



Shire of  
Serpentine  
Jarrahdale

## **Community Wellbeing Recovery Sub-Committee**

### **COVID-19 Meeting Minutes, 27 March 2020**

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Open Monday to Friday 8.30am-5pm (closed public holidays)



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Dear Members

Thank you for joining us for the Community Wellbeing Recovery Sub-Committee meeting for the Shire of Serpentine Jarrahdale on Friday, 27 March 2020.

Tracey Johnson  
**Chair**  
**Manager Community Development**  
30 March 2020

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## Minutes

### 1. Attendances and Apologies:

#### Attendance

Tracey Johnson	Chair, Manager Community Development
Helen Sarcich	Deputy CEO/ Director Community Services
Lisa Keys	Manager Library Services
Sarah Farrance	Coordinator Community Development
Jason Parker	Coordinator Sport and Recreation
Matt Sargeson	Coordinator Environmental Health
Deidre Baker	Digital Communications Officer
Ryan Hamblion	Senior District Services Officer - Department of Communities
Don Warner	Byford Baptist Church
Karen Edmeades	Resilience and Recovery Coordinator - Red Cross
Aimee Sealy	Administration Support

#### Apologies

Janice Ferguson	Community Safety Officer
Nicole Little	Manager SJ Community Recreation Centre (YMCA)

### 2. Community Wellbeing Recovery Sub-Committee Objectives

To provide information on the Shire's website to ensure that community members have access to the correct information to help reduce some anxiety that may be felt during this time. It will be useful to map the community services available to the SJ community; are there any gaps that need to be filled; and how can we move forward collaboratively for vulnerable community members.

Key objectives are to;

- Provide advice and guidance assisting in restoration and strengthening of community wellbeing during and 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 short, medium and long-term priority areas to SoSJ for consideration to assist in restoration and strengthening of community wellbeing.
- Assess 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.

Immediate focus should be on.

- How do we communicate and support the community?
- How do we support the groups to do the work they need to do – how can we assist?
- What people can do to support each other?

### **3. Purpose of the First Meeting**

Recovery is defined as ‘the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing’ (s.3 EM Act).

The purpose of the first meeting is to identify:

- What community services are available?
- What are the gaps?
- What additional support is required for the vulnerable?
- What could we do that is innovative / collaborative?
- How do we manage risk to community members?
- Identify the actions before our next meeting



## 4. Updates

### Services available to the SJ community

Construct a list of support services available to the SJ community and include a brief description of what they do and their contact details. This list can be shared via the Shire's social media outlets, the Shire's website and hardcopy as required.

<b>Action</b> Coordinator Community Development (Sarah Farrance)	Distribute draft document amongst sub-committee members seeking everyone's input to see what information can be included or what information doesn't need to be included.  Ensure that any list that are developed include correct information of services that are still operating. We don't want to provide information to the community that is incorrect.
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### Department of Communities Scope of Work

Currently, the Department of Communities primary scope of work is liaising with people who are being forced to isolate in either hotels or alternative accommodation. The Department is providing personal support to those who are struggling.

<b>Action</b> Chair, Manager Community Development	<i>Include the following information of the contact list:</i>  COVID-19 call centre will be established in the next couple of days with approximately 10 Department of Communities staff members answering calls in relation to welfare matters.
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### What other local services are currently operating?

Parish Pantry, St Aidan's Church, Byford – volunteer numbers are quite low.

<b>Action</b> Coordinator Community Development (Sarah Farrance)	Make contact with the Parish Pantry
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### What are the gaps?

- Community members who live on their own permanently. A daily phone call to check in on them may help.
- Lack of internet access to some community members. Consideration to providing phone numbers as well as website/online details.
- Some agencies will have a referral process. Lifeline, Beyond Blue etc. will provide immediate access and assistance. Long-term professional assistance and counselling can be directed through the Department of Communities.
- It is important to articulate that it is normal to feel stressed and anxious – “you are not alone”.
- Volunteers could make phone calls to vulnerable community members. The volunteers will be exposed to some serious issues and conversations. Therefore, they may require further training and advice on how to deal with these sorts of calls. The Red Cross website has some important messaging in relation to “social connectiveness” – those who have access to social media to share with those who don’t.



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### What Red Cross services are available to community members?

- Phone outreach services in the recovery space
- Webinars in the foreseeable future for local governments
- [Telecross](#). The Red Cross are looking into streamlining the service to avoid prerequisites that are needed before you can access a Telecross call. Every state in Australia apart from WA has been activated to do the phone outreach particularly to the broader community members. This service is to hopefully make contact with people before they acquire mental health or wellbeing issues. This is basically for people in self-isolation and for those in quarantine.

### Why is Telecross not yet available in WA?

The Department of Communities is waiting on some direction from the HMA. There are some support services that people can access such as Lifeline and Beyond Blue. However, since it’s a state-wide event it’s very hard to decide where and who you are actually calling. It’s better for those to come forward who want to talk and need assistance. Hopefully, the COVID-19 call centre will take some of these calls and people will be provided with counselling through this service.

Other States have used the health network and existing social service networks to identify vulnerable clients and are proactively making contact with those people, who have the opportunity to “opt out” of the service after that first contact if they so wish.



## What are other local governments doing?

### Shire of Murray:

- Community members can register as a “vulnerable person” – include their details and what assistance they may need
- “Neighbour to Neighbour” program, putting out a call to their isolated community members to see how they can assist

<b>Action</b> Coordinator Community Development (Sarah Farrance)	Make contact with the Shire of Murray to find out more
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### City of Fremantle

- “Neighbour to Neighbour” Strategy – taking community volunteers and training them as community helpers to make phone calls to vulnerable community members

### Shire of Capel

- Online forms:
  - “I Need a Helping Hand”; and
  - “I Want to Lend a Helping Hand”

**How do you manage the risks associated with volunteers? Do we approach community groups and task them with some of the assistance to the community. Do they feel comfortable with this?**

Neighbourhood Watch volunteers have already been vetted.

<b>Action</b> Community Safety Officer (Janice Ferguson)	Provide another layer of training for volunteers to be able to cope with more intense support for our community members
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### Can the church be the centralised space for people in need?

Volunteers are already equipped with the appropriate screening – i.e. Working with Children checks and Police Clearances.

<b>Action</b> Byford Baptist Church (Don Warner)	Liaise with the Church volunteers regarding this proposed arrangement
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<b>Action</b> Deputy CEO / Director Community Services (Helen Sarcich)	Shire staff can become volunteers to make home deliveries using Shire vehicles. Pick up packs from the Church and deliver to those in need
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### Volunteers Available to the Shire

- Neighbourhood Watch
- Byford Baptist Church

<b>Action</b> Coordinator Community Development (Sarah Farrance)	Liaise with the Shire's Community Safety Officer (Janice Ferguson) in relation to Neighbourhood Watch volunteers. Can the process for new volunteers be completed at a faster rate?
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### Are there any other church groups or organisations in the community doing similar work like Byford Baptist Church?

Not really, only the senior volunteer groups.

<b>Action</b> Coordinator Community Development (Sarah Farrance)	Make contact with some of the senior volunteer groups within the Shire to see how they are coping
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<b>Action</b> Manager Community Development (Tracey Johnson)	Contact <i>Volunteering WA</i> , <i>Peel Volunteer Resource Centre</i> and <i>WA Council of Social Services (WACOSS)</i> to ascertain what resources are available within the Shire
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<b>Action</b> All	The list needs to be centralised so to ensure that vulnerable community members are not receiving multiple calls from multiple agencies / organisations. Sustainability – how are they paying for it? Are they going to run out? Do we need to link their efforts in with the Byford Baptist Church?
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### **Alyssa Hayden's Office – what processes do they have in place?**

Phoning vulnerable community members from their register of voters to find out what assistance they may need.

*NB Update post meeting from Tracey Johnson, Manager Community Development:*  
Spoke to Amy B at Alyssa Hayden's office. They have put a call out to volunteers. They are calling all people on their database who are over 70 and doing a check. They are asking what do you need and do you want a call back in 2 weeks. Feedback is that most people are doing ok, but some have said yes to a call back. Some of the trusted volunteers are doing visits to drop supplies. The office is also working with local supermarkets and shops to see what they are providing. They were given an update about the conversation from the meeting and are happy to be involved in a coordinated effort.

### **Financial Counselling Service**

Byford Baptist Church provides a financial support service.

FinuCare are a financial counselling service - still operating 3 days per week except by phone.

Phase 2 of community recovery will be to help community members with budgeting and financial concerns.

### **Other Messages to provide to the Community**

General wellbeing messages to alleviate feelings of stress and anxiousness. "What you can do to alleviate that stress in your home" etc.



### In Summary

<b>Action</b> Digital Communications Officer (Deidre Baker)	<p>Include a message on the Shire's website advising that the Shire is putting together a list of community member who may need a helping hand.</p> <p>Be simple and clear as possible. Try not to duplicate information from other websites / agencies.</p> <p>Create a form using SurveyMonkey and upload onto the Shire's website as per the Shire of Murray and the Shire of Capel. The completion of this form will enable us to capture the information of vulnerable community members.</p> <p><b>NOTE:</b> Use a term like "helping hand" instead of "vulnerable"</p> <p><b>Timeframe:</b> Within a day or two</p>
<b>Action</b> All	Prioritise the list of community members' needs into high, medium and low priorities (e.g like the City of Cockburn)
<b>Action</b> All	Provide an information pack to volunteers to ensure that they are equipped with the correct information and resources to deliver to vulnerable community members
<b>Action</b> Chair, Manager Community Development	Minutes to be forwarded to LRCG Administration Support for inclusion in next LRCG Agenda.



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## **Shire of Serpentine Jarrahdale Local Recovery Operational Plan**

Our Recovery Principles:

- Understanding the CONTEXT
- Recognising COMPLEXITY
- Using COMMUNITY LED approaches
- COORDINATE all activities
- COMMUNICATE effectively
- Build CAPACITY

Our Recovery Values:

1. Always consider consequences of actions ensuring NO HARM to affected communities.
2. Always provide LEADERSHIP for our community.
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 DUPLICATION 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.

## **5. Next Meeting**

The next Community Wellbeing Recovery Sub-Committee meeting will be held on **Friday, 3 April 2020** commencing at **1.00pm**.

## **6. Close**

The meeting concluded at 2.15pm.