



Local Recovery Plan

Shire of Serpentine Jarrahdale

Endorsed by LEMC:

Endorsed by Council:



Shire of
Serpentine
Jarrahdale



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Endorsement

This recovery plan has been prepared and endorsed by the Shire of Serpentine Jarrahdale Local Emergency Management Committee (LEMC).

They have been tabled at a Shire of Serpentine Jarrahdale Ordinary Council Meeting on ___/___/___.

.....
Chairperson
Shire of Serpentine Jarrahdale LEMC

.....
DATE

.....
Endorsed by Council
Shire of Serpentine Jarrahdale CEO

.....
DATE



Distribution List

Role/Organisation		No. of Copies
Shire of Serpentine Jarrahdale	Shire President (LEMC Chairperson/Local Recovery Coordinator)	1
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	Director Corporate and Community Services	1
	Director Planning	1
	Director Engineering	1
	Manager Compliance, Rangers and Emergency Services	1
	Manager Environmental Health	1
	Manager Community Engagement	1
	Manager Corporate Services	1
	Manager Finance	1
	Manager Infrastructure and Design	1
	Manager Environment and Sustainability Services	1
	Manager Communications	
	Senior Ranger	1
	Customer Services	2*
	Mundijong Library	2*
External stakeholders	District Emergency Management Advisor (DEMC East Metropolitan)	1
	Office of Emergency Management (OEM)	1
	Officer In Charge – Mundijong Police Station	1
	Department of Communities (formerly Department of Child Protection and Family Services)	1
	Department of Biodiversity, Conservation and Attractions (formerly Department of Parks and Wildlife)	1
	Department of Primary Industries and Regional Development (formerly Department of Agriculture and Food)	1
	Water Corporation	1
	Main Roads WA	1
	Western Power	1
	Alinta Gas	1
	Peel Development Commission	1
	Department of Education	1
	Department of Health	1
	Department of Water and Environmental Regulation (formerly Department of Environmental Regulation)	1
Red Cross WA	1	

*Public version only (all confidential information to be redacted)



Amendment Record

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

Feedback can include:

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- Out of date information or practices;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

To provide feedback, copy the relevant section/s with the proposed changes marked and forward to:

Executive Officer
Local Emergency Management Committee
Shire of Serpentine Jarrahdale
6 Paterson Street
MUNDIJONG WA 6123

or alternatively email to: info@sjshire.wa.gov.au

Any suggestions and/or comments will be referred to the LEMC for consideration. All amendments must be approved by LEMC and entered in the Amendment Register below.

Version	Date	Amendment Details	Author
DRAFT.1	June 2014	Document created - DRAFT	RW
DRAFT.2	July 2017	Update document to new format in accordance with OEM <i>Local Recovery Guidelines</i>	RW



Commonly Used Acronyms

Acronym	Definition
CEO	Chief Executive Officer
DEMC	District Emergency Management Committee
ECC	Emergency Coordination Centre
EM	Emergency Management
DC	Department of Communities (formerly Department of Child Protection and Family Support)
DFES	Department of Fire and Emergency Services
HMA	Hazard Management Agency
IMT	Incident Management Team
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LMDRF	Lord-Mayor's Distress Relief Fund
LRC	Local Recovery Coordinator
LRCG	Local Recovery Coordination Group
OEM	Office of Emergency Management
P&W	Parks and Wildlife
SEC	State Emergency Coordinator
SECG	State Emergency Coordination Group
SEMC	State Emergency Management Committee
SES	State Emergency Service
SEWS	State Emergency Warning Signal
WANDRRA	Western Australia Natural Disaster Relief and Recovery Arrangements
WAPOL	Western Australian Police



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1. Part One: Introduction

1.1 Authority

The Local Recovery Plan has been prepared in accordance with Section 41(4) of the *Emergency Management Act 2005* and forms a part of the Local Emergency Management Arrangements for the Shire of Serpentine Jarrahdale.

This plan has been endorsed by the Shire of Serpentine Jarrahdale Local Emergency Management Committee and has been tabled for information and comment with the East Metropolitan District Emergency Management Committee. This plan has been approved by the Shire of Serpentine Jarrahdale Council at an Ordinary Council Meeting held on ___/___/_____.

1.2 Purpose

The purpose of the Local Recovery Plan is to describe the arrangements for effectively managing recovery at a local level, including accountability and responsibility.

1.3 Objectives

The objectives of the Plan are to:

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

1.4 Scope

The scope of this Plan is limited to the boundaries of the Shire of Serpentine Jarrahdale and forms part of the Shire of Serpentine Jarrahdale's Local Emergency Management Arrangements.

It details the local recovery arrangements for the community.

1.5 Description of Area

The Shire of Serpentine Jarrahdale is a predominantly rural Local Government Area, located on the southern fringe of metropolitan Perth, in the foothills of the Darling Scarp and approximately 45km south of the Perth CBD. Its area of 905 km² makes it Western Australia's second largest metropolitan Council encompassing seventeen localities, with the Shire's seat of government located in the town of Mundijong.

The Shire is surrounded by, and shares boundaries with the Shires of Murray and Boddington to the south, Wandering to the east, the City of Armadale to the north and the City of Rockingham and the City of Kwinana to the west. It is arterially served by the Albany Highway, South Western Highway, Tonkin Highway and the Perth-Bunbury railway line. Access to Perth Airport is via Tonkin Highway.

The eastern region of the Shire is significantly conservation, timber and water catchment areas with the Wungong Reservoir (part) and Serpentine Dam, both being major water storage facilities for Perth, in the locality. The thriving western region of the Shire is predominantly rural land, used mainly for agriculture and equine activities.

The Shire of Serpentine Jarrahdale includes the localities of Byford, Cardup, Darling Downs, Hopeland, Jarrahdale, Karrakup, Keysbrook, Mardella, Mundijong, Oakford, Oldbury, Serpentine, and Whitby. It is a residential, semi-rural and rural area with the main urban areas being in and around the suburbs of Byford, Mundijong, Serpentine, Whitby and Jarrahdale.

Major features of the Shire include Serpentine National Park, Serpentine River, Serpentine Falls, Gooralong Park, Serpentine Dam, Wungong Reservoir, Cardup Nature Reserve, Jandakot



Regional Park, Modong Nature Reserve, Jarrahdale Heritage Park, Byford Trotting Complex, Mundijong Equine Training Track, Serpentine & Districts Golf Course, Munda Biddi Trail and various State Forests.

The Shire is regarded as the fastest developing region outside of Perth. The area offers many opportunities with significant industries already taking advantage of the area including equine, horticulture, agriculture, timber production, brickworks, viticulture and tourism. The Shire is home to large extractive industries and future industrial parks within the localities of Mundijong and Cardup. It is expected that typical businesses in these areas will include warehousing, transport and showroom type commercial facilities.

The locality of Byford is considered to be the centre of the Shire and continues to grow with new residential estates being established each year. The Byford Town Centre offers shopping complexes, cafes and restaurants.



2. Part Two: Related Documents and Arrangements

2.1 Related Documents

The following documents are related to this Plan:

Document title	Document owner
Local Emergency Management Arrangements and Appendices	Shire of Serpentine Jarrahdale
Shire of Serpentine Jarrahdale Business Continuity Plan	Shire of Serpentine Jarrahdale
Local Welfare Emergency Management Plan for the Provision of Welfare Support – South East Metro District	Department of Communities
<i>Emergency Management Act 2005 (WA)</i>	Government of Western Australia
State Emergency Management Policy	State Emergency Management Committee
State Emergency Management Plan	State Emergency Management Committee
State Emergency Management Procedures	State Emergency Management Committee
State Emergency Welfare Plan (Interim)	State Emergency Management Committee

2.2 Agreements, Understandings and Commitments

A combined welfare support plan for the South East Metropolitan district has been formulated by the Department of Communities. This welfare support plan forms an underlying agreement for mutual aid in the recovery phase of an emergency and is enacted by the Department of Communities.



3. Part Three: Resources

Specific resources available for recovery have been identified and are included in Appendix A of this Plan. The Shire also has detailed manuals for a number of identified recovery/welfare locations throughout the Shire detailing the onsite resources and capacity.

A register detailing current contact details for all agencies/groups/organisations with responsibilities under this Plan is located in the Contacts Directory, which forms an addendum to the Shire's Local Emergency Management Arrangements.

3.1 Recovery Coordination Centres

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

Centre Name	Address	Capacity and Available Resources	Contacts
Shire of Serpentine Jarrahdale Civic Centre/Administration Office	6 Paterson Street Mundijong WA 6123	50 staff Backup generator Phone/fax lines ICT equipment Stationery	Shire Operations Emergency Contact – 0439 514 399
Shire of Serpentine Jarrahdale Operations Depot	Cnr Butcher Street and Whitby Street Mundijong WA 6123	30 staff Phone/fax lines ICT equipment Stationery Toilets Kitchen	Shire Operations Emergency Contact – 0439 514 399
Byford Hall	Cnr South Western Highway and Clifton Street Byford WA 6122	30-40 staff Phone/fax lines Kitchen Toilets	Shire Operations Emergency Contact – 0439 514 399
Clem Kentish Hall	Cnr Wellard Street and Lefroy Street Serpentine WA 6125	30-40 staff Phone/fax lines Kitchen Toilets	Shire Operations Emergency Contact – 0439 514 399
Bruno Gianatti Hall	Cnr Munro Street and Jarrahdale Road Jarrahdale WA 6124	30-40 staff Phone/fax lines Kitchen Toilets	Shire Operations Emergency Contact – 0439 514 399

3.2 Financial Arrangements

The Shire of Serpentine Jarrahdale has arrangements in place to insure its assets.

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

- Funds of at least \$250,000 and not exceeding \$400,000 are held in reserve to fund recovery and emergency relief activities in accordance with Council Policy "PC001 - Emergency Management Reserve Fund Policy"



- Delegation “E001D – Expenditure from municipal fund in the event of an emergency” provides authorised persons with the authority to expend money from the Emergency Management Reserve Fund.

Additional financial requirements outside of the above policy and delegation will need to be managed in accordance with the *Local Government Act 1995* and relevant Council policies. In particular, expenditure outside of budgeted funds will need to be in accordance with section 6.8 of the *Local Government Act 1995*:

- (1) *A local government is not to incur expenditure from its municipal fund for an additional purpose except where the expenditure —*
 - (c) *is authorised in advance by the mayor or president in an emergency.*
- (2) *Where expenditure has been incurred by a local government —*
 - (b) *pursuant to subsection (1)(c), it is to be reported to the next ordinary meeting of the council.*

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);
- Centrelink; and;
- Lord Mayor’s Distress Relief Fund (LMDRF).

Further information on these relief arrangements can be found in State EM Plan Section 6.10.

3.3 Welfare

The Department of Community Services (DC) has the role of managing welfare. Welfare can be described, as “the provision of both physical and psychological needs of a community affected by an emergency”. This includes the functional areas of personal services, emergency accommodation, financial assistance, registration and inquiry services, and personal requisites and emergency catering.



4. Part Four: Roles and Responsibilities

The roles and responsibilities of those involved in recovery are outlined below.

4.1 Organisational Roles

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.

Local Government (Shire of Serpentine Jarrahdale)

- Ensure that a Local Recovery Plan for its district is prepared, maintained and tested [EM Act s.41(4)];
- Appoint a Local Recovery Coordinator(s) [EM Act s.41(4)];
- 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. Building Surveyor, Environmental Health Officer, Community Services); and
- Ensure the restoration/reconstruction of services/facilities normally provided by the local government.

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); and
- Manage the provision of the Personal Hardship and Distress measures under the WA Natural Disaster Relief Arrangements, including counselling, emergency assistance and temporary accommodation (State EM Plan Section 6.10 and WANDRRA).

Department of Primary Industries and Regional Development

- Provide a representative to the LRCG;
- Provide technical support to primary producers and industry groups for recovery from animal or plant pest or disease emergencies; and
- Manage the provision of assistance to farmers, particularly in relation to the Primary Producer Package under the WANDRRA (State EM Plan Section 6.10 and WANDRRA).

Main Roads Western Australia

- Provide a representative to the LRCG;
- Assess and report on damage to State/Federal road infrastructure that may impact on the community;
- In conjunction with the Local Government assist with the assessment of damage to local roads and issue of advice of roads closure/alternate transport route; and
- Assist the local government 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 WANDRRA.

Essential Services (Including Power, Telecommunications, Water and Gas – Western Power, Telstra, Water Corporation, Alinta Gas)

- Provide a representative to the LRCG (co-opted as required);
- Assess and report on damage to essential services and progress of restoration of services; and



- Facilitate restoration of priority services as requested by the LRCG.

Regional Development Commission/Business Enterprise Centre (if available) / Small Business Development Corporation

- Provide a representative to the LRCG (co-opted as required);
- Assist with the assessment of the impact of the emergency on small business; and
- Provide advice on and facilitate access to available business support services / funding support, e.g. WANDRRA small business support measures.

Department Of Education (Or Local School Representative)

- Provide a representative to the LRCG (co-opted as required); and
- 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 Local Health Officer)

- Provide a representative to the LRCG;
- Advise on health, environmental health and medical issues arising from the emergency; and
- 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.

Department of Biodiversity, Conservation and Attractions

- Provide advice on flora and fauna rehabilitation and biodiversity management.

Lord Mayor's Distress Relief Fund

- Liaise with the LRCG 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 LRCG; and
- Provide advice to the LRCG on criteria for, and assessment of, requests for financial assistance.

4.2 Local Recovery Coordinator

The Shire of Serpentine Jarrahdale Shire President has been appointed as the Local Recovery Coordinator in accordance with the *Emergency Management Act 2005*, S41.(4). The Shire's Chief Executive Officer or delegate will act in the role when the primary appointee is unavailable during an emergency.

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

The functions of the LRC are:

- Ensure the Local Recovery Plan 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 conjunction with the HMA, Local Emergency Coordinator (LEC) and other responsible agencies;



- Provide advice to the Mayor/Shire President and Chief Executive Officer (CEO) on the requirement to convene the Local Recovery Coordination Group (LRCG) and provide advice to the LRCG if convened;
- Ensure the functions of the Executive Officer are undertaken for the Local Recovery Coordination Group;
- Assess for the LRCG requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate;
- Determine the resources required for the recovery process in consultation with the Local Recovery Coordination Group;
- Coordinate local level recovery activities for a particular event, in accordance with plans, strategies and policies determined by the LRCG;
- Monitor the progress of recovery and provide periodic reports to the Local Recovery Coordination Group and State Recovery Coordination Group, if established;
- Liaise with the State Recovery Coordinator 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 an operational debriefing of all participating agencies and organisations as soon as possible after cessation of the arrangements; and
- Arrange for an evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency.

Appendix B of this Plan provides a Local Recovery Coordinator/Coordination Group Action Checklist.

4.3 Local Recovery Coordination Group

The role of the Local Recovery Coordination Group is to coordinate and support local management of the recovery processes within the community.

The Local Recovery Coordination Group comprises a core membership of:

- a. Shire President/Local Recovery Coordinator (Chairperson)
- b. Administrative Assistant to Local Recovery Coordinator
- c. Shire Chief Executive Officer or delegate
- d. Local Emergency Coordinator (WA Police)
- e. Department of Communities representative
- f. District Emergency Management Advisor (OEM)
- g. Local Government Advisor

The following additional members may be co-opted where appropriate:

- a. Additional Shire of Serpentine Jarrahdale staff (Communications, Community Engagement)
- b. Relevant Hazard Management Agency representatives
- c. LEMC representatives (where appropriate)
- d. Department of Premier and Cabinet representative
- e. Any other members drawn from government and non-government organisations including community groups with a major role to play in the recovery process.

The appointment of any person who is absent without leave for more than three (3) consecutive meetings shall lapse and that person will need to seek reappointment to continue on the Group for the duration of their term.

The functions of the Local Recovery Coordination Group are:



- Establishing subcommittees as required;
- Assessing requirements, based on the impact assessment, for recovery activities relating to the social, built, economic and natural wellbeing of the community with the assistance of the responsible agencies where appropriate;
- Developing an operational plan for the coordination of the recovery process for the event that:
 - takes account of the local government long term planning 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 activities;
 - considers the needs of youth, the aged, the disabled, and culturally and linguistically diverse (CALD) 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-owned 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 recovery programs and services meet the needs of the community;
- Negotiating the most effective use of available resources including the support of State and Commonwealth agencies;
- Monitoring the progress of recovery, and receiving periodic reports from recovery agencies;
- Ensuring a coordinated multi agency approach to community recovery;
 - Providing a central point of communication and coordination for the actions of the wide range of recovery-related services and projects being progressed outside of the direct control of the Committee; and
 - Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness

4.4 Local Recovery Coordination Group subcommittees (where required)

It may be appropriate to consider establishing one or more subcommittees to assist the Local Recovery Coordinator and Coordination Group by addressing specific components of the recovery process. Subcommittees should be formed to address the four pillars of community, shown in the figure overleaf.

Consideration will be given to establishing the following subcommittees, dependent on the nature and extent of the recovery:

1. Community (Social);
2. Infrastructure (Built);
3. Environment (Natural); and
4. Finance (Economic)

The objectives, membership and role of these four subcommittees, when established, are provided in Appendix C of this plan.

The figure overleaf identifies the reporting mechanisms for the subcommittees and LRCG and their relationship to District- and State-level recovery authorities.



Figure 2 (Above): The four pillars of community (Australian Emergency Management Handbook 2: Community Recovery, 2011)

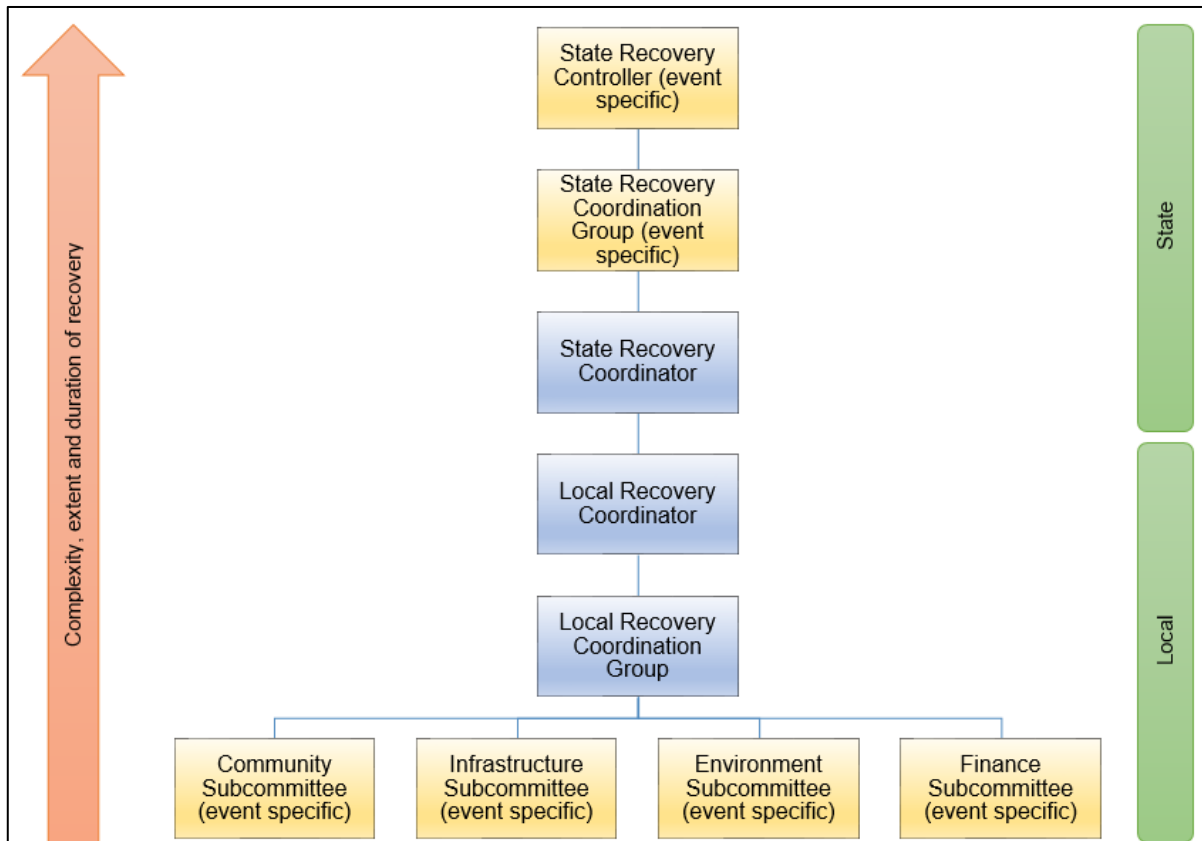


Figure 1 (Above): Hierarchy of recovery subcommittees and State-level recovery coordination.

4.5 Communication Plan

The Shire will endeavour to provide timely, accurate and accessible information to the community and other relevant stakeholders during the recovery phase. Wherever possible the Shire will disseminate information in a variety of mediums in order to reach as much of the community as possible.



Key groups who need to receive recovery information, the methods available and potential locations where information can be provided are detailed in the chart below:

Who needs information?	How – what communication methods will be used?	Where will the information be provided?
Affected community members/groups	Written	Recovery newsletter Shire website Shire Facebook HMA website and social media Community meetings
	Verbal/visual	Shire website Shire Facebook Community meetings Interviews
Wider community/general public	Written	Recovery newsletter Shire website Shire Facebook HMA website and social media Community meetings
	Verbal/visual	Shire website Shire Facebook Community meetings Interviews
Culturally and linguistically diverse community members	Written	Shire website
	Verbal/visual	Translation services Auslan Services
Hazard Management Agency representatives	Written	Email Reports Memorandums
	Verbal/visual	Meetings Briefings Phone call/conference call
LEMC members	Written	Email Reports Memorandums
	Verbal/visual	Meetings Briefings Phone call/conference call
LRCG members	Written	Email Reports Memorandums
	Verbal/visual	Meetings Briefings Phone call/conference call
Shire of Serpentine Jarrahdale staff	Written	Email Reports



		Memorandums Intranet
	Verbal/visual	Meetings Briefings Phone call/conference call Text message
District and/or State-level Emergency Management Committees	Written	Email Reports Memorandums
	Verbal/visual	Meetings Briefings Phone call/conference call



5. Part Five: Local Recovery Management

In accordance with the *National Principles for Disaster Recovery*, successful recovery relies upon:

- Understanding the **context**;
- Recognising **complexity**;
- Using **community**-led approaches;
- Ensuring **coordination** of all activities;
- Employing effective **communication**; and
- Acknowledging and building **capacity**

5.1 Commencement of Recovery

The Controlling Agency with responsibility for response to the emergency will initiate recovery activity during the response to that emergency.

To facilitate recovery, it will:

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

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

Depending upon the extent of the restoration and reconstruction required, the Local Recovery Coordinator and Local Recovery Coordination Group should develop a specific recovery plan setting out the recovery process to be implemented (see Appendix D for Operational Recovery Plan template).

Appendix B of this Plan provides a Local Recovery Coordinator/Coordination Group Action Checklist.

5.2 Coordination of Recovery Activities

The Local Recovery Coordinator shall convene the Local Recovery Coordination Group as required in order to effectively coordinate recovery activities. A recovery coordination centre may be established at one of the locations designated in section 3.1 of this Plan at the Local Recovery Coordinator's discretion.

The LRC and, when established, LRCG, shall consider the establishment subcommittees in accordance with section 4.4 of this Plan relevant to the impacts of the incident. All meetings of the LRCG and any subcommittees shall be minuted.

The appointed chair of each subcommittee shall table the minutes from their respective subcommittee and provide a report at each LRCG meeting.

5.4 Determining Community Needs

Community needs will be determined through the completion of the initial and detailed impact assessment processes. In accordance with the communication plan in section 4.5 of this Plan, the Shire will also engage in two-way dialogue with the affected community through a range of



mediums. Community meetings, the establishment of call centres and the interviewing/surveying of affected residents may facilitate this two-way dialogue.

A “Recovery Needs and Support Survey Form” is available in Appendix E of these arrangements.

5.3 Level of State Involvement

In conjunction with the local government/s affected, the State Recovery Controller is to consider the level of state involvement required, based on a number of factors pertaining to the impact of the emergency. A list of criteria to be considered as triggers for escalation of recovery activity is included in Appendix G of the State Emergency Management Plan.

The capacity of the local government to manage the recovery, the number of local governments affected, and the complexity and length of the recovery are likely to be critical factors.

5.4 Donations, Appeals and Financial Relief Arrangements

Sound financial management is essential for maintaining the momentum of the recovery effort and for promoting public and State and Federal Government confidence in the recovery effort.

Financial management in the recovery phase could include acquisition, distribution and accounting for funds. It should ensure:

- The streamlining of financial processes is being undertaken in an open and transparent manner;
- Cooperation between private and public sectors; and
- Appropriate levels of financial response are being achieved.

Appeals for donations of physical items such as food and furniture should be discouraged unless specifically requested through the Local Recovery Coordination Group.

Financial funding during an emergency could be obtained through a variety of agencies, sources and groups, as discussed in section 3.2 of this Plan.

Suggested criteria for categorising and prioritising requests for assistance is shown in the table below:

Owners/Owner Occupiers	
Level	Definition
One	Shall apply in those instances where the house/house and contents have been totally destroyed
Two	Shall apply in those instances where the house/house and contents have been damaged but the house remains habitable
Three	Shall apply in those instances where there has been other property damage/loss, eg sheds, shed contents, pergolas, outdoor furniture etc.
Occupiers (ie renters)	
Level	Definition
Four	Shall apply in those instances where the house contents have been totally destroyed as a consequence of the house being totally destroyed
Five	Shall apply in those instances where there has been partial damage/ loss of house contents and other personal effects

5.5 Communicating with the Community

Public Information

Provision of public information must be deliberate, planned and sustained. Effective information management is the key to rebuilding community confidence. Only with the return of confidence will the community invest in its own recovery.



In the response phase public information primarily informs and reassures. In the recovery phase it is the mechanism by which the affected community and the wider public are encouraged to participate in the process of restoration and rehabilitation.

Successful recovery is built on effective communication with affected communities and other stakeholders. Public information that is disseminated by the Shire must be;

- Coordinated through the Manager Communications and be approved by the Shire CEO and/or Shire President;
- Relevant, timely, clear, accurate, targeted, credible and consistent;
- Two-way, and that input and feedback should be sought and considered over an extended time;
- Accessible to audiences in diverse situations, addresses a variety of communication needs, and is provided through a range of media and channels; and
- In line with established mechanisms for coordinated and consistent communication with all organisations and individuals.

Where possible, all communications should repeat key recovery messages to ensure information is more likely to reach community members when they are receptive.

Having one authorised spokesperson during a crisis ensures that communication with the media and audiences is consistent, transparent and controlled. The identified spokesperson for the Shire of Serpentine Jarrahdale is the Shire President and/or the CEO of the Shire of Serpentine Jarrahdale.

A suggested media release regarding donations is attached in Appendix F of this Plan.

General Enquiries

Shire employees must be prepared to receive enquiries from a range of stakeholders. The Shire will ensure that frontline staff are provided with a script based on the key messages and a brief on the communication policies.

Other than approved spokespeople, no Shire employee or elected member is authorised to make comment to any stakeholder beyond the scope of the script and these documents. If the enquiry requires further information or comment, the caller or visitor must be transferred to an authorised spokesperson.

If the frontline employee is unable to transfer the caller to the appropriate person, a message needs to be taken so that the call can be returned as soon as possible.

In brief, the procedure for Shire personnel in handling enquiries is:

- Inform the person that you are not an authorised spokesperson and cannot provide comment or detailed information;
- Correctly take a message including the nature of the enquiry and the deadline; and
- Ensure that the appropriate person receives the message and returns the call within a timely manner.

A template for the Customer Information Sheet can be found in Appendix G.

Enquiries from concerned relatives and friends must be directed to the Department of Communities or the WA Police. At all times, you should:

- Establish the caller/visitor's relationship to the person being enquired about;
- Demonstrate care and listen to their concerns;
- Provide reassurance that all necessary actions are being undertaken to manage the situation;
- Remain calm; and



- If you receive an enquiry about someone who is injured, deceased or unaccounted for, you must ensure that the HMA or Police are advised of the enquiry as soon as possible.

5.6 Managed Withdrawal and Return to Business as Usual

The recovery phase involves restoring the community to the point where normal social and economic activity may resume. The LRC's decision to finalise the recovery process must occur following consultation with the affected community, the Local Government, participating agencies and the State Recovery Coordinator, if involved in the recovery process.

This will enable the community to understand the finalisation of the recovery process, ensure there are no outstanding recovery matters that cannot be continued/completed outside of standard business and could include the staging a community event of acknowledgement and closure. Shire staff and other stakeholders involved in the recovery process should also be formally advised of the conclusion of dedicated recovery activities and the return to business as usual.

Shire staff and relevant stakeholders involved in the recovery process should be provided with the opportunity to provide feedback about the recovery process. This feedback may be used in order to improve this Plan and/or any other recovery arrangements.



6. Part Six: Distribution, Monitoring and Review

Distribution

A copy of this Plan will be provided to the following stakeholders:

- All agencies/organisations with a role and/or responsibility under this plan
- Shire of Serpentine Jarrahdale Local Emergency Management Committee members
- Perth East Metropolitan District Emergency Management Committee
- Office of Emergency Management
- Shire of Serpentine Jarrahdale staff with an identified/potential role under this plan

A public version of this Plan will be available by the following methods:

- Online via the Shire's website
- In person at the Mundijong Public Library
- In person at the Shire of Serpentine Jarrahdale Administration Office

The above distribution arrangements are reflected in the Distribution List on page three of this Plan.

Monitoring and Review

This Plan will be monitored during the course of any exercise or event which results in the establishment of the Local Recovery Coordination Group. Any weaknesses or required modifications should be documented and submitted to the Local Recovery Coordinator for further investigation.

This Plan will be reviewed at the following intervals:

- Not more than every five years in partnership with the Local Emergency Management Arrangements;
- After any exercise based on this Plan; or
- Within 12 months of an emergency where this Plan is implemented



Appendix A: Recovery Resources

Qty	Item/Resource	Location
1	Recovery tabard kit	Shire Offices (Emergency Services Storeroom)
4	Electronic variable message signage boards	Shire Depot



Appendix B: Local Recovery Coordinator/Coordination Group Action Checklist

Within 48 hours	
Task Description	Complete
Local Recovery Coordinator to liaise with the Controlling Agency and participate in the incident management arrangements, including the Incident Support Group and Operations Area Support Group where appropriate.	
Local Recovery Coordinator to contact and alert key local contacts.	
Local Recovery Coordinator to receive initial impact assessment from the Controlling Agency.	
Local Recovery Coordinator to determine the need for the Local Recovery Coordination Group to be convened and its members briefed, in conjunction with the local government.	
Local Recovery Coordinator and the local government 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 government's internal communication processes.	
Consider support required, for example resources to maintain a record of events and actions.	
Activate a recovery coordination centre if required.	
Establish a system for recording all expenditure during recovery (includes logging expenditure, keeping receipts and providing timesheets for paid labour).	
Consider establishing a liaison officer at the ECC if required.	
Within 1 Week	
Task Description	Complete
Participate in consultation on the coordination of completion of a Comprehensive Impact Assessment by the Controlling Agency. (Note: the Comprehensive Impact Assessment Template is available on the OEM website).	
Identify all 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 WA Natural Disaster Relief and Recovery Arrangements 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 and domestic facilities.	
Consider establishing a call centre with prepared responses for frequently asked questions.	
Establish a 'one-stop shop' recovery centre to provide the affected community with access to all recovery services.	
Coordinate restoration of essential infrastructure/utilities.	
Brief media on the recovery program.	
Monitor staffing levels and fatigue management.	
Within 12 months	
Task Description	Complete
Determine longer-term recovery strategies.	
Debrief recovery agencies and staff.	
Implement transitioning to mainstream services/business as usual activities.	
Evaluate effectiveness of recovery within 12 months of the emergency.	
Review Local Recovery Plan within 12 months following the emergency.	
Recognise agency, staff and community contributions.	

(Please note this listing is a guide only and is not exhaustive)



Appendix C: Local Recovery Coordination Group Subcommittee Definitions

Community (Social) Subcommittee:

Role: To guide the restoration and strengthening of community well-being after an incident

Objectives:

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event;
- To facilitate understanding on the needs of the impacted community in relation to community wellbeing;
- To assess and recommend priority areas, projects, and events to assist with the recovery process in the immediate and short-term regarding the restoration and strengthening of community wellbeing;
- To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration and strengthening of community wellbeing; and
- To ensure the affected community is informed and involved in the recovery processes

Suggested composition:

Membership	Role/Representative
Chairperson	Manager Community Engagement (Shire)
Primary	Manager Community Engagement (Shire) Department of Communities Local Environmental Health Officer/ Manager Health (Shire) Department of Human Services (Centrelink)
Support	Church/Religious group representatives Australian Red Cross Other community group/organisation representatives as required

Infrastructure (Built):

Role: To facilitate the restoration and reconstruction of services and facilities in the built environment.

Objectives:

- Assist in assessing requirements for the restoration of services and facilities in conjunction with the responsible agencies where appropriate;
- To provide advice and assist in the coordination of the restoration of infrastructure assets and essential services damaged or destroyed during the emergency; and
- To assess and recommend priority infrastructure projects to assist with the recovery process in the immediate and short, medium and long term.

Suggested composition:

Membership	Role/Representative
Chairperson	Manager Infrastructure and Design (Shire)
Primary	Manager Operations and Parks (Shire) Director Engineering (Shire) Manager Building Services (Shire) Manager Health (Shire) Local Government Insurance Service (LGIS) representative
Support	Water Corporation Western Power Main Roads WA



Alinta Gas
Department of Transport
Other community group/organisation representatives as required

Environment (Natural):

Role: To guide the restoration of the natural environment after the emergency.

Objectives:

- To provide advice and guidance to assist in the restoration of the natural environment post the event;
- To facilitate understanding of the needs of the impacted community in relation to environmental restoration;
- To assess and recommend priority areas, projects and community education to assist with the recovery process in the immediate and short-term regarding the restoration of the environment including weed management and impacts on wildlife; and
- To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration of the natural environment in the medium to long term.

Suggested composition:

Membership	Role/Representative
Chairperson	Manager Environment and Sustainability Services (Shire)
Primary	Natural Reserves Coordinator (Shire) Botanist and Natural Area Ecologist (Shire) Senior Environmental Health Officer (Shire) Landcare SJ
Support	Department of Biodiversity, Conservation and Attractions Department of Water and Environmental Regulation Supervisor Parks and Gardens (Shire) Other community group/organisation representatives as required

Finance (Economic):

Role: To promote the restoration of local economic activity and facilitate the disbursement of relief/hardship funds.

Objectives:

- To make recommendations to the Lord Mayor's Distress Relief Fund (LMDRF) on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship as a result of the event and;
- To promote the restoration of local economic activity in a timely manner after an emergency and provide assistance and advice to the Local Recovery Coordination Group on economic matters.

Suggested composition:

Membership	Role/Representative
Chairperson	Manager Corporate Services (Shire)
Primary	Manager Finance (Shire) Director Corporate and Community (Shire)
Support	Executive Manager Strategic Planning (Shire) Economic Development Advisor (Shire) Peel Development Commission Department of Primary Industries and Regional Development WANDRRA Officer (OEM)



Lord-Mayor's Distress Relief Fund representative
Department of Communities
Department of Human Services (Centrelink)
Other community group/organisation representatives



Appendix D: Local Recovery Coordination Group Operational Plan Template

Shire of Serpentine Jarrahdale Local Recovery Coordination Group 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; and
- 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; and
- 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; and
- 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 programme 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 (NDRRA), insurance, public appeals and donations; and
- 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

- Summarise goals, priorities and timetable of plan.

Signature: _____

Date: ____/____/____

Signed by: _____

Chairperson
Local Recovery Coordination Group
Shire of Serpentine Jarrahdale



Appendix E: Recovery Needs and Support Survey Form

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 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 the information requested. You should be aware that the information you provide may be passed to other agencies 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 enquiries about the survey, please ring: _____

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 the Recovery Committee situated at: _____

Interview Information:

Interview conducted at: _____
(Location)

Date/Time: ____:____ ____/____/____
(Time) (Date)

By: _____
Interviewer (print name)

*Tear off this page and give it to the person being interviewed.
Also include any other relevant information sheets/brochures*



Notes for Interviewer

(Please read before commencing survey)

Introduce yourself to the person being interviewed:

'Hello, I am (name), I am here on behalf of the Shire of Serpentine Jarrahdale Recovery Committee about the recent (emergency event).

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.'

Instructions for completing survey:

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 their receipt.
2. Provide them with any information sheets/brochures.
3. Start at section 1 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 survey with cover intact.

Note: Some people may take this opportunity to offload any frustrations. Do not take this personally, it is best to list these items and then move on to the next question when possible.



Section One – Occupier and Property Information

1.1 Principle Occupiers Name(s)

Surname: _____ First Name(s): _____

1.2 Total number of people normally residing at this property: _____

1.3 Other people normally residing at the property:

Surname: _____ First Name(s): _____

Surname: _____ First Name(s): _____

Surname: _____ First Name(s): _____

Surname: _____ First Name(s): _____

(Please note ages of children)

1.4 Have you registered with the Department of Communities by filling in the NRIS form?

(Please circle one)

Yes (Go to question 1.5)

No *(Advise that they may be required to register to access recovery services)*

1.5 Location of affected property: _____

Telephone number of affected property: _____

1.5a What is your rates assessment 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**, provide contact details of owner (if known):

Name: _____

Address: _____

Contact number: _____

1.7 Where are you currently living? *(Please tick one)*

✓	Living at affected property – go to Section 2
	Temporary accommodation until I/we can return to property
	Temporary accommodation looking for permanent accommodation
	In new permanent accommodation

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

Address: _____

Contact number: _____

Section Two – Damage to Dwelling/Contents and Insurance**2.1** Was your house damaged? *(Please tick one)*

<input checked="" type="checkbox"/>	Yes	Go to Question 2.2
<input type="checkbox"/>	No	Go to Question 2.3
<input type="checkbox"/>	Don't know as have not seen house	Go to Question 2.3
<input type="checkbox"/>	Not damaged but not accessible	Go to Question 2.3

2.2 Please tick the list below to indicate the damage that occurred

Nature of Damage	<input checked="" type="checkbox"/>	Describe damage if relevant
Water supply not working	<input type="checkbox"/>	
Sewerage not working	<input type="checkbox"/>	
Drainage blocked	<input type="checkbox"/>	
Electricity cut	<input type="checkbox"/>	
Gas cut	<input type="checkbox"/>	
Telephone out	<input type="checkbox"/>	
Road access cut or restricted	<input type="checkbox"/>	
Damage to outbuildings on property	<input type="checkbox"/>	
Other (please describe)	<input type="checkbox"/>	

2.2a When was your house damaged? ___/___/____ Unknown**2.2b** To the best of your knowledge, what caused this damage?

<input checked="" type="checkbox"/>	Nature of Damage
<input type="checkbox"/>	Flood water
<input type="checkbox"/>	Storm
<input type="checkbox"/>	Hazardous materials incident
<input type="checkbox"/>	Earthquake
<input type="checkbox"/>	Fire
<input type="checkbox"/>	Other (please detail)



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

✓

<input type="checkbox"/>	Yes	Go to Question 2.2d
<input type="checkbox"/>	No	Go to Question 2.3
<input type="checkbox"/>	Don't own the house	Go to Section 3
<input type="checkbox"/>	Decline to answer this question	Go to Question 2.3

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

2.2e What is the name of your insurance company?

2.2f Has an insurance assessor inspected your property?

Yes / No *(Please circle one)*

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

✓

<input type="checkbox"/>	Yes	Go to Question 2.3a
<input type="checkbox"/>	No	Go to Section 3
<input type="checkbox"/>	Don't know as have not seen contents	Go to Section 3

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

✓

<input type="checkbox"/>	Yes	Go to Question 2.3b
<input type="checkbox"/>	No	Go to Section 3
<input type="checkbox"/>	Decline to answer this question	Go to Section 3

2.3b Have you lodged an insurance claim? Yes / No *(Please circle one)*

2.3c What is the name of your insurance company?

2.3d Has an insurance assessor inspected the damage?

Yes / No *(Please circle one)*

Section Three – Alternative Accomodation

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)*

✓

<input type="checkbox"/>	Temporary (less than a week)
<input type="checkbox"/>	Short-term (1 - 4 weeks)
<input type="checkbox"/>	Long-term (more than one month). Please estimate number of months ()
<input type="checkbox"/>	Permanent



3.1b The accommodation needed is to house:

Adults: _____

Children: _____

3.1c Do you have any special requirements for your accommodation (i.e wheelchair accessibility, aged care assistance, etc.)

Section Four – Health and Well-being

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

(Only ask where clean up assistance is available)

Yes - Go to Question 4.1a

No - Go to Question 4.2

Don't know - Go to Question 4.2

4.1a Please provide details of the assistance required (e.g extra greenwaste/hard waste services, replacement bins, etc.)

4.2 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 4.2a

No - Go to Question 4.3

4.2a What kind of goods do you need?

4.3 Do you have a need for clothing, toiletries or bedding?

Yes - Go to Question 4.3a

No - Go to Question 4.4

4.2a What kind of items do you need?



4.4 Would you like to find out about support or counselling services for you or a family member? Yes / No *(Please circle one)*

The following question is included to help you access services that may be provided by affiliated services

4.5 Do you have an affiliation with any groups within the community? Yes / No *(Please circle one)*
If **Yes**, please indicate which group: _____

Section Five – Finance and Documents

5.1 Do you require any income support assistance? *(Please circle one)*
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 direct.
No - Please contact Centrelink through the ‘help line’ (132 850) and they can advise you on available assistance.

Note: There may be grants available from other sources such as 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.

5.2 Have you lost, or do you not have access to, any of the following documents?
(Please tick all those that apply and indicate who in your household has lost these documents)

Document	Lost	Unable to Access	Person/s
Passport			
Birth Certificate			
Marriage Certificate			
Citizenship Certificate			
Insurance papers			
Bank book			
Cheque book			
Credit cards			
EFTPOS cards			
<i>Other:</i>			



5.3 If you have lost your bank documents, do you have access to a branch/representative of your banking institution? *(Please circle one)*

Yes / No / Does not apply

5.4 Do you require any additional assistance?

Item	✓	Comment/Details
Medications/Medical conditions		
Food		
Water supply		
Pets		
Livestock/Agriculture		
Economic		
<i>Other (please list below):</i>		

Administration:

Person conducting the interview

Name: _____

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 purpose of recovery from this emergency.

Signature: _____

Name: _____

Date: ___/___/_____



Appendix F: Sample Media Release Regarding Donations

With the response to <<incident>> concluding, the recovery effort is well and truly underway, the management of which is a local government responsibility. The Shire of Serpentine Jarrahdale will continue to coordinate recovery activities and assist the community to rebuild and restore infrastructure and well-being after this disaster.

The best way to assist those affected by this disaster is through your donation of money through the appeal established by the Lord Mayor's Distress Relief Fund of WA or through agencies such as the Australian Red Cross. Further information on donating is available at www.appealswa.org.au.

Historically, in times of disaster Western Australians have proved to be extremely generous. Monetary donations have always and will continue to be the preferred means of providing assistance for affected communities. These donations not only provide the affected persons with the ability to purchase what is really need most, local suppliers and retailers will also benefit assisting the local economy to recover.

Donations of goods is not being accepted at this time, however should the need for specific items arise, this will be broadcast accordingly. <<if specific goods donations are being accepted, remove this paragraph and provide details on donation requirements>>

Offers of assistance in the form of volunteering and services are/are not currently being accepted. For more information on volunteering, please contact Volunteering WA.

<<insert any relevant messages about the disaster/recovery activities here>>

Thank you for your generous support as we continue to support our community in recovering from this <<incident>>.

Shire President/Local Recovery Coordinator

Shire of Serpentine Jarrahdale

Media contact: Manager Communications - <<phone number>>



Appendix G: Customer Information Sheet

This form is to be utilised by Shire staff to be able to provide current and consistent information when dealing with the public during an emergency situation.

Status of the Incident

For up to date information on this incident please call DFES Emergency Information Line on 13 3337.

You may also view the website <https://www.emergency.wa.gov.au/> for the most up to date information.

Evacuation/Welfare Centre

Your nearest designated evacuation centre is located at.....

and domestic pets can be taken to.....

Volunteering

No immediate volunteers at the evacuation centre are required unless already registered/working with authorised agencies.

If you would like to register as a volunteer please go to the Volunteering WA website <http://emergency.volunteeringwa.org.au/>. Please do not present to the evacuation centre as responsible agencies are coordinating the situation.

Donations

Thank you for your concerns and offer of assistance, no donations of goods are required at the evacuation centre.

If you would like to donate money which will go towards assisting those affected by the emergency, please visit <http://www.appealswa.org.au/> to donate to the Lord Mayor's Distress Relief Fund.

<u>Important Contacts</u>	
Emergency – Police, Fire & Ambulance	000
Police Assistance (Non-emergency)	131 444
Mundijong Police Station	9526 5111 / 9526 5103
DFES Information Line	133 337
Crime Stoppers	1800 333 000
State Emergency Service	132 500
Hospitals	
Armadale Hospital	9391 2000
Peel Health Campus	9531 8000
Doctors / Community Contacts	
Byford Medical Centre	9525 1133



Byford Family Practice	9525 0123
Mundijong Family Practice	9525 5600
Mental Health Emergency Response Line (Peel Region)	1800 676 822
Life Line – (Crisis Support & Suicide Prevention)	131 114
Poisons Information Centre	131 126
State Government Departments	
Department of Communities	1800 032 965
Department of Human Services (Centrelink) – (Emergency Assistance)	132 850
Department of Primary Industries and Regional Development	9368 3333
Main Roads WA	138 138
Department of Biodiversity, Conservation and Attractions (Wildcare helpline)	9474 9055
RSPCA	9209 9300
Utilities	
Telstra	132 203
Water Corporation	131 375
Western Power	131 351
ATCO Gas (Customer Enquiries)	131 356
ATCO Gas (Emergencies only)	131 352
Agencies	
Salvation Army	137 258
Peel Development Commission	9535 4140
Shire of Serpentine Jarrahdale	
Shire Office - Mundijong (Business Hours)	9526 1111
Shire Ranger Services (Business/After Hours)	9526 1136
Shire Works Depot (After Hours)	0439 514 399