activate this Plan will be made by the Shire President/CEO on the advice of the Local Recovery Coordinator as a result of an assessment of the assistance needed for recovery made by the Controlling agency utilizing the impact statement.

An operational checklist provided at Annex C, is to ensure that all required actions are undertaken when the Recovery Plan is activated.

Impact Statement and Operational Recovery Planning

It is essential that an impact statement of the recovery and restoration requirements be conducted as soon as possible after the impact of the event. Impact statements should not interfere with response operations. Access to the affected area may be restricted by the HMA until it is determined to be safe to enter.

Sources that may assist in the collection of impact statement data include the:

- Hazard Management Agency;
- Welfare agencies – to identify persons in need of immediate assistance;
- Shire of Wagin staff;
- Insurance assessors;
- Wagin chamber of commerce

Depending upon the extent of the community relief, recovery assistance, restoration and reconstruction required the LRCC may develop a specific recovery plan setting out the recovery process to be implemented. An outline of an operational recovery plan is provided at Annex E.

Welfare and Health Services

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

As part of the overall impact assessment to assist in the operational recovery planning (see section 2.3.6) it may be appropriate to conduct a survey of people/families affected by the emergency. A "Personal Needs Assessment and Support Survey" Form is attached at Annex D for use in appropriate circumstances.

Public Information

Efficient and effective dissemination of information to the affected community and the community at large in respect to recovery measures and contact points is essential.

The method of dissemination of information on recovery measures during the recovery phase will depend upon whether or not this has been fully activated.

Following an emergency where the Plan has been activated, the Media Liaison Officer appointed to the LRC will coordinate the dissemination of information on recovery measures/issues.

Agencies or organisations involved in the recovery phase are encouraged to disseminate information on their services to the public in the usual manner. However, it is expected that media releases will be provided to the LRC for comment prior to dissemination.

Communication methods include:

- Community meetings
- Pamphlets/flyers/brochures
- Print newsletters
- Noticeboards
- Word of mouth
- Face-to-face
- Email newsletters
- Websites
- Local paper
- Text messaging/TIM's service
- Social media – Facebook & WhatsApp
- Radio

Recovery Coordination Centre

The Local Recovery Coordination Centre will be located at the Shire of Wagin Administration Office at 2 Arthur Road Wagin, phone 98611177. Where this location is unavailable or deemed unsuitable the LRC will designate an alternate location as soon as possible and publicise it after it is established.

Information Centre (One Stop Shop)

A Recovery Centre/One Stop Shop will be established, when required, by the Shire of Wagin to provide information and advice to the community on the progress of recovery, special arrangements and services. The location and contact details of the Recovery Centre will be disseminated to the community via ABC local Radio 558 kHz or Radio Great Southern on 1422 kHz when it is established.

Infrastructure

The restoration/reconstruction of essential services, e.g. roads, transport, water, sewage, electricity, gas and waste disposal, will remain the responsibility of the agencies with existing responsibility for the provision of those services, each of which should have a Business Continuity Plan (BCP) in place.

The LRCC is responsible for recommending priorities and ensuring work is completed.

State Level Assistance

State level assistance to community recovery will normally be provided by a range of State government agencies through direct representation on the LRCC. This should also be read in conjunction with information in the State Emergency Management Plan, section 6.

Stand Down

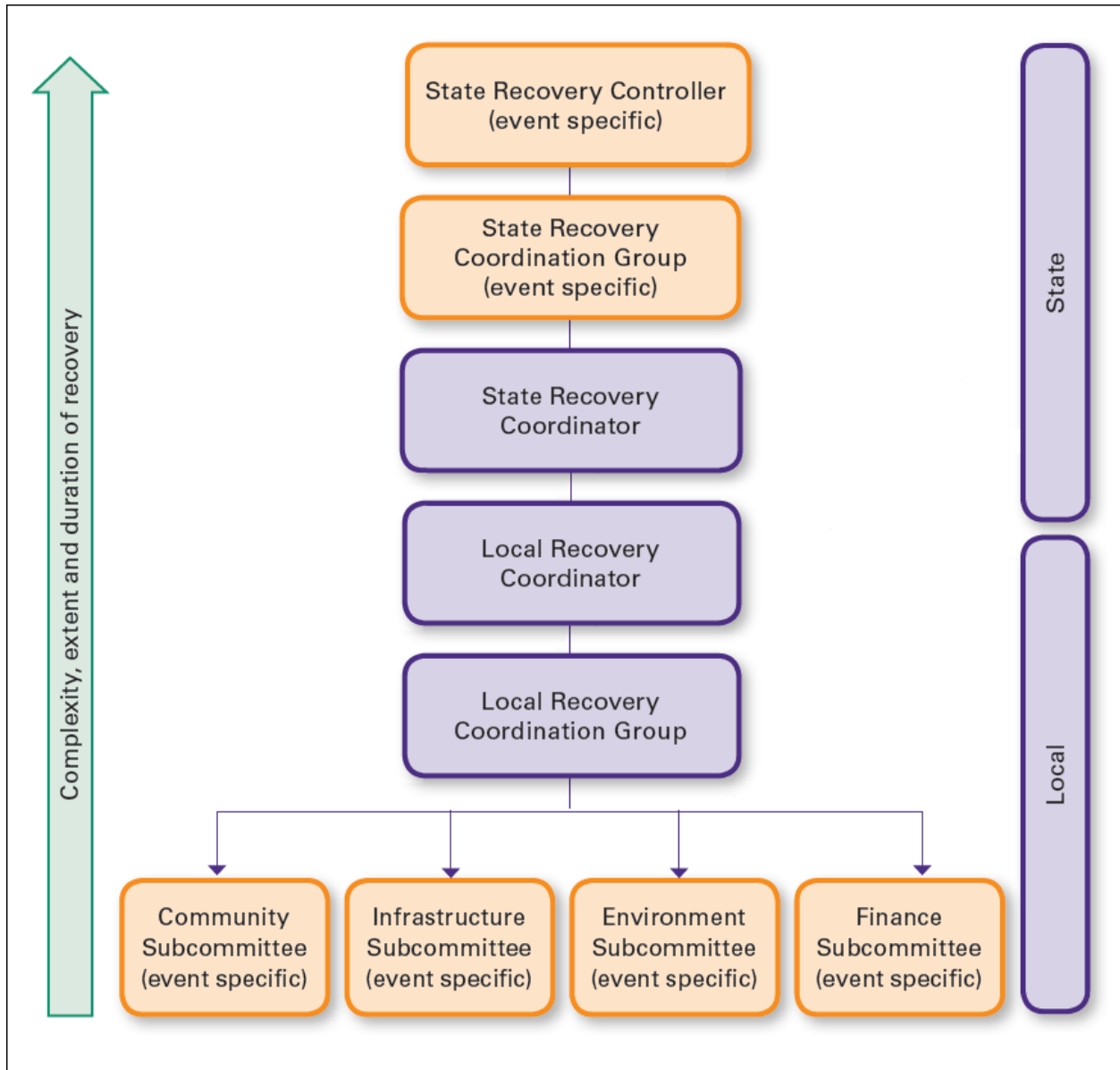
The Local Recovery Coordinator will stand down participants (of the LRCC) when they are no longer required.

Debriefing/Post Operations Evaluation

Following an emergency, the shire of Wagin must undertake an evaluation of the effectiveness of the recovery activities in relation to its recovery plan, including an assessment of preparedness for any future event, within 12 months of the emergency.

A copy of the evaluation will also be forwarded to the HMA and the Chairman of the SEMC Recovery Services Sub-committee and the relevant DEMC.

Annex A: Local Recovery Organisation



Annex B: Organisation Responsibilities

REFERENCE LIST

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

Shire of Wagin

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

Department of Communities

- Provide a representative to the LRCG
- Coordinate emergency welfare services as part of the recovery process, including emergency accommodation, catering, clothing and personal effects, personal services, registration and reunification, financial assistance (State EM Plan section 5.4)
- Manage the provision of the Personal Hardship and Distress measures under DRFAWA, including counselling, emergency assistance and temporary accommodation (State EM Plan section 6.10 and DRFAWA).

Department of Primary Industries and Regional Development

- Provide a representative to the LRCC.
- Provide technical support to primary producers and industry groups for recover from animal or plant pest or disease emergencies
- Manage the provision of assistance measures to primary producers, particularly in relation to eligible financial services or reimbursements under DRFAWA (State EM Plan section 6.10 an DRFAWA)

Main Roads Western Australia

- Provide a representative to the LRCC.
- Assess and report on damage to State/Federal road infrastructure that may impact on the community.
- In conjunction with the Shire of Wagin, assist with the assessment of damage to local roads and issue of advice of roads closure/alternate transport route.
- Assist the Shire of Wagin with the reopening and restoration of damage to local roads including providing access to funding where available through the MRWA Flood Damage to Local Roads Special Funding Assistance Program and/or the WANDRA.

Essential Services (including power, telecommunications and water)

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

Wagin Chamber of Commerce (in addition or alternative to RDC and BEC)

- Provide a representative to the LRCC (co-opted as required).
- Survey and report on impact to and specific needs of local small business.

Department of Education and Training (or Wagin school representative)

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

Local Health Services Provider (Department of Health or Wagin Hospital representative)

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

Department of Water and Environmental Regulation

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

Lord Mayor's Distress Relief Fund

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

Annex C: Local Recovery Coordinator/Coordination Group Action Checklist

<p><i>Task Description</i> <i>Within 48 hours</i></p> <ul style="list-style-type: none"> • Contact and alert key staff and key local contacts • Liaise with the Controlling Agency and participate in the incident management arrangements, including the Incident Support Group and Operations Area Support Group where appropriate • Receive an understanding of known or emerging impacts from the Controlling agency • Determine the need for the Local Recovery Coordination Group to be convened and its members briefed, in conjunction with the local government • LRC and LG to participate in the determination of state involvement in conjunction with the State Recovery Coordinator • Meet with specific agencies involved with recovery operations to determine actions • Further develop and implement event specific communication plan, including public information, appointment of a spokesperson and the local governments internal communication process • Consider support required, for example resources to maintain a record of events and actions <p><i>Within 1 week</i></p> <ul style="list-style-type: none"> • Participate in consultation on the coordination of completion of an Impact Statement by the Controlling Agency • Activate a recovery coordination centre if required • Identify special needs groups or individuals • Determine the need to establish subcommittees, and determine functions and membership if necessary • Develop an Operational Recovery Plan which determines the recovery objectives and details the recovery requirements, Governance arrangements, resources and priorities • Confirm whether the event has been proclaimed an eligible natural disaster under the Disaster Recovery Funding Arrangements in WA (DRFAWA) and if so, what assistance measures are available • Manage offers of assistance, including volunteers, material aid and donated money • Report to organisational hierarchy on likely costs/impact of involvement in recovery activities • Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counselling, material aid, accommodation, financial assistance and social, recreational domestic facilities • Establish a system for recording all expenditure during recovery (includes logging expenditure, keeping receipts and providing timesheets for paid labour • Consider establishing a call centre with prepared response for frequently asked questions • Establish a 'one stop shop' recovery centre to provide the affected community with access to all recovery services • Manage restoration of essential infrastructure • Brief media on the recovery program <p><i>Within 12 months</i></p> <ul style="list-style-type: none"> • Determine longer term recovery strategies • Debrief recovery agencies and staff 	<p>OK</p>
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- Implement transitioning to mainstream services
- Evaluate effectiveness of recovery within 12 months of the emergency. Recovery evaluations must be provided to the State Recovery Coordinator and SEMC for review

Timeframes are approximate only

EMERGENCY RECOVERY COMMITTEE ACTIONS CHECKLIST

In the Transition From Response:

OK

- *IC shall include the RC in critical response briefings*
- *RC shall ensure the IC is aware of recovery requirements and tasks prior to the termination of the state of emergency*
- *RC shall ensure that agencies with response and recovery obligations are aware of their continuing role*
- *RC to confirm whether the event has been proclaimed an eligible natural disaster under the WA Natural Disaster Relief Arrangements and if so what assistance measures are available.*
- *ERC shall initiate key recovery arrangements including full ERC sub-committee briefing during the response phase and ensure formalisation of handover takes place*

Management Structure the ERC Shall:

- *Ensure of the appointment of an RC prior to any event*
- *Set up an office with administrative support*
- *Facilitate representative sub-committees to coordinate and action recovery tasks and disseminate decisions, as required*
- *Ensure and facilitate the completion of the impact assessment*

- ***Assume public information responsibilities from response agency and provide information to the impacted area and to public and media***
- ***Facilitate and advise on State/Federal disaster relief funding, facilitate and advise on private aid and funding.***
- ***Prepare oral and written financial and non-financial reports and briefs.***

ERC Community Sub-Committee shall promote community involvement by:

- ***Working within existing community organizations***
- ***Recruiting representatives of the affected community into recovery planning***
- ***Establishing strategies for uniting the community behind agreed objectives***
- ***Providing “one-stop shops” for advice, information and assistance during the recovery period***
- ***Establishing mechanisms for sharing information and reporting local initiatives (e.g., regular community meetings and local newsletters).***

Impact Assessment (managerial issues) ERC shall:

- ***Use intelligence/planning information from the response operation, and set up a recovery liaison person in the EOC/ECC***
- ***Confirm the total area of impact for determination of survey focus***
- ***Set out the immediate information needs: infrastructure problems & status,***

damage impact and pattern, and welfare issues

- ***Link with parallel data-gathering work***
- ***Identify and close information gaps (establish the “big picture”)***
- ***Assess the financial and insurance requirements of affected parties***
- ***Gather evidence to support requests for government assistance.***
- ***Ensure all relevant information is strictly confidential to avoid use for commercial gain***

Inspections and Needs Assessments (technical focus) ERC shall:

- ***Establish and define the purpose of inspection/assessment and expected outcomes***
- ***Consistently apply agreed criteria (requiring a common understanding by the people undertaking the survey process)***
- ***Collect and analyse data***
- ***Establish a method/process to determine the type of information needed for this recovery operation, defining:***
 - ***how and who will gather the information (single comprehensive survey)***
 - ***how information will be shared***
 - ***how information will be processed and analysed***

- ***how the data will be verified (accuracy, currency and relevance)***
- ***Managing the process to minimise “calling back”***
- ***Select and brief staff***
- ***Maintain confidentiality and privacy of assessment data***

Data Management ERC shall:

- ***Define who is responsible for which part of the data management task and ensure proper process of relevant data transfer***
- ***Create templates for impact assessment and for tracking assistance provided.***

State Government Involvement ERC shall:

- ***Establish strong relationships with key regional government agency representatives, and appoint them to appropriate ERC Sub-committees, as appropriate***
- ***Gain familiarity with the recovery claim process, Relief Fund applications, and reduction plan proposals***
- ***Establish a system for recording all expenditure during recovery, in line with the requirements of the Recovery Plan (includes logging expenditure, keeping receipts and providing timesheets for paid labour)***
- ***Answer requests for information from government agencies.***

Public Information ERC Shall:

- *Appoint potential spokespeople to deal with the media*
- *Manage public information during the transition from response to recovery when handover completed from HMA*
- *Identify priority information needs*
- *Develop a comprehensive media/communication strategy*
- *Coordinate public information through:*
 - *joint information centres*
 - *spokesperson/s*
 - *identifying and adopting key message priorities*
 - *using a single publicised website for all press releases*
- *Develop processes for:*
 - *media liaison and management (all forms e.g. print, and electronic)*
 - *briefing politicians*
 - *alternative means of communication e.g. public meetings, mailbox fliers, advertising*
 - *communicating with community groups*

- *meeting specialist needs*
- *formatting press releases*
- *developing and maintaining a website*
- *ensuring feedback is sought, integrated and acknowledged*
- *Monitor print and broadcast media, and counter misinformation.*

Rehabilitation and Assistance ERC Shall:

- *Establish a mechanism for receiving expert technical advice from lifeline groups*
- *Monitor and assist rehabilitation of critical infrastructure*
- *Prioritise recovery assistance*
- *Prioritise public health to restore health services and infrastructure*
- *Assist and liaise with businesses to re-establish and reopen*
- *Restore community and cultural infrastructure (including education facilities)*
- *Restore basic community amenities for meetings and entertainment*
- *Facilitate emergency financial assistance. (DCD)*
- *Adjust capital works and maintenance programs.*

Implementation of Reduction Measures ERC shall plan to:

- *Take the opportunity, while doing the hazard analysis, to:*
- *identify essential services and facilities in high-risk areas*
- *consider the restoration options in the event of their becoming dysfunctional*
- *Identify options based on research and consultation*
- *Undertake urgent hazard reassessment based on new (event) information adhere to an ERM PLAN.*

Financial Management ERC shall plan to:

- *Review financial strategies*
- *Communicate with financial agencies, including insurance companies*
- *Keep financial processes transparent.*

Reporting ERC Shall Plan to:

- *Provide a simple, flexible and succinct reporting system*
- *Provide adequate administrative support*

Managed Withdrawal ERC Shall Plan to:

- ***Continually review the recovery management process with a view to withdrawing as the community takes over***

- ***Identify long term recovery activities and agency responsible for management***

- ***Establish arrangements for ongoing public information and communications including avenue for reporting and management of unresolved community recovery issues***

- ***Stage a public event of acknowledgement and community closure.***

- ***Conduct a debrief of participants with community input to identify lessons learnt and strategies for enhancing community recovery arrangements and processes for future events***

Annex D: Wagin Local; Recovery Coordinating Committee



The Shire of Wagin has prepared local recovery arrangements that encompass all of the elements of WESTPLAN - RECOVERY as a general recovery management plan. However, following a major emergency where substantial damage has occurred to residential, commercial and government buildings and other community infrastructure, and where significant reconstruction and restoration is required, an operational recovery plan should be prepared by the LRCC.

Operational Recovery Plan

Emergency: *(type and location)*
.....

Date of Emergency:
.....

Section 1: Introduction

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

Section 2: Assessment of Recovery Requirements

- Details of loss and damage to residential, commercial and industrial buildings, transport, essential services (including State and Local Government infrastructure)
- Estimates of costs of damage
- Temporary accommodation requirements (includes details of evacuation centres)
- Additional personnel requirements (general and specialist)
- Human services (personal and psychological support) requirements
- Other health issues

Section 3: Organisational Aspects

- Details the composition, structure and reporting lines of the groups/committees and subcommittees set up to manage the recovery process
- Details the inter-agency relationships and responsibilities
- Details the roles, key tasks and responsibilities of the various groups/committees and those appointed to various positions including the Recovery Coordinator.

Section 4: Operational Aspects

- Details resources available and required
- Redevelopment Plans (includes mitigation proposals)
- Reconstruction restoration program and priorities, (including estimated timeframes)
- Includes programs and strategies of government agencies to restore essential services and policies for mitigation against future emergencies
- Includes the local government program for community services restoration
- Financial arrangements (assistance programs (NDRA), insurance, public appeals and donations (see also Section 4 below)
- Public information dissemination.

Section 5: Administrative Arrangements

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

Section 6: Conclusion

Summarises goals, priorities and timetable of plan.

Signed by

Chairperson,
Wagin Local Recovery Coordinating Committee
Date:

Annex E: Recovery Needs Assessment and Support Survey



This needs assessment is being conducted to gather information about your personal circumstances so we can assist you, provide you with information on particular services, or refer you to organisations who can best assist you with your recovery process.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to a number of interviewers. However please note that further contact may be necessary.

You are not obliged to provide any or all of the information requested. You should be aware that the information you provide may be passed to other agencies involved in the recovery process.

Please note that completion of this survey does not guarantee your specific needs will be met immediately, however every effort will be made to obtain the assistance you need as quickly as possible.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquires about the survey, please ring this telephone number: - 98611177

In terms of the Privacy Act should you wish to access, change or amend any information you have given please ring the above telephone number. You can also contact this agency at:
Shire of Wagin, 2 Arthur Road Wagin

Interview Conducted at _____
(Place)

(Date) (Time)

By _____
Interviewer (print name)

Tear this page off and give it to the person being interviewed, along with any information sheets/brochures.

NOTES FOR INTERVIEWER

(Please read before commencing the survey)
Introduce yourself to the person being interviewed.

“Hello, I am *name*, I am here on behalf of the Wagin Shire council/recovery Group about the recent *emergency event(s)*. I would like to talk with you to see if there is anything we can help you with, or organisations we can refer you to, to assist your recovery.”

1 Read through the cover page with the interviewee and complete it. Tear it off and give it to the person being interviewed. It is now their receipt.

2 Provide them with the information sheets/brochure.

3 Start at section one and continue to work through all sections.

4 Texts in grey italic font are prompts for you to note or advise the interviewee on.

5 If the interviewee declines to give information, complete known details and return the form with cover intact.

NOTE: some people may take this opportunity to offload any frustrations. Do not take this personally; it is best to listen and then move on to the next question when possible.

Section One: Occupier and Property

1 PRINCIPAL OCCUPIER'S NAME (S):

Family name _____ First name(s) _____

1.2 Total number of people normally residing at this property _____ (number)

1.3 Other people normally resident

Family name _____ First name(s) _____

Family name _____ First name(s) _____

Family name _____ First name(s) _____

Family name _____ First name(s) _____

(Please provide children's ages)

1.4 Have you registered with DCD by filling in a NRIS registration form? *(Please circle one)*

Yes Go to Question 1.4a

No Go to Question 1.5

You may be required to register to access recovery services. Please ask your interviewer to explain the process to you.

1.4a If yes, what is your registration number _____

1.4b Does anyone in your family have a different registration number? Yes / No *(Please circle one)*

Write the other number(s) if you know them _____

1.5 Location of affected property

Address of affected property: _____

Phone day/night of affected property: _____

1.5a What is your rates number/valuation number (if known) _____

1.5b Would you like to be considered for rates relief (if available) Yes / No *(Please circle one)*

1.6 Do you own the property Yes / No *(Please circle one)*

If **No** please provide contact details of the owner if you know these.

Name: _____

Address: _____

Phone day/night: _____

1.7

Where are you currently living

(Tick one)

- Living at affected property – go to Section Two
- Temporary accommodation until we can return to property
- Temporary accommodation looking for new permanent accommodation
- In new permanent accommodation

1.8 Current address and contact details (if not living at affected property)

Address: _____

Phone day/night: _____

Section Two: Damage to Dwelling/Contents and Insurance

2.1

Was your house damaged?

(Tick one)

- Yes Go to Question 2.2
- No Go to Question 2.3
- Don't know as have not yet seen house Go to Question 2.3
- Not damaged but not accessible Go to Question 2.3

2.2 Please tick the list below to indicate damage that occurred

Nature of damage () Describe damage if relevant

- Water supply not working
- Sewerage not working
- Drainage blocked
- Electricity cut
- Gas cut
- Telephone cut
- Road access cut or restricted
- Damage to outbuildings on property
- Other (please describe)
-

2.2a When was your house damaged? Date: _____

2.2b To the best of your knowledge, what caused this damage? ()

Cause of damage

- Flood water
- Storm
- Hazardous materials incident
- Earthquake
- Fire
- Other (*please detail*)

2.2c Has your house been inspected by the council (building inspector)?
Yes / No / don't know (*Please circle one*)

2.2d Would you like someone to do a check of your house and property to ensure it is safe to move back into? Yes / No (*Please circle one*)

2.2e Is your house insured? (*Please tick one*) ()

- Yes Go to Question 2.2e
- No Go to Question 2.3
- Don't own house Go to Section 3
- I decline to answer this question Go to Question 2.3

2.2f Have you lodged an insurance claim? Yes / No (*Please circle one*)

2.2g What is the name of your insurance company or agent?

2.2h Has an insurance assessor inspected the property? Yes / No (*Please circle one*)

2.3 Have you experienced damage to contents in your house? (*Please tick one*) ()

- Yes Go to Question 2.3a
- No Go to Question 2.4
- Don't know as have not yet seen contents Go to Question 2.4

2.3a Are your house contents insured? (*Please tick one*) ()

- Yes Go to Question 2.3b
- No Go to Section 3
- I decline to answer this question Go to Question 2.4

2.3b What is the name of your insurance company or agent?

2.3c Has an insurance claim been lodged? Yes / No (*Please circle one*)

2.3d Has an insurance assessor inspected the damage? Yes / No (*Please circle one*)

Section Three: Alternative Accommodation

3.1 Do you need assistance to find alternative accommodation? (*Please circle one*)

Yes Go to Question 3.1a

No Go to Section 4

3.1a What kind of accommodation do you require? (*Please tick one*) ()

- Temporary (less than a week)
- Short-term (1-4 weeks)
- Long-term (more than one month)

- Please estimate number of months ()
- Permanent

3.1b The accommodation needed is to house:

Adults _____(number)

Children _____(number)

3.1c Do you have any special needs for your accommodation i.e., access for Wheelchairs, aged, *please provide details:* _____

3.1d Do you have pets? Yes / No (*Please circle one*)

If yes, please detail what kind of pet and how any: _____

Section Four: Health and Welfare

Household

4.1 Do you require any clean-up assistance for your house or property? (*Please circle one*)

Yes Go to Question 4.2a

No Go to Question 4.3

Don't know Go to Question 4.3

4.1a Please provide details of the kind of assistance you would like: _____

(If you have answered yes your details will be passed on to the council who are coordinating clean-up services where available).

4.2 Are you looking after any evacuees at your home? (*Please circle one*)

Yes Go to Question 4.4a

No Go to Question 4.5

4.2a Would you like to receive information about financial support for hosting these evacuees?

Yes / No (*Please circle one*)

Personal

4.3 If you have had contents in your home damaged, would you like to be contacted by agencies that are distributing donated goods? (*Please circle one*)

Yes Go to Question 4.1a

No Go to Question 4.2

4.3a What kind of goods do you need? *(Please list)*

4.4 Do you have a need for clothing/toiletries or bedding? *(Please circle one)*

Yes Go to Question 4.5a

No Go to Question 4.6

4.4a What kind of these items do you need? *(Please list)*

4.5 Are there any medications which you or your family use that you are unable to get?
(Please circle one)

Yes Go to Question 4.6a

No Go to Question 4.7

4.6a If you would like us to help you get medication, please describe the medications in as much detail as possible _____

4.6b Is a prescription required for these medications? Yes / No *(Please circle one)*

4.6c If Yes please provide the name and address of your doctor and pharmacist

4.7 Would you like to find out about support or counselling services for you or a family member?

Yes / No *(Please circle one)*

(This question is included to help you access services that may be provided by affiliate organisations)

4.8 Do you have any affiliation to any other groups in the community? Yes / No

(Please circle one)

If yes please indicate which groups _____

Domestic animals/pets

4.9 Have you got any domestic animals or pets which are in need of care? *(Please circle one)*

Yes Go to Question 4.9a

No Go to Section 5

4.9a What kind of animals are they? (Please list all your animals)

4.9b Where are they located? (Please provide address/physical location)

4.9c What kind of care do they need? (Please detail)

Section Five: Financial

5.1 Do you require any assistance with income support?

Yes Go to Question 5.1a

No Go to Question 5.2

5.1a Are you already a client of Centrelink? (*Please circle one*)

Yes *please contact Centrelink directly*

No *please contact Centrelink through the help line and they can advise you on assistance available*

Note there may be grants available from other sources such as the Red Cross and mayoral relief funds. Applications will need to be filled in for these grants. Please advise those being interviewed about any relief funds that have been established and provide them with application forms if possible.

Documents

5.2 Have you lost, or do you not have access to, any of the following? (*Please tick all those that apply*)

Please indicate who in your house has lost these documents

	Lost	Document not able to be accessed	Who in your house has lost this
Bank books			
Cheque books			
Credit cards			
EFTPOS cards (money cards)			
Community cards			
Passport			
Birth certificate			
Marriage certificate			
Citizenship certificate			

5.3 If you have lost your bank documents do you have access to a branch of your bank?
Yes / No / Does not apply (*Please circle one*)

Administrative information

Person conducting interview Name (print): _____

Contact details: _____

Date: _____

Person being interviewed I have been given the front page of this survey form and agree to the use of the information I have given for the purposes of recovery from this emergency.

Name (Print): _____

Signature: _____ Date: _____

Annex F: OPERATIONAL SEQUENCE GUIDE/CHECKLIST

SITUATION ORGANISATION/ACTION

ALERT

On receipt of advice of an emergency which has the potential to require Local coordination of recovery activities

HMA

- Ensure that the Local Emergency Coordinator (LEC) and affected local government(s) are advised of the extent of potential recovery support requirements.
- Include Local Recovery Coordinators/Shire of Wagin in briefings/Incident Support Group.

Shire of Wagin

- Establish liaison with Local Recovery Coordinator/ Committee (LRC) chairperson and appropriate core members to consider possible requirement for Local level coordination of recovery support.
-
- Advise and liaise with LRCC members.

ACTIVATION

Requirement for Local level coordination of recovery identified/requested

Shire of Wagin

- When requested by or on the advice of the HMA or the Incident Support Group, convene the LRCC and, where required, establish a Reconstruction/Restoration Group and/or Community/Support Services Group or other sub-committees.

LRC

- Arrange for conduct of on-site assessment, if appropriate. Maintain links with affected organisations for the identification and coordination of the provision of recovery support.

STAND DOWN

On completion of Local coordinated recovery activities.

Shire of Wagin/LRC

- Ensure handover of responsibility for ongoing recovery activities to a managing agency.
- Advise LEC and LRC members of stand-down. Conduct debrief/post operations review and prepare report to the LEMC, with copies to the DEMC, the HMA and the Chair

SEMC State Recovery Coordinator

Manage the implementation of post operations report recommendations and revision of Local Recovery Emergency Management Plan as required.

Annex G: STATE RECOVERY COMMITTEE STANDARD REPORTING

STATE RECOVERY COORDINATING COMMITTEE

RECOVERY REPORT – (Emergency Situation)

Wagin Local Recovery Coordinating Committee

Report No:

To: Chairman, SRCC/State Recovery Coordinator

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

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

Special Assistance:

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

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

Recommendations:

Name & Signature:

Title: