



Local Recovery Plan

2020



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Administration

Amendment Record

Amendments to the Plan should be recorded. The following table provides an example of an amendments record.

No	Amendment Date	Details of Amendment	Amended	Date
1	June 2014	Document created - DRAFT	RW	2014
2	July 2017	Update document to new format in accordance with OEM Local Recovery Guidelines	RW	2017
3	August 2018	Update document to reflect position changes due to Shire restructure	GF	2018
4	February 2020	Redraft and rewrite Local Recovery Plan following recovery workshops and training	LRW - EM Advisor	
5	August 2020	Draft for LEMC Review	KS	16/09/2020
6	November 2020	Endorsed by LEMC	LEMC	3/11/2020
7				

Endorsement - Shire of Serpentine Jarrahdale Local Recovery Plan

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

The LRP was endorsed by the Shire of Serpentine Jarrahdale Local Emergency Management Committees (LEMC)

Chair: _____ Date: _____

Shire of Serpentine Jarrahdale LEMC

_____ Date: _____

Shire of Serpentine Jarrahdale President Endorsed by Council

_____ Date: _____

Shire of Serpentine Jarrahdale CEO

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

Acronyms

(The) Act	Emergency Management Act 2005 (WA)
ARC	Australian Red Cross
CA	Controlling Agency
CEO	Chief Executive Officer
SOSJLEMG	Shire of Serpentine Jarrahdale Local Emergency Management Group
DC	Department for Communities
DFES	Department of Fire and Emergency Services
DRFA-WA	Disaster Recovery Funding Arrangements - Western Australia
DEMC	District Emergency Management Committee
ERM	Emergency Risk Management
HMA	Hazard Management Agency
IC	Incident Controller
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMC	Local Emergency Management Committee
LGA	Local Government Authority
LEMA	Local Emergency Management Plan
LRC	Local Recovery Coordinator
LRG	Local Recovery Group
LRP	Local Recovery Plan (this document)
OIC	Officer in Charge
SEMC	State Emergency Management Committee
SEMP	State Emergency Management Policy
SES	State Emergency Services
SHIRE	Shire of Serpentine Jarrahdale

Document Availability

Copies of the LRP are available for inspection by members of the public on the Shire website. Physical copies are available for inspection during office hours at the Shire Administration Offices.

Feedback

Feedback on this Plan is invited and can include;

- What you do and don't like about the Plan
- 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;

- Deputy CEO / Director Community and Organisational Development
Shire of Serpentine Jarrahdale
6 Paterson Street,
Mundijong WA 6123

Email: 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 Record.

Distribution

Full Unrestricted Version

Shire of Serpentine Jarrahdale (Shire)

LEMC Chairperson / Shire President

Chief Executive Officer

Community Emergency Services Manager / Chief Bush Fire Control Officer

Director Infrastructure Services (can disseminate further to Shire staff)

Deputy CEO / Director Community and Organisational Development (can disseminate further to Shire staff)

Director Development Services (can disseminate further to Shire staff)

Coordinator Emergency Services

Director Corporate Services (can disseminate further to Shire staff)

LEMC/ Primary network partners

OIC Mundijong Police – Local Emergency Coordinator

Reverend – Byford Anglican Parish

DC – Senior District Emergency Service Officer – East Metro

DBCA – Perth Hills – District Fire Coordinator

DBCA – Swan Coastal – District Fire Coordinator

DFES – Bush Fire Service – District Officer South East

DFES – State Emergency Service – District Officer South East

DFES – Fire and Rescue Service – District Officer Hills

DFES – District Emergency Management Advisor

State Emergency Service – Serpentine Jarrahdale – Unit Manager

Western Power – Emergency Response Coordinator

Armadale Kalamunda Group – Coordinator Emergency Management

Restricted Version

Public access

Shire Office – Front Counter/Reception

Public Library Mundijong

Shire Website

Related Documents, Agreements and Understandings, Special Considerations

Related Documents

The Shire's LRP is consistent with State Emergency Management Policies and State Emergency Management Plans.

The LRP is to be read in conjunction and alignment to the Shire's Local Emergency Management Plan and Arrangements.

Details are held at the Shire Administration Centre by contacting the Coordinator Emergency Services at;

Shire Office: 08 9526 1111

Email: gfrench@sjshire.wa.gov.au

Agreements and Understanding

A partnering agreement for the provision of mutual aid for recovery during emergencies and post incident recovery is in place between the Department of Communities, Shire of Serpentine Jarrahdale, City of Gosnells and City of Armadale (Local Emergency Welfare Plan – Armadale Region). These parties are referred to as the "Partnering Local Governments" in which all agreed to

assist through the provision of additional resources in recovery management during emergencies and post incident recovery.

Recovery

Overview

Recovery is defined in the WA Emergency Management Act 2005 as 'the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community psychosocial and economic wellbeing'.

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

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

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

Authority

This Local Recovery Plan (LRP) is prepared in accordance with the Emergency Management Act 2005 (WA). Endorsed by the Shire's Local Emergency Management Committee (LEMC) and Shire Council. Tabled for noting with the District Emergency Management Committee (DEMC) and State Emergency Management Committee (SEMC).

Purpose

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

Our Recovery Principles

The Shire's Local Recovery Plan (LRP) and its Local Recovery Group (LRG) will consider all aspects of recovery, incorporating the Australian national disaster recovery principles that are considered central to successful recovery, being:

Understanding the CONTEXT

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

Recognising COMPLEXITY

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

Using COMMUNITY-LED approaches

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

COORDINATE all activities

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

COMMUNICATE effectively

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

Build CAPACITY

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

Our Recovery Values

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

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

Threats

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

Bushfire	August to January
Cyclone	December to April – road closures due to flooding
Flooding	December to April - resultant fall out from cyclonic weather
Pandemic	At any time

Scope

This LRP is limited to the boundaries of the Shire of Serpentine Jarrahdale (Shire). It details the recovery plan for the community and not in any way detail how individual organisations will conduct recovery activities within their core business areas.

The Plan is a support plan to the Shire's Local Emergency Management Plans and Arrangements. The Plan is a guide to recovery management at a local level.

Geographic location



Figure 1: Map of Shire of Serpentine Jarrahdale

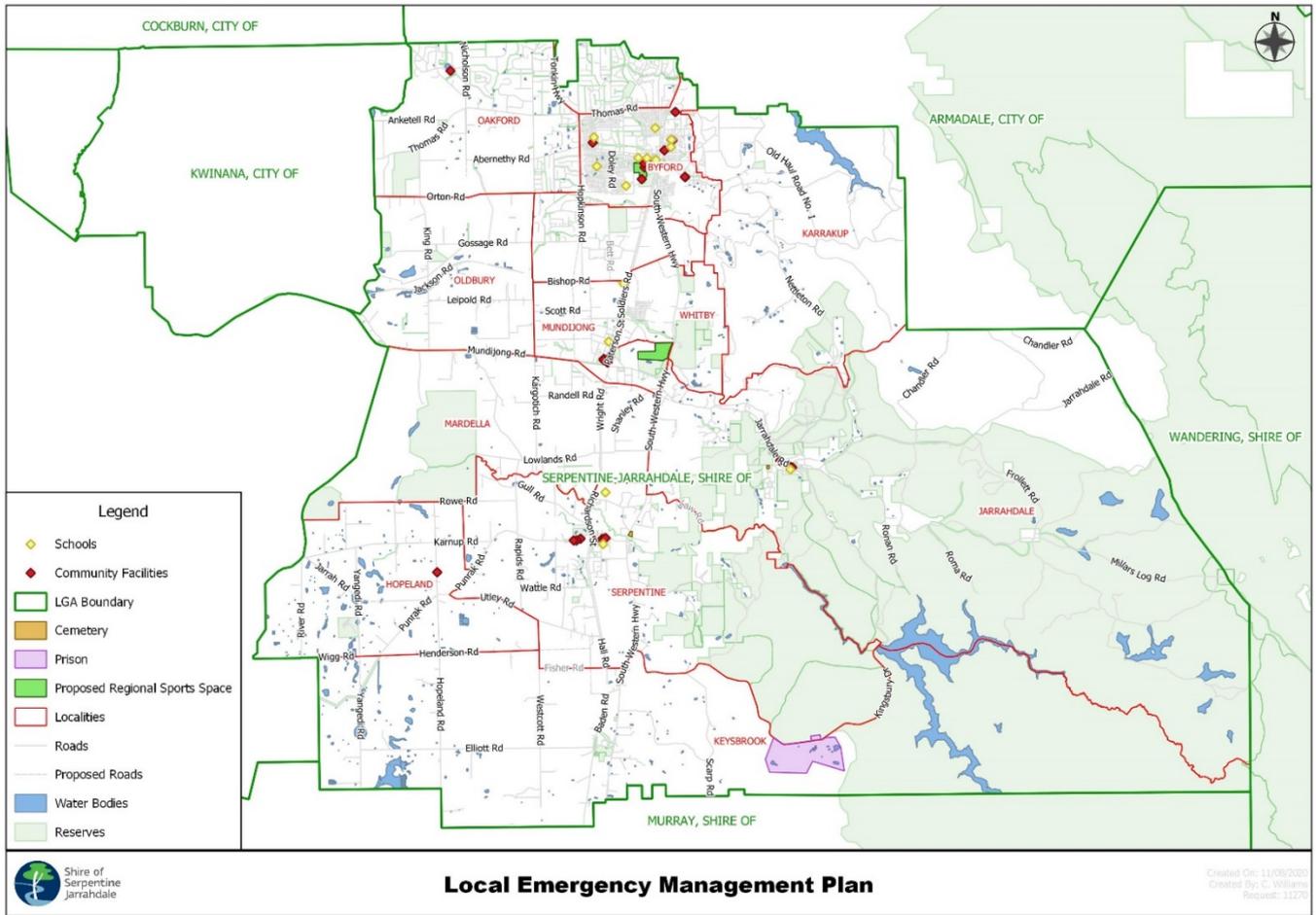


Figure 2: Shire of Serpentine Jarrahdale

Activation and Actions

Activation of Recovery

Activation of the Local Recovery Plan (LRP) will be made by the Shire’s CEO on the advice from Local Recovery Coordinator (LRC).

Assessment of assistance required for recovery will be made by;

- The Incident Support Group (ISG)
- Consultation between HMA/CA, Incident Controller (IC) and Local Emergency Coordinator (LEC)
- The Shire of Serpentine Jarrahdale (Shire President) (LRC)

When authorised for activation, Local Recovery Group (LRG) Chairperson (Shire President) in conjunction with LRC are responsible for implementing the recovery processes of the plan.

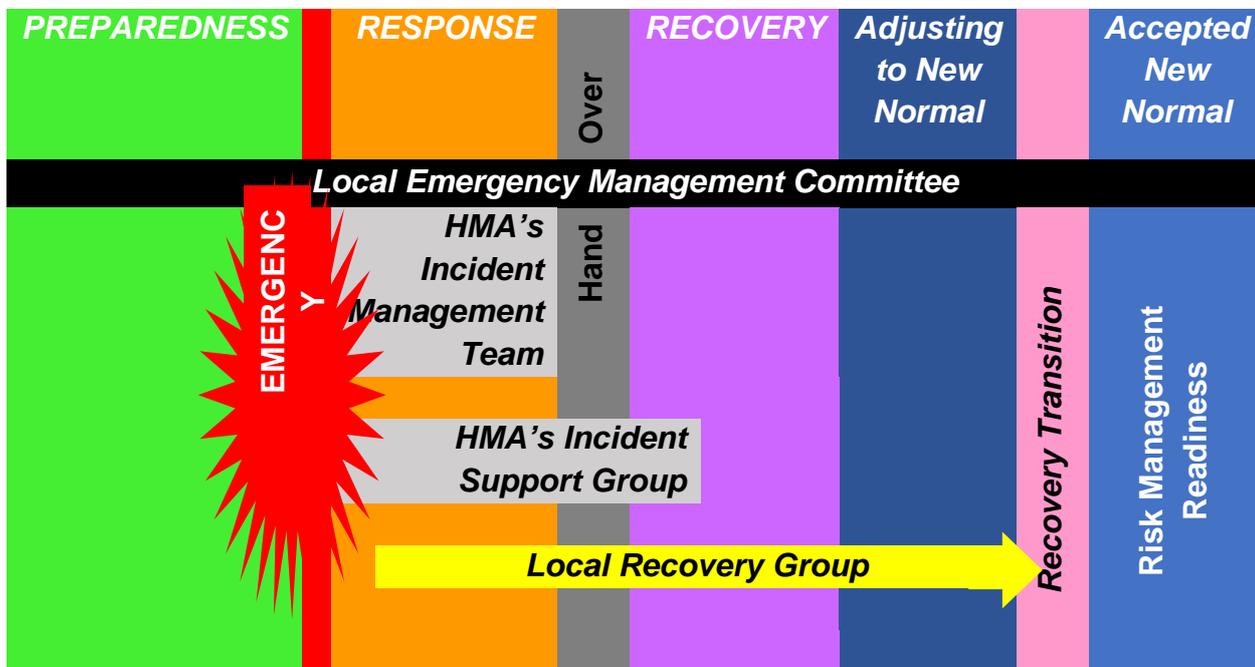


Figure1: Groups, teams and committees through preparedness, response and

ACTION

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

Response to Recovery Transition of event responsibilities

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

The LRG is assembled as soon as possible for briefing of emergency incident, regardless of response engagement, to detail contingencies allowing for smooth transition from response to recovery.

The LRG will;

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

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

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

ACTION

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

Impact Statement and Needs Assessment

Impact Statement

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

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

Outreach Needs Assessment

NEEDS can broadly be defined as;

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

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

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

This establishes contact ASAP with affected community for future information sharing and resource allocation priorities. A form for Outreach Needs Assessment can be found in *Appendix 2* within the Recovery Communications Plan **Appendix 3**.

In the event the Department of Communities DOES NOT activate the Australian Red Cross to undertake an Outreach Needs Assessment, this cost is to be met by the local government. Not all recovery management efforts will require an Outreach Needs Assessment.

Sources of Information – Impact and Needs Assessment

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

- HMA/Controlling Agency
- Welfare agencies – identifying persons in need of immediate assistance
- Shire Building Surveyors, Engineers and Environmental Health Officers and Rangers
- Insurance assessors
- Business associations (Peel Chamber of Commerce and Industry, Business SJ)
- Recovery Outreach Needs Assessment form (Recovery Comms. Plan **Appendix 3**)
- Australian Red Cross (ARC) have extensive experience conducting Needs Assessment

ACTION

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

Operational Recovery Plan

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

ACTION

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

Long Term Recovery Strategy

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

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

ACTION

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

Managed Withdrawal

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

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

ACTION

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

Operational Recovery Management

Management Structure

Full detailed visual of the Management Structures and Sub-Committee functions can be viewed at **Appendix 1**.

Local Recovery Group (LRG)

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

Membership

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

Functions

Appointment of key positions within the Group

Establishes sub-committees as required

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

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

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

Facilitates provision of services, public information exchange and resource acquisition

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

Monitors progress of recovery, receives periodic reports from recovery agencies

Ensures a coordinated multi-agency approach to community recovery

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

Community Involvement – Cultural and Diversity Inclusiveness

At the Shire of Serpentine Jarrahdale, diversity is an integral part of our history, culture and identity. Inclusion is the way we treat and perceive all differences.

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

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

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

Local Recovery Group Sub Committees

Depending on size on emergency event sub-committees may be established to assist LRC by addressing specific component of the recovery process. Each sub-committee will report their activities through their nominated Chair to the LRG. A full list of functions of various Sub-Committees can be viewed in **Appendix 1**

State Government Involvement

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

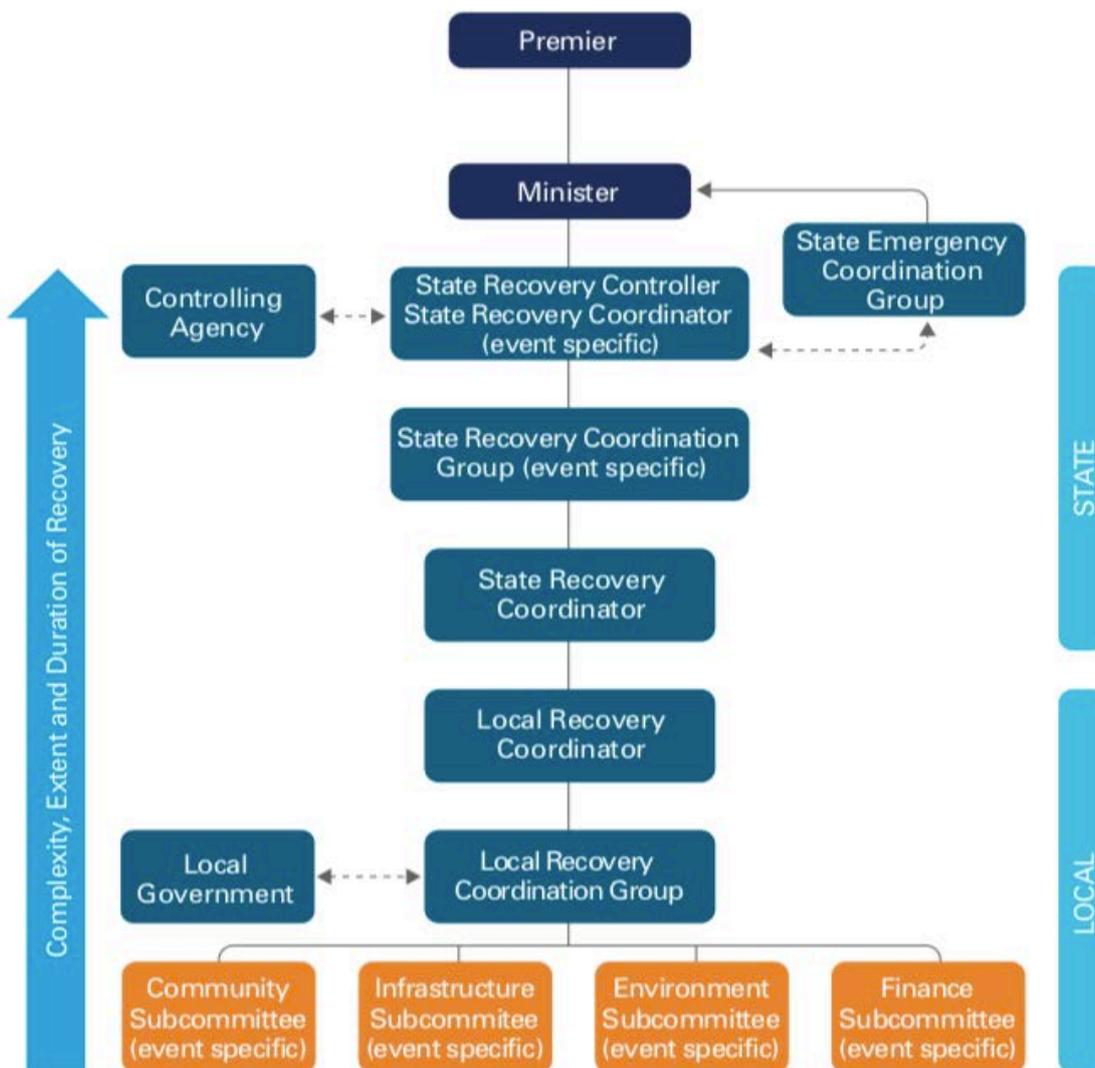


Figure 2: State Government Coordination Structure

State Recovery Coordinator/State Recovery Controller

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

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

State Recovery Coordination Group

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

ACTION

- The Shire will establish an LRG management structure relevant to event size and complexity.
- LRG will establish membership from Shire staff, supporting agencies and community members
- LRG will operate within recognised functions and relevant sub-committee structure
- LRG will actively encourage and invite community participation within the LRG
- LRG will actively engage with State Government to maximise recovery resources

Financial Management

Shire Financial Management

Insurance

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

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

Financial records

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

Internal Finance

Responsibilities expending Shire funds

Expenditure of funds should be discussed with CEO or nominated senior Officer. If a senior Officer is nominated, personnel within the activation flowchart (Appendix 4) must be notified as soon as possible. The nominated senior Officer must have appropriate authority enabling funds expenditure.

ACTION

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

Financial Assistance

The State Emergency Management Policy (SEMP)

SEMP Policy Section 4.2 outlines the Hazard Management Agency/Control Agency responsibility for meeting costs associated with an emergency.

Financial Management in Recovery

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

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

Disaster Recovery Funding Arrangements-Western Australia (DRFAWA)

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

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

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

DRFAWA Officers can be contacted via:

Email: drfawa@dfes.wa.gov.au
Phone: 9395 9341 or 9395 9973 or 9395 9374
Website: <https://www.dfes.wa.gov.au/recovery/Pages/DRFA-WA.aspx>

Centrelink

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

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

ACTION

- On advice an emergency is eligible event and significant resources have been expended LRC will direct the Shire to contact with DRFAWA Officers for advice and guidance.
- In an eligible major disaster LRC will assist impacted individuals connect with Centrelink for assistance payments.

Appeals, Donations and Volunteers

Appeals and Donations

Lord Mayor's Distress Relief Fund (LMDRF)

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

LMDRF works closely with the LRG ensuring local issues are considered before deciding on a disbursement plan. LRG authenticates applications and provides recommendations to LMDRF for financial assistance to be disbursed.

For more information see: <http://www.appealswa.org.au>

Donations of goods

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

Donations of Cash

The LRG will encourage the use of the LMDRF for cash donations. If deemed necessary a separate account will be instituted specifically for cash donations. (Ref SEMP OP 19 - Management of Public Fundraising and Donations)

Non-Government Organisations (NGO) Assistance

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

Donations of Service and Labour

Donations of services/labour to assist with recovery should be coordinated by the Shire or LRG.

ACTION

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

Spontaneous Volunteers

Spontaneous volunteers may emerge offering support and assistance to the affected community. In the first instance, the Shire and its LRG will determine the process of dealing with spontaneous volunteers and if support agencies are required to assist in the management of these volunteers.

The likely sources of volunteers are:

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

ACTION

- LRG will refer to local service clubs and support organisations regarding the management of volunteers

Facilities and Resources

Hazard Management Agency response resources

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

Shire of Serpentine Jarrahdale Contacts, Resources and Assets registers

The Shire has conducted a broad analysis of resources available within the Shire and collated these in the Shire's Emergency Contacts & Resources Directory and the Shire's Welfare Centre Assets Directory found in the Shire's Local Emergency Management Plan, Appendix 4 & 7. Both documents shall be reviewed and updated quarterly. The Shire's Emergency Contacts and Resource Directory contains:

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

Recovery Facilities and Staff

Recovery Coordination Centre and One Stop Shop

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

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

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

Location	Address	Available Resources
Shire of Serpentine Jarrahdale Civic Centre*	Shire of Serpentine Jarrahdale	6 Paterson Street, Mundijong
Other locations considered depending on event circumstances		

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

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

ACTIONS

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

Shire of Serpentine Jarrahdale Staff

Staff considerations

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

Staffing levels

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

Stress and fatigue

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

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

Staff communication

It is **imperative** that all staff be regularly briefed and kept up-to-date with all activities and progress of recovery. Shire staff communicate with a broad range of community members on a daily basis so can confidently understand and relate the extensive activities and actions the Shire and its LRG is currently engaged in.

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

ACTION

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

Roles and Responsibilities

In order to facilitate the undertaking of its emergency management responsibilities, the Shire has established the Shire Serpentine Jarrahdale Local Emergency Management Committee (LEMC). Where appropriate the LEMC, or members in part, will convene when the scale of an emergency dictates the requirement for the provision of any of the functions the Committee may be responsible to perform.

Local Recovery Coordinator

The Shire's Local Recovery Coordinator (LRC) has been appointed in accordance with the Emergency Management Act 2005, S 41. (4).

A deputy has also been appointed and trained to undertake the role in case the primary appointee is unavailable when an emergency occurs. See **Appendix 2**

Shire Recovery Roles and Responsibilities

A comprehensive list of all roles and responsibilities of Local Recovery Coordinator and identified Shire staff for disaster recovery duties can be viewed at **Appendix 2**

External Agencies Recovery Roles and Responsibilities

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

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

ACTION

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

Communications

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

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

Communication will consider the nine principles of recovery communications which ensures people are carefully considered during a stressful and disruptive time in their lives. These include:

- Public information, not public relations;
- The right to know;
- Respect people;
- Build on local assets;
- Ask the community how they want to receive information;
- Repeat information;
- Remember the 'unaffected';
- Acknowledge the impact; and
- No spin.

Recovery Communication Plan

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

The Recovery Communications Plan can be found at **Appendix 3**

Spokesperson/s

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

ACTION

- The Recovery Communications Plan will be used to provide the template of guidance in public information and communications.

Stand Down

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

Debriefing

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

Evaluation

The one-year anniversary period for the emergency marks the time when the local government is required under state emergency management guidelines to provide an evaluation report of their activities in recovery.

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

See **Appendix 11** Post Recovery Analysis, and **Appendix 10** Reporting template

ACTION

- A formal Post Incidence Analysis will be held for LRG for evaluation and lessons learnt application.
- A formal debrief will be held for Shire staff for evaluation and lessons learnt application
- Assistance will be made available through EAP for any staff working in the recovery process
- Formal report compiled by LRC for council and State Recovery Coordinator

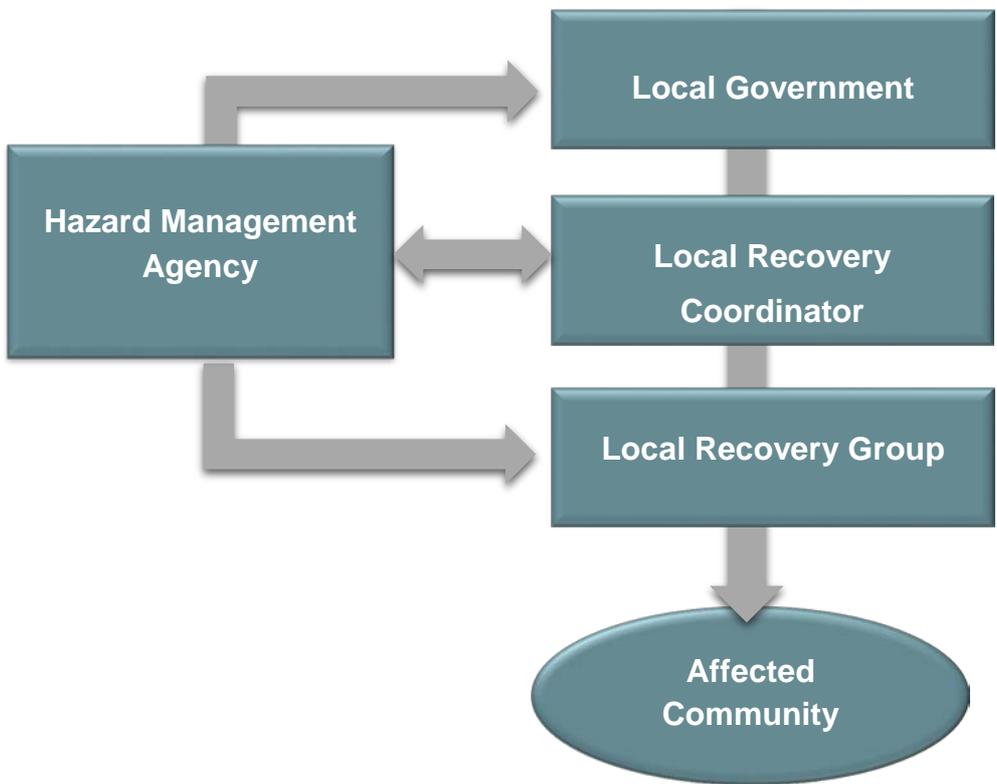
Appendices

Appendix 1	Local Recovery Group Management Structure and Functions
Appendix 2	Recovery Roles and Responsibilities - Shire of Serpentine Jarrahdale Staff
Appendix 3	Recovery Communications Plan
Appendix 4	Recovery Operational Sequence Guide
Appendix 5	Recovery Actions Checklist
Appendix 6	Operational Recovery Plan
Appendix 7	Recovery Coordination Centre/s and One Stop Shop Guidelines
Appendix 8	Recovery Health and Welfare Guidelines
Appendix 9	Local Recovery Plan Action Items
Appendix 10	Local Recovery Group Standard Reporting Update
Appendix 11	Post Incident Analysis – Emergency and Recovery Management
Appendix 12	Recovery Event Planning Template

Appendix 1 – Local Recovery Group Structure

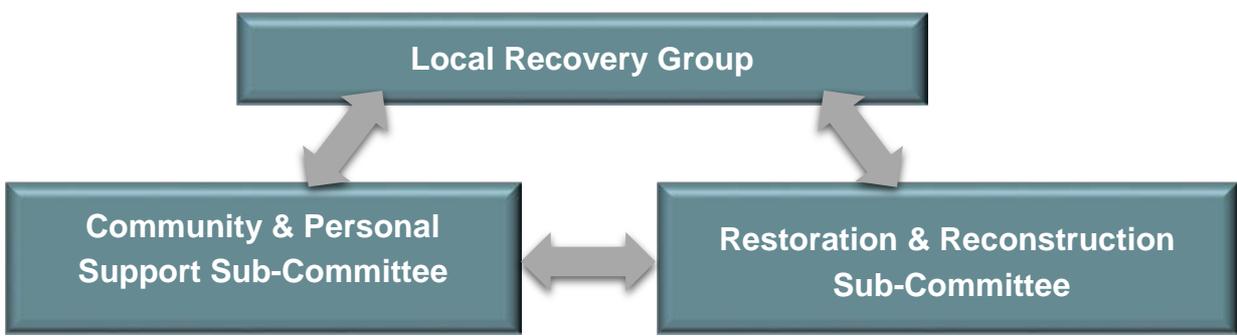
Local Recovery Group Management Structure and Functions

Initial Recovery Management Structure during Response phase

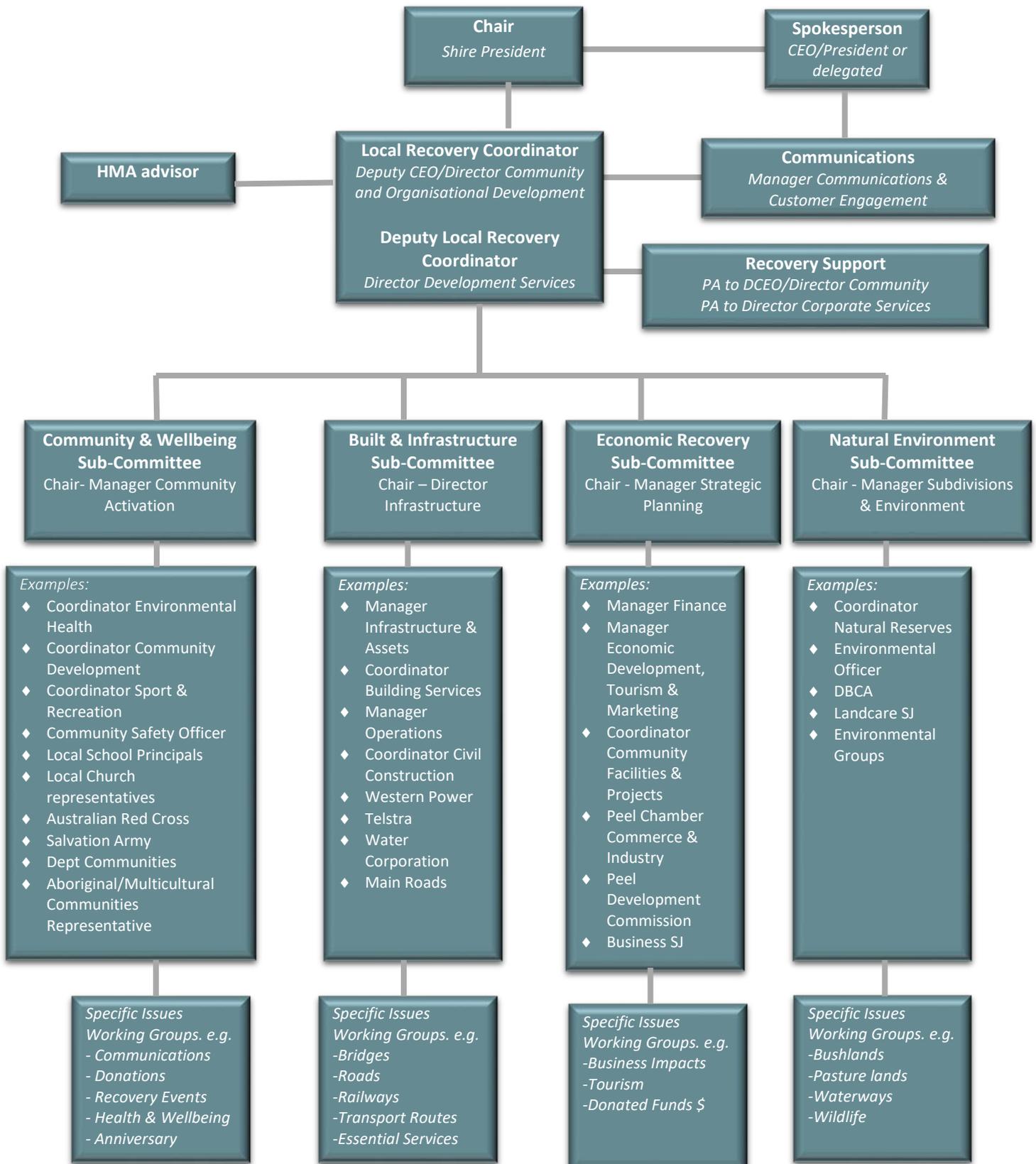


Partial Recovery Management Structure - Initial

(Dependent on community impact and complexity of event)



Full Management Structure (Comprehensive/Complex Event)



Local Recovery Group Sub-Committee Functions

Social Community Wellbeing Sub-Committee

Functions:

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

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

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

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

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

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

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

Built Infrastructure Sub-Committee

Functions:

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

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

Reports progress of restoration and reconstruction process to LRG

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

Finance Economics Sub-Committee

Functions:

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

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

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

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

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

Natural Environment Sub-Committee

Functions:

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

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

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

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

Appendix 2 - Roles and Responsibilities

Recovery Roles and Responsibilities Shire of Serpentine Jarrahdale Staff

LOCAL RECOVERY COORDINATOR

Deputy CEO / Director Community and Organisational Development

DEPUTY LOCAL RECOVERY COORDINATOR

Director Development Services

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

CHAIR

Local Recovery Group – Shire President

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

CHAIR

Local Emergency Management Committee – Shire President

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

RECOVERY SUPPORT OFFICER

PA to Deputy CEO / Director Community and Organisational Development

PA to Director Corporate Services

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

SERPENTINE JARRAHDALIA LIAISON OFFICER

Manager Communications and Customer Engagement

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

RECOVERY COORDINATION CENTRE (RCC) COORDINATOR

Manager Community Activation

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

RECOVERY COMMUNICATIONS COORDINATOR

Manager Communications and Customer Engagement

- ✓ Liaise with other relevant Hazard Management Agencies
- ✓ Ensure communication strategy in place to share information internally and externally
- ✓ Writing and distribution media statements in line with LG policy
- ✓ Writes, produces, and distributes promotional material
- ✓ Advises Executive Management Group (EMG) on media issues
- ✓ Assist with preparation of protocols for dealing with the Media

LOCAL GOVERNMENT SAFETY OFFICER

Occupational Health and Safety Officer

- ✓ Provide advice on OSH Risk Management during emergencies to all sections of the Shire's LRG.
- ✓ Liaise with relevant external services or agencies in relation to OSH practices

INFORMATION TECHNOLOGY SUPPORT OFFICER

Manager Information Communication Technology

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

COMMUNITY SERVICES COORDINATOR

Manager Community Activation

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

CHILDREN AND FAMILY SERVICES COORDINATOR

Coordinator Community Development

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

ENGINEER OPERATIONS AND LOGISTICS

Director Infrastructure Services / Manager Infrastructure and Assets

- ✓ Ensure continuation of normal services as the demand potentially increases as a result of an emergency
- ✓ Assess requirements for the restoration of services and facilities with the assistance of responsible agencies
- ✓ Assess the restoration process and the reconstruction policies and programs and facilitate reconstruction plans where required
- ✓ Report the progress of the restoration and reconstruction process to the LRG

FIELD COORDINATOR SUPERVISORS

Manager Operations / Coordinators

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

FINANCIAL RECOVERY COORDINATOR

Director Corporate Services / Manager Finance

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

SHIRE EMERGENCY RESOURCE OFFICERS

Rangers/Shire staff

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

ECONOMIC RECOVERY COORDINATOR

Manager Strategic Planning / Manager Economic Development

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

WASTE SERVICES OFFICER

Manager Waste & Fleet

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

HEALTH RISK ADVISOR

Manager Health and Building

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

SUPERVISOR BUILDING MAINTENANCE

Manager Health and Building

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

BUILDING STRUCTURAL OFFICER

Manager Health and Building

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

BUSINESS RISK MANAGEMENT OFFICER

Manager Governance

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

SUPERVISOR PARKS MAINTENANCE

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

Appendix 3 – Recovery Communications Plan

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Document Control

<i>Shire of Serpentine Jarrahdale Document No:</i>				
<i>Issue</i>	<i>Rev.</i>	<i>Date</i>	<i>Author</i>	<i>Reviewed</i>
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<i>LEMCA Endorsement</i>		<i>Nov 2020</i>	<i>LEMCA</i>	<i>2020</i>

Vision

The Shire of Serpentine Jarrahdale's (the Shire) vision is to empower and support the community so it feels an active partner in its recovery.

To have a strategy in place to manage and/or avoid any adverse public actions and/or reactions which relate to the recent bush fires.

Mission

The Shire of Serpentine Jarrahdale's mission is to provide widespread regular high quality information to disaster affected community members and the greater community.

To acknowledge the psychological challenges and complexities of communicating with a community that has been affected by the disaster.

To encourage and promote two-way communication to better understand the community's needs and concerns.

Background

Brief outline of details of emergency event.

Communication Objectives

The objects of communication in recovery are to;

- Provide direction for communication activities.
- Ensure communications are appropriate for the audience.
- Be flexible to incorporate changes as the situation develops.
- Ensure feedback to Shire, stakeholders and community is comprehensive, meaningful and timely.

Communication will consider the nine principles of recovery communications which ensures people are carefully considered during a stressful and disruptive time in their lives. These include:

- Public information, not public relations;
- The right to know;
- Respect people;
- Build on local assets;
- Ask the community how they want to receive information;
- Repeat information;
- Remember the 'unaffected';
- Acknowledge the impact; and
- No spin.

Key Target Audience

The following have been identified as the primary target audience for communications.

Primary Target Audience	Description	Actions When/Where
Disaster affected community members	<i>Reach those who have been directly affected and may be seeking assistance. Consider outreach and using this data base.</i>	<i>Provide recovery contacts and key information to aid decisions via outreach. Shire website to be kept updated with recovery information.</i>
Displaced persons	<i>Displaced persons need to remain contactable. Use a variety of networks to reach people.</i>	<i>Maintain master database of affected persons. Agencies to share information to build a clear picture of where people are and their contacts.</i>
Community of Serpentine Jarrahdale	<i>Reach those who like to be kept up-to-date on local news and happenings. Use existing community networks so all requests for support and assistance can be provided.</i>	<ul style="list-style-type: none"> ▪ Shire Website ▪ Recovery Newsletter ▪ Local paper ▪ Community Radio ▪ TV interviews ▪ Community Events
Recovery agency partners	<i>Ensure a coordinated effort and that all messages provided to the community are consistent.</i>	<i>All messages coordinated through Local Recovery Coordinators office.</i>
Rural community	<i>Reach the rural community who may not have visited recovery centres or attended community meetings and may not know help is available.</i>	<p><i>Outreach conducted at intervals;</i></p> <ul style="list-style-type: none"> ▪ <i>Immediately after impact.</i> ▪ <i>6 monthly follow up.</i> ▪ <i>12 monthly follow up.</i> <p><i>Ensure special issue of Recovery News attached to rates notices.</i></p> <p><i>Consider phone outreach.</i></p>
Identified vulnerable community members (families, children, socially isolated,	<i>Communicate with a range of other vulnerable community members through service providers (e.g. CRC, Schools, HACC).</i>	<i>Coordination and support of key stakeholder agencies involved in supporting the well-being of vulnerable community. Ensure information is</i>

elderly, youth, bereaved)		<i>exchanged between different agencies</i>
Affected businesses and their employees	<i>Maintain communication with affected businesses. Provide information and assistance so businesses can continue to operate and employ staff.</i>	<i>Liaise with affected businesses. Engage key support agencies that aid business community and ensure communication is encouraged.</i>
Serpentine Jarrahdale Community	<i>Reach those who like to be kept up-to-date on local news and happenings. Reach those who may want to donate cash, supplies/materials or labour.</i>	<i>Official Shire media releases. Website kept updated with latest recovery information. Engage radio and TV to keep the Recovery of community positive and transparent.</i>
State and Federal Government	<i>Keep governments informed of Shire challenges to enlist appropriate assistance.</i>	<i>Ensure key strategies and actions undertaken are communicated to State/Fed. Gov't agencies to maintaining common objectives and goals are met and a united front is projected for recovery undertaken.</i>
Shire staff and elected Councillors	<i>Provide information about the challenges to enlist appropriate solutions and provide actions.</i>	<i>Staff newsletter/ Intranet information on what is 'happening' in recovery. Customer service information sheet for incoming enquiries. Recovery information regular council agenda item.</i>
Local Recovery Group and Sub-Committees	<i>Provide information to the following committees:</i> <ul style="list-style-type: none"> ▪ Finance ▪ Social Wellbeing ▪ Infrastructure ▪ Natural Environment 	<i>Maintain spreadsheet database of all sub-committee meetings highlighting actions, time schedules, responsibilities and outcomes which are available across four sub-committees</i>

The following have been identified as the secondary target audience for communications.

Secondary Target Audience	Description	Actions When/Where
Media commentators	Provide information to: <ul style="list-style-type: none"> ▪ State and regional newspapers. ▪ State and regional radio. ▪ State and regional television. 	Weekly newspaper updates. Monthly radio interviews updates. Encourage good news recovery stories for TV/Radio. Community events
Business community	Keep the business community informed.	Form working groups of affected business community being a hub for information dissemination.
WA Community	Keep the wider community informed.	Encourage wider syndication of good news stories and media releases.

Messages must be consistent with the overall purpose of the communication and meet the requirements of the Shire, stakeholders and the community.

Key messages to be delivered to both primary and secondary target audiences are:

Message: What do you want your audience to think, feel or do?	Purpose: Does this message meet your communication objective?
✓ All concerns/issues, whether great or small, matter to the Shire and are being addressed.	Objective 4, 3
✓ Current situations and information received will be acted upon.	Objective 2, 4
✓ The whole community is being informed and kept up-to-date.	Objective 4
✓ The community is an active partner in recovery and is consulted on decisions and activities that are organised.	Objective 1, 3
✓ The community is empowered by the information received and is encouraged to be self-sufficient to build capacity.	Objective 1

Actions

Key Stakeholders	Proposed Consultation/Communication	Medium
Community	<p>Community consultation via a range of mediums to reach appropriate members</p> <p>Using existing community networks and information conduits to engage and inform</p> <p>Recovery Community Meetings Recovery Newsletter</p> <p>Shire website using submittable forms Appendix 1</p>	<p>Face-to-face via Recovery Centre Community Development team</p> <p>As needs basis</p> <p>Weekly first month. Switching to fortnightly/monthly</p> <p>Further Outreach as needed for maintaining contact and getting to persons not available to other forms of communication</p>
Shire Councillors	Implementation updates via Council meetings, email newsletters.	Weekly, via 'FYI' Newsletter
Shire staff internal and operational	Updates regarding actions and ongoing issues.	Messages disseminated through senior staff via weekly meetings. Agency updates via CEO.
Media	Council segment updates in local papers. Regular interviews with local radio stations.	Locally read newspaper in and possible West Australian.

Risk Management

Risk	Action/Mitigation
Information overload	<ul style="list-style-type: none"> ✓ Ensure information is fresh, different and interesting, e.g. consider news items found about other affected communities and their recovery. ✓ Ensure all information presented addresses a community need, thus minimising superfluous information.

Material poorly designed and ineffective in communicating key messages	✓ Design material so it is clear, easy to use and written in appropriate language for the chosen audience.
Material and information too late or too infrequent	✓ Have weekly or fortnightly deadlines.
Other agencies sending mixed messages	✓ Make sure all agencies are aligned and messages are consistent.

Communication Channels	Monitor and Evaluate
Shire Disaster Event Recovery Newsletter	After publication, register any enquiries or comments regarding the content and assess weekly or immediately after publication.
Local Newspaper, Community Bulletins, West Australian Newspaper	After publication, register any enquiries or comments regarding the content and assess weekly.
Shire's website and FAQs	Assess the number of visits to event recovery page. Establish feedback loops through the website to gauge effectiveness of communications.
Radio interviews (spokesperson)	Record interviews for critical analysis.
Staff briefing notes/script	Check regularly to ensure information is up-to-date and updated immediately the situation changes.
Community events and community meetings	Register attendance numbers. Take notes at each event and meeting to gauge interest and relevance of content.
Distribution of news through existing community networks	Monitor social media and other community networks.

Communications Plan Review

The Communications Plan will be reviewed daily/weekly, or as necessary as determined by Local Recovery Group Chairman and/or CEO Shire of Serpentine Jarrahdale.

Communications Budget

To be determined when actions have been confirmed.

Appendixes

Appendix 1

1. Ask a Question
2. Make a Statement

Appendix 2

Outreach Needs Assessment and Initial Contact Form

Appendix 3

Recovery Community Meetings Guidelines

APPENDIX 1

Listening: 1. Ask A Question 2. Make A Statement

 <p style="margin: 0;">Shire of Serpentine Jarrahdale</p>	<p>Disaster Event RECOVERY ASK A QUESTION</p> <p><i>If you would like to ask a question related to the recovery process, please write your question below, provide your name and contact details in the space provided, and one of our Officers will contact you within the week.</i></p>
Your name:	Your contact details:

PRINTED ON GREEN PAPER

 <p style="margin: 0;">Shire of Serpentine Jarrahdale</p>	<p>Disaster Event RECOVERY ASK A QUESTION</p> <p><i>If you would like to ask a question related to the recovery process, please write your question below, provide your name and contact details in the space provided, and one of our Officers will contact you within the week.</i></p>
Your name:	Your contact details:

	<p>Disaster Event RECOVERY MAKE A STATEMENT <i>Please feel free to provide us with feedback, or make a statement about the recovery process. If you would like a response from one of our Officers, please provide your name and contact details in the space provided.</i></p>
<hr/>	
Your name:	Your contact details if response required:

PRINTED ON YELLOW PAPER

	<p>Disaster Event RECOVERY MAKE A STATEMENT <i>Please feel free to provide us with feedback, or make a statement about the recovery process. If you would like a response from one of our Officers, please provide your name and contact details in the space provided.</i></p>
<hr/>	
Your name:	Your contact details if response required:

APPENDIX 2

Outreach Needs Assessment and Initial Contact Form

Date: _____ TEAM No: _____

Hello my name is _____ and I am from LG/volunteer/Aust.Red Cross on behalf of the Shire of Serpentine Jarrahdale. We are here to (engage/speak/check in) with those affected from recent events to see how best we can assist. We're collecting a database of affected people and impact on properties to ensure we deliver up-to-date information and assistance in connecting people with appropriate organisations/agencies/people depending on assistance you may require.

PROPERTY DETAILS	
Property Location (Lot No, Street name, Area):	
	Nearest Cross Road:
Property Owner/ Occupant Name:	
How would you like to be contacted?	Your preferred time?
<input type="checkbox"/> Phone:	<input type="checkbox"/> Morning (7am – 12noon)
<input type="checkbox"/> Email:	<input type="checkbox"/> Afternoon (12noon – 5pm)
<input type="checkbox"/> Post:	<input type="checkbox"/> Evening (After 5pm)
PROPERTY NEEDS identified	Please provide information on detail for any needs
<input type="checkbox"/> House Destroyed/ Uninhabitable	
<input type="checkbox"/> House Damaged	
<input type="checkbox"/> Outbuildings destroyed Total: _____	
<input type="checkbox"/> Rebuilding Assistance	
<input type="checkbox"/> Asbestos/ Possible asbestos	
<input type="checkbox"/> Water supply affected	
<input type="checkbox"/> Vehicle destroyed/ Damaged	
<input type="checkbox"/> Animals lost/ Injured	
<input type="checkbox"/> Utility services affected	
<input type="checkbox"/> Fencing destroyed/ Damaged	
<input type="checkbox"/> Environmental clean-up required	
<input type="checkbox"/> Other (Please provide details) _____	
INFORMATION NEEDS	OTHER ASSISTANCE REQUIRED
<input type="checkbox"/> Rubbish collection/ Disposal Information	<input type="checkbox"/> Council Services TYPE: _____.
<input type="checkbox"/> Recovery Information/ Newsletter	<input type="checkbox"/> Referral to Agency WHO: _____
<input type="checkbox"/> Financial/ Grant assistance	<input type="checkbox"/> Other (provide details):
<input type="checkbox"/> Counselling/ Wellbeing Check	
Would you like someone to contact you?	
<input type="checkbox"/> Immediately	<input type="checkbox"/> Within the week
	<input type="checkbox"/> In the future (Box)

APPENDIX 3**Recovery Community Meeting Guidelines**

Recovery Community Meeting

We promise to listen to you and do our best to answer your questions honestly and tell you exactly what we know. There will be many questions that we have not got answers to yet. Please accept this is our reality and we are doing everything we can to get these questions answered by the responsible agencies.

Unity at Community Meetings – Together we stand

- ✓ Let's keep the right thing at the centre: let's do the very best we can for our recovery as a community
- ✓ Together we are better and stronger: let's keep the spirit of community strong (and your local government workers are part of that community)
- ✓ Treat each other with dignity and respect: everyone's concerns matter and are equally important
- ✓ Keep it as civil as you possibly can: abusive language is not acceptable and is not helpful
- ✓ Listen respectfully to each other and try to understand the other's point of view
- ✓ Only one person to speak at a time...we can only hear one person at a time
- ✓ Say what you need, and what you need to know
- ✓ Constructive suggestions are welcomed...everyone can be part of the problem-solving process
- ✓ It is OK to leave the room at any point. We have counselors here who can help you if you feel overwhelmed

Appendix 4 Recovery Operational Sequence Guide / Checklist

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

Appendix 5 – Alternative Local Recovery Group Action Sheet

CHECKLIST - Recovery actions for Local Recovery Group and Local Recovery Coordinator

Transition from Response	✓ IC shall include the LRC in critical response briefings	
	✓ LRC shall ensure the IC is aware of recovery requirements and tasks prior to the termination of the state of emergency	
	✓ LRG shall ensure that agencies with response and recovery obligations are aware of their continuing role	
	✓ LRG to confirm whether the event has been proclaimed an eligible natural disaster under the Disaster Recovery Funding Arrangement's Western Australia (DRFAWA) and if so what assistance measures are available	
	✓ LRC shall initiate key recovery arrangements and ensure formalisation of handover takes place	
	✓ Ensure Impact Statement is completed by HMA and available for handover	
	Management Structure	✓ Ensure of the appointment of a Deputy LRC has occurred
✓ If required advise Local Recovery Centre Coordinator to activate the Local Recovery Centre		
✓ Facilitate representative sub-committee to coordinate and action recovery tasks and disseminate decision as required		
✓ Ensure and facilitate the completion of the Needs and Impact assessment		
✓ Assume public information responsibilities from response agency and provide information to the Shire Manager Communications and Customer Engagement to disseminate to the community		
✓ Facilitate/advise on State/Federal Disaster Relief Funding, (DRFAWA, Centrelink) and facilitate/advise on private aid and funding		
✓ Prepare oral and written financial and non-financial reports and briefs within Operational Recovery Plan		
✓ Provide adequate administration support to all recovery functions		
✓ Provide a succinct reporting system to Shire, State RC, LRG, community		
✓ Work with and include and recruit representatives of the affected community into recovery planning		
✓ Establish strategies for uniting the community behind agreed objectives (events, meetings)		

	✓ Establish One-Stop-Shop and Recovery Centres providing advice, information and assistance to community during the recovery period	
	✓ Enact Recovery Communications Plan for sharing information and enabling listening	
Impact and Needs Assessment	✓ Use intelligence/planning information from the response operation, ensuring LRC is liaising with HMA through response	
	✓ Confirm the total area of impact for determination of survey focus	
	✓ Set out the immediate information needs: infrastructure problems and status, damage impact and patterns, and welfare issues	
	✓ Link with parallel data-gathering work	
	✓ Identify and close information gaps (establish the “big picture”).	
	✓ Assess the financial and insurance requirements of affected parties	
	✓ Gather evidence to support requests for government assistance	
	✓ Ensure all relevant information is strictly confidential to avoid use for commercial gain	
Inspections and Needs Assessments – Technical	✓ Establish and define the purpose of inspection/assessment and expected outcomes	
	✓ Consistently apply agreed criteria (requiring a common understanding by the people undertaking the survey process)	
	✓ Collect, interpret and analyse data	
	✓ Establish a method/process to determine the type of information needed for this recovery operation:	
	✓ How and who will gather the information (single survey)	
	✓ How information will be shared	
	✓ How information will be processed and analysed	
	✓ How the data will be verified (accuracy, currency and relevance)	
✓ Manage the process to minimise calling back		
✓ Coordinate select and brief staff		
✓ Maintain confidentiality and privacy of assessment data		
✓ Allocate responsibility for data management task ensuring proper process of relevant data transfer		

Data Management	✓ Use templates/spreadsheets for impact assessment and for tracking assistance provided	
State Government Involvement	✓ Establish robust relationships with key regional government agency representatives, and appoint them to appropriate LRG Sub-Committees and RCC, as appropriate	
	✓ Instigate Liaison with DRFAWA Officers for the recovery claim process	
	✓ Attend ASAP to requests for information from government agencies	
Public Information	✓ Ensure spokesperson available (CEO, President, delegated) to speak with the media	
	✓ Manage public information in accordance with Recovery Communications Plan	
	✓ Identify priority information needs	
	✓ Monitor social media, and media and counter misinformation	
Rehabilitation and Assistance	✓ Establish a mechanism for receiving expert technical advice from lifeline groups	
	✓ Monitor and assist rehabilitation of critical infrastructure	
	✓ Prioritise recovery assistance in line with community needs	
	✓ Prioritise public health to restore health services and infrastructure	
	✓ Assist and liaise with businesses to re-establish and reopen	
	✓ Restore community and cultural infrastructure (including education facilities)	
	✓ Restore basic community amenities for meetings and entertainment	
	✓ Facilitate emergency financial assistance through the Department for Communities	
	✓ Be aware of need to adjust capital works and maintenance programs	
Implementation of Risk Management measures	✓ While doing the hazard analysis:	
	✓ Identify essential services and facilities in high-risk areas	
	✓ Consider the restoration betterment options for essential services	
	✓ Identify betterment options based on research and consultation	
	✓ Undertake urgent hazard reassessment based on new (event) information and relate to SoSJ Emergency Risk Management Plan	

Financial Management	✓ Review financial strategies including use of Budget line item for tracking all recovery expenses	
	✓ Communicate with financial agencies, including insurance companies	
	✓ Keep financial processes transparent, appeal monies etc,	
	✓ Liaise with LMDRF of process and protocols for appeals system management	
	✓ Ensure recording of all expenditure during recovery, (expenditure, receipts, timesheets contractors) for DRFAWA claims	
Reporting	✓ Provide a succinct reporting system to Shire, State RC, LRG, community	
	✓ Provide adequate administration support to all recovery functions	
Recovery Long Term Strategy (including Managed Withdrawal)	✓ Continually review the Recovery Management process with a view to withdrawing as the community takes over	
	✓ Conduct a Long-Term Recovery Strategy workshop with community representatives and key stakeholder organisations including managed withdrawal strategies	
	✓ Ensure ongoing public information and communications including avenue for reporting and management of unresolved community recovery issues	
	✓ Stage a public event of acknowledgement and community closure	
Recovery Post Analysis Report (Lessons Learnt)	✓ Conduct a debrief and Post Recovery Analysis with key community members and key stakeholder organisations towards a Recovery Lessons Learnt Report	
	✓ Conduct a debrief and Post Recovery Analysis with Shire staff and elected members towards a Recovery Lessons Learnt Report	

Appendix 6 Operational Recovery Plan Template

Operational Recovery Plan

Emergency Event: *(Type and location)*

Date of Emergency: _____

Section 1

Introduction:

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

Section 2

Assessment of Recovery Requirements:

Details of loss and damage	Residential, commercial and industrial buildings, transport, essential services (including state and local government infrastructure. Your primary Comprehensive Impact Assessment (CIA) from HMA will give you an initial overview. This can be added to in subsequent reports made.
Estimates of costs of damage	You may get indications from CIA. Further indications could be from insurance agencies, also lifeline infrastructure may assist assessment.

Temporary accommodation requirements	Includes details of evacuation centres opened, displaced persons, need for temporary accommodation, relocating displaced persons
Additional personnel requirements (general and specialist)	It is imperative that you enlist as much help as you can in the initial stages. This may be specialist assistance or simply manpower to cope with the increased workloads
Human services (personal and psychological support) requirements	On completion of Outreach Individual Needs Assessment, you would have initial contact with your affected community ascertaining what physical and psychological resources are required in the immediate, short and medium term understanding the impact on community
Health issues	Medical/Health personal and council EHO's will assess any significant issues (water, food spoilage, medical supplies or medivac).

Section 3

Organisational Aspects:

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

Section 4

Operational Aspects:

Details resources available and required	Give list of resources deployed and confer with the LRG network for future resources.
Redevelopment Plans (includes mitigation proposals for betterment)	This could be inappropriate in the early stages however should be part of the Long Term Recovery Strategy in future reporting. .

Reconstruction restoration programme and priorities	Detail agencies engaged in their specialist fields and estimates for re-establishing lifelines, waste, and restoration
Includes programs and strategies of government agencies to restore essential services	Consider betterment when engaged in rebuilding
Includes the local government program for community services restoration	Local events, meetings, coffee get togethers, recreation, breakfast BBQ's etc.
Financial arrangements	Assistance programs DRFAWA, insurance, public appeals, LMDRF, and physical and monetary donations
Public information dissemination	From the Communications Plan outline what and how your communication is being staged.

Administrative Arrangements:

Administration of recovery funding	General financial issues
Public appeals policy and administration	Including policies and strategies for office and living accommodation, furniture and equipment details for additional temporary personnel)

Section 5

Conclusion:

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

Signed by: _____
Chairperson Local Recovery Group or Local Recovery Coordinator

Date: _____

Appendix 7 Recovery Coordination Centre(s) and One Stop Shop Guidelines

Aim

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

Objectives

The objectives of a Recovery Centre are to;

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

Location:

Ideally the Recovery Centre will be in a central location to the impacted community and to public transport.

Building Features:

Specific features to consider in a potential building include;

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

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

Set-up Considerations

Suggestions to consider for physically setting up a Local Recovery Centre include;

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

Steps to establish Recovery Coordination Centre:

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

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

Record Keeping:

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

It is recommended that LRC keeps a master database based that records;

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

Management of Recovery Coordination Centre:

The following should be considered in the running of RCC;

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

Recovery Events:

RCC Staff will likely attend a wide range of recovery events that are located at the RCC or within the impacted area.

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

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

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

Closing of the Recovery Coordination Centre:

The following should be considered in the running of RCC;

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

Attachment 1

The recovery timeline: short, medium and long term

Short-term recovery (where we've been)

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

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

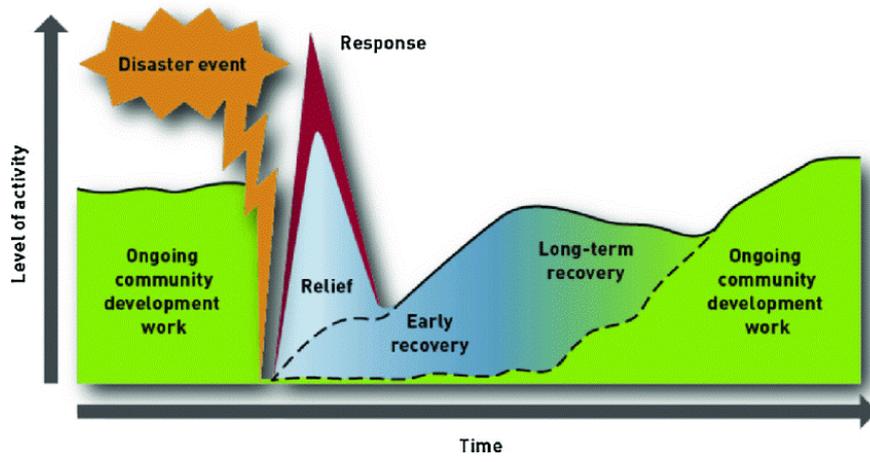
Medium-term recovery (where we are now)

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

Long-term recovery (where we're heading)

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

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



Attachment 2

Local Government Recovery Event Planning Template

ACTION	DESCRIPTION	GOALS

COMMUNITY SUPPORT :	
WHERE HAS CONCEPT / IDEA COME FROM:	
STAKEHOLDERS: Who owns the action?	
OTHER INVOLVEMENT: Who is needed?	
RESOURCES:	
COSTS:	
SPONSORS / FUNDING BODIES:	

HEALTH & WELLBEING RISK: <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	SUPPORT REQUIRED: <input type="checkbox"/> Shire Staff <input type="checkbox"/> Wellbeing <input type="checkbox"/> Other: _____
ENVIRONMENTAL RISK: <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	SUPPORT REQUIRED: <input type="checkbox"/> Shire Staff <input type="checkbox"/> Other: _____

CATEGORY:	<input type="checkbox"/> Needs Assessment <input type="checkbox"/> Communication <input type="checkbox"/> Event <input type="checkbox"/> Donations <input type="checkbox"/> Wellbeing
RECOVERY VALUE:	<input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/> Community Interest
PRIORITY / TIMELINE:	<input type="checkbox"/> High / Urgent <input type="checkbox"/> Important <input type="checkbox"/> Medium / Medium Term <input type="checkbox"/> Lower / Long Term
DIFFICULTY :	<input type="checkbox"/> Straightforward <input type="checkbox"/> Effort Required <input type="checkbox"/> Long Term / Complex
OBJECTIVES:	<input type="checkbox"/> Promote health & wellbeing <input type="checkbox"/> Increase / Enhance understanding of community needs <input type="checkbox"/> Provide information / enhance communication <input type="checkbox"/> Support Community Recovery through long term programs and projects

EVALUATION:

Appendix 8 Welfare and Health Services

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

The following related support plans provide detailed information at :

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

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

Principles:

The recovery of health and wellbeing after emergencies principles are:

Response and recovery actions actively support individuals, families and businesses

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

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

Personal support strategies are integral to overall recovery management process

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

Recovery programs be coordinated to support and enhance community

Strategies:

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

Conceptual:

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

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

Support and promote community improvements

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

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

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

Encourage support of local community groups and experts

Encourage agencies to employ local residents

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

Avoid duplication of services and identify gaps

Management:

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

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

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

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

Ensure community participation in the HaW Sub-Committee

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

Identify gaps in HaW services for consideration in risk management processes

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

Service Delivery:

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

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

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

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

Ensure availability and accessibility to HaW and recovery information and services

Appendix 9 Local Recovery Plan - Action Items

Activation of recovery

- LRC advises Shire CEO of recovery activation.
- Assessment of assistance determined.
- LRP is implemented.

Response to recovery transition of event responsibilities

- Recovery initiated while response still in progress.
- LRC to attend ISG meetings and liaison with Incident Controller.
- LRG gathered and briefed ensuring coordinated transition.
- CEO to sign off response to recovery handover with HMA/CA with Impact Statement tended.

Impact Statement and Needs Assessment

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

Operational Recovery Plan

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

Strategic Long Term Recovery Plan

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

Managed Withdrawal

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

- Shire to identify potential partnerships with existing community organisations and services and ascertain their capacity to support the recovery process in the medium and long term.
- LRG to identify recovery programs that will 'phase down', 'phase out' or be 'handed over' to the community to continue.

Establishing LRG Management Structure

- Shire will establish a LRG management structure relevant to event size and complexity.
- LRG will establish membership from Shire staff, supporting agencies and community members.
- LRG will operate within recognised functions and relevant sub-committee structure.
- LRG will actively encourage and invite community participation within the LRG.
- LRG will actively engage with State Government to maximise recovery resources.

Financial Management

- All invoicing and costs associated with the emergency event to be allocated against Shire emergency event cost centre.
- On advice emergency is an eligible event and significant resources have been expended LRC will direct Shire to contact with DRFAWA Officers for advice and guidance.
- CEO and/or nominated senior officer have authority to expend funds on emergency event.
- In an eligible major disaster LRC will assist impacted individuals connect with Centrelink for assistance payments.

Appeals and Donations

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

Spontaneous volunteers

- LRG will refer to the Shire local service clubs and support agencies regarding the management of volunteers.

Recovery Coordination Centre and One Stop Shop

- LRC/LRG to determine location for Recovery Centre and establish as soon as possible.
- One Stop Shop to be established immediately following event and located appropriately.

STAFF - Shire of Serpentine Jarrahdale (Shire)

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

Shire of Serpentine Jarrahdale Staff - Roles and Responsibilities Recovery

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

Disaster Event Recovery Communication Plan

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

Debriefing and Evaluation

- A formal Post Incident Analysis will be held for LRG for evaluation and lessons learnt application.
- A formal debrief will be held for Shire staff for evaluation and lessons learnt application.
- Assistance will be made available through EAP for any staff working in the recovery process.
- Formal report compiled by LRC for council and State Recovery Coordinator.

Appendix 10 Local Recovery Group Standard Reporting

LOCAL RECOVERY GROUP RECOVERY REPORT –

<Insert Emergency Situation Here>

Shire of Serpentine Jarrahdale Local Recovery Group

Report No:

To: Chairman, SRG/State Recovery Coordinator

Situation Update:

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

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, LRG intervention with priorities.

Financial Issues:

May include support from LRG for additional funding from Treasury.

Recommendations:

Name & Signature: _____

Title: _____

Date: _____

Appendix 11 Post Incident Analysis – Emergency and Recovery Management

ISSUE	COMMENT	RECOMMENDATIONS
Was notification/mobilisation satisfactory/appropriate?		
Was the Management/Administration structure effective?		
Reporting relationships clear? (Did you know who to report to?)		
Was the transition from Response Phase to Recovery Phase clearly established?		
Were Recovery Objectives/Actions clearly defined?		
Were Recovery Arrangements useful or require review/upgrade?		
Inter-agency liaison Any issues working/liasing with other organisations?		
Emergency Management - Recovery Support Arrangements Are relevant Agency/Organisation arrangements established/current?		

Appendix 12 - Local Government Recovery Event Planning Template

ACTION	DESCRIPTION	GOALS

COMMUNITY SUPPORT :	
WHERE HAS CONCEPT / IDEA COME FROM:	
STAKEHOLDERS: Who owns the action?	
OTHER INVOLVEMENT: Who is needed?	
RESOURCES:	
COSTS:	
SPONSORS / FUNDING BODIES:	

HEALTH & WELLBEING RISK: <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	SUPPORT REQUIRED: <input type="checkbox"/> Shire Staff <input type="checkbox"/> Wellbeing <input type="checkbox"/> Other: _____
ENVIRONMENTAL RISK: <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	SUPPORT REQUIRED: <input type="checkbox"/> Shire Staff <input type="checkbox"/> _____ Other: _____

CATEGORY:	<input type="checkbox"/> Needs Assessment <input type="checkbox"/> Communication <input type="checkbox"/> Event <input type="checkbox"/> Donations <input type="checkbox"/> Wellbeing
RECOVERY VALUE:	<input type="checkbox"/> High <input type="checkbox"/> Moderate <input type="checkbox"/> Low <input type="checkbox"/> Community Interest
PRIORITY / TIMELINE:	<input type="checkbox"/> High / Urgent <input type="checkbox"/> Important <input type="checkbox"/> Medium / Medium Term <input type="checkbox"/> Lower / Long Term
DIFFICULTY :	<input type="checkbox"/> Straightforward <input type="checkbox"/> Effort Required <input type="checkbox"/> Long Term / Complex
OBJECTIVES:	<input type="checkbox"/> Promote health & wellbeing <input type="checkbox"/> Increase / Enhance understanding of community needs <input type="checkbox"/> Provide information / enhance communication <input type="checkbox"/> Support Community Recovery through long term programs and projects
EVALUATION:	