Shire of Wyalkatchem

LOCAL EMERGENCY MANAGEMENT ARRANGEMENTS

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Local Emergency Management Arrangements

These arrangements have been produced and issued in compliance with s(41)(1) and (2) of the *Emergency Management Act 2005* ('the Act')*,* endorsed by the Shire of Wyalkatchem Local Emergency Management Committee (LEMC) and Council, the District Emergency Management Committee (DEMC) and State Emergency Management Committee (SEMC).

These arrangements have been developed by Emergency Services personnel within the Shire of Wyalkatchem and by the Local Emergency Management Committee. Consultation has been sought from the wider community.

These arrangements should be read in conjunction with the Emergency Management Act 2005 and the State Emergency Management Plans (WESTPLAN), State Emergency Management Policy Statements and the Department of Communities' Local Emergency Management Plan for the Provision of Welfare Support.

Endorsed by:

Wyalkatchem Local Emergency Management Committee on 27 March 2019

Shire of Wyalkatchem Council on 18 April 2019.

Noted at the District Emergency Management Committee meeting on June 2019

Noted at the State Emergency Management Committee meeting on 13 December 2019

Endorsed by:

_____   _____

Quentin Davies,   Date

Chairperson, Wyalkatchem LEMC

Document Review   March 2024

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AMENDMENT HISTORY

No.	Date	Amendment Details	By
1	March 2014	Contacts and roles amended	GEO
2	April 2014	Emergencies likely to occur, Acronyms, Welfare/Evacuation	GEO
3	May 2014	Fuel Disruptions, Resource updates, Local Recovery Coordinator updated	GEO
4	August 2014	Spontaneous Volunteers, Fatigue Management, Volunteer trailer, Communications plan	GEO
5	September 2014	Contractor Resources	GEO
6	2016	Re-draft	GEO
7	May 2018	Re-draft in preparation for June 2019 review	GEO
8	March 2019	Re-draft in preparation for LEMC adoption	CEO
9	March 2019	Minor amendments. LEMC Endorsement	CEO
10	October 2019	Contacts and Roles amended	GEO
11	December 2019	Contacts and Roles amended	GEO
12	February 2020	Updated SEMC Endorsement	CEO

Suggestions and Comments from the Community and Stakeholders can help improve these arrangements and subsequent amendments.

To forward feedback, please copy the relevant section, mark the proposed changes and forward to;

The Chairperson

Local Emergency Management Committee

Shire of Wyalkatchem

PO Box 224

Wyalkatchem WA 6485

Or email to:

general@wyalkatchem.wa.gov.au

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The Chairperson will refer any correspondence to the LEMC for consideration and/or approval. Amendments promulgated are to be certified in this document when updated.

DISTRIBUTION LIST

Organisation	No. Copies
Shire of Wyalkatchem	5
Wyalkatchem WAPOL	2
DFES District Office	2
State Emergency Management Committee	1
District Emergency Management Committee	1
Department of Communities	1
Western Power	1
WALGA RoadWise	1
Water Corporation	1
St John Ambulance – local sub-centre	2
St John Ambulance – Regional Office	3
Wyalkatchem Koorda Health Services	1
Wyalkatchem District High School	2
Wyalkatchem Medical Centre	1
Wyalkatchem Volunteer Fire and Rescue Service	2
Wyalkatchem Bush Fire Brigade	1
Yorkrakine Bush Fire Brigade	1
Nalkain Bush Fire Brigade	1
Department of Biodiversity Conservation and Attractions (PaW)	1
Commonwealth Home Support Program	1
Wyalkatchem Community Resource Centre	1
Wyalkatchem Welfare Liaison Officer	1

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SECTION ONE

INTRODUCTION

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INTRODUCTION

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GLOSSARY OF TERMS

Australasian Inter-Service Incident Management System (AIIMS): A nationally adopted structure to formalise a coordinated approach to emergency incident management.

Combat Agency: As prescribed under Section 6(2) of the *Emergency Management Act 2005,* a combat agency is to be a public authority, or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.

Comprehensive Approach: The development of emergency and disaster arrangements to embrace the aspects of Prevention, Preparedness, Response and Recovery (PPRR). PPRR are aspects of emergency management, not sequential phrases. (Synonyms: disaster cycle, disaster phases and PPRR)

Command: The direction of members and resources of an organisation in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement with an organisation. Command relates to organisations and operates vertically within an organisation. (See also *Control* and *Coordination)*

Control: The overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan, and carries with it the responsibility for tasking and coordinating other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations. (See also *Command* and *Coordination)*

Controlling Agency: An agency nominated to control the response activities to a specified type of emergency.

Coordination: The bringing together of organisations and elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, manpower and equipment) in accordance with the requirements imposed by the threat or impact of an emergency. Coordination related primarily to resources, and operates, vertically, within an organisation, as a function of the authority to command, and horizontally, across organisations, as a function of the authority to control. (See also *Control* and *Command*)

District Emergency Management Committee: A committee established under Section 31(1) of the *Emergency Management Act 2005*

Emergency: The occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that is requires a significant and coordinated response

Emergency Coordination Centre: A facility established to coordinate and organise emergency provision of services.

Emergency Management: The management of the adverse effects of an emergency including:

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(a) Prevention: the mitigation or prevention of the probability of the occurrence of, and the potential adverse effects of, an emergency.

(b) Preparedness: preparation for response to an emergency

(c) Response: the combating of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage and help to speed up the recovery process.

(d) Recovery: the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing.

Emergency Management Agency: A hazard management agency (HMA), a combat agency or a support organisation.

Hazard: An event, situation or condition that is capable of causing or resulting in loss of life, prejudice to the safety, or harm to the health of persons or animals; or destruct of; or damage to property or any part of the environment and is defined in the *Emergency Management Act 2005* or prescribed in the *Emergency Management Regulations 2006.*

Hazard Management Agency (HMA): A public authority, or other person, prescribed by the *Emergency Management Regulations 2006* to be a hazard management agency for emergency management, or an aspect of emergency management, of a hazard for a part of the whole of that State.

Incident: the occurrence or imminent occurrence of a hazard.

Incident Controller: The person designated by the Controlling Agency, to be responsible for the overall management and control of an incident within an incident area and the tasking of agencies in accordance with the needs of the situation. (Note: Agencies may use different terminology, however, the function remains the same).

Incident Support Group: A group of agency/organisation liaison officers convened by the Incident Controller to provide agency specific expert advice and support in relation to operational response to the emergency.

Local Emergency Coordinator: The person appointed by the State Emergency Coordinator to provide advice and support to their local emergency management committee in the development and maintenance of emergency management arrangements, assist hazard management agencies in the provision of a coordinated response during an emergency in the district and carry out other emergency management functions under the direction of the State Emergency Coordinator.

Local Emergency Management Committee: A committee established under Section 38 of the *Emergency Management Act 2005.*

Operational Area: The area defined by the Operational Area Manager for which they have overall responsibility for the strategic management of an emergency. This area may include one or more Incident Areas.

Preparedness: Preparation for response to an emergency.

Prevention: The mitigation or preventing of the probability of the occurrence of, and the potential adverse effects of, an emergency.

Public Authority: An agency as defined in the *Public Sector Management Act 1994;*

- A body, corporate or unincorporated that is established or continued for a public purpose by the State, regardless of the way it is established;
- A local government or regional local government;
- The Police Force of Western Australia;
- A member or officer of a body referred to in one of the above; or
- A person or body prescribed (or of a class prescribed) by the regulations as a public authority for the purposes of this definition

Recovery: The support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychological and economic wellbeing.

Response: The combatting of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage, and help to speed recovery.

Risk: A concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities and the environment.

- The chance of something happening that will have an impact upon objectives. It is measured in terms of consequences and likelihood;
- A measure of harm, taking into account the consequences of an event and its likelihood. For example, if may be expressed as the likelihood of death to an exposed individual over a given period; and
- Expected losses (of lives, persons injured, property damaged, and economic activity disrupted) due to a particular hazard for a given area and reference period. Based on mathematical calculations, risk in the product of hazard and vulnerability.

Standard Operating Procedure: A set of directions detailing what actions could be taken, as well as how, when, by whom and why, for specific events or tasks.

State Emergency Management Committee: A committee established under Section 13 of the *Emergency Management Act 2005.*

Vulnerable Persons: People who are unable to receive, understand or act on information, prior to or during an emergency.

Welfare: The provision of immediate and continuing care of emergency affected persons who may be threatened, distressed, disadvantaged, homeless or evacuated; and, the maintenance of health, well-being and prosperity of such persons with all available community resources until their rehabilitation is achieved.

DOCUMENT AVAILABILITY:

A copy of this document is available on the Shire of Wyalkatchem website here

A print copy of this document (public version) will be made available to the public at the Shire of Wyalkatchem administration building at 27 Flint Street Wyalkatchem.

An electronic copy of this document (confidential version) is available to all Local Emergency Management Committee members.

GENERAL ACRONYMS USED IN THESE ARRANGEMENTS:

BFS	Bush Fire Service
BFB	Bush Fire Brigade
CA	Controlling Agency
CEO	Chief Executive Officer
DC	Department of Communities
DEMC	District Emergency Management Committee
ECC	Emergency Coordination Centre
DFES	Department of Fire and Emergency Services
FRS	(Volunteer) Fire and Rescue Service
HMA	Hazard Management Agency
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LG	Local Government
LRC	Local Recovery Coordination
LRCC	Local Recovery Coordinating Committee
MOU	Memorandum of Understanding
NEWROC	North Eastern Wheatbelt Regional Organisation of Councils
NGO	Non-governmental organisation
PaW	Parks and Wildlife Service (Department of Biodiversity, Conservation and Attractions)
SEC	State Emergency Coordinator
SEMC	State Emergency Management Committee
SES	State Emergency Service
SEWS	State Emergency Warning Signal
SHC	State Health Coordinator
SJA	St John Ambulance
WA HEALTH	Department of Health
WAPOL	WA Police Force

DISCLAIMER

The Shire of Wyalkatchem makes no representations about the suitability of the information contained in this document or any material related to this document for any purpose. The document is provided with no warranty of any kind to the extent permitted by law. The Shire of Wyalkatchem hereby disclaims all warranties and conditions with regard to this information, including all implied warranties and conditions of merchantability, fitness for particular purpose, title and non-infringement. In no event shall the Shire of Wyalkatchem be liable for any special, indirect or consequential damages resulting from the loss of use, data or profits, whether in an action of contract, negligence or other tortuous action, arising out of or in connection with the use of information available in this document. The document or material related to this document could include technical inaccuracies or typographical errors.

AIM:

To detail emergency management arrangements and ensure understanding between agencies and stakeholders involved in managing emergencies within the Shire.

PURPOSE:

To set out;

- The Shire of Wyalkatchem's policies for emergency management
- The roles and responsibilities for public authorities and other persons involved in emergency management
- Provisions about the coordination of the emergency operations by performed by the public authorities and other persons
- Description of emergencies likely to occur within the Shire of Wyalkatchem
- Strategies and priorities for emergency management in the district
- Other matters about emergency management in the Shire of Wyalkatchem that the Shire of Wyalkatchem considers appropriate

SCOPE:

These arrangements are to ensure the community is prepared to deal with the identified emergencies should they arise. It is not the intent of this document to detail the procedures for HMAs in dealing with an emergency. These should be detailed in the HMAs individual plans.

- This document applies to the local government district of the Shire of Wyalkatchem.
- This document covers areas where the Shire of Wyalkatchem provides support to HMAs in the event of an incident.
- This document details the Shire of Wyalkatchem's capacity to provide resources in support of an emergency, while still maintaining business continuity; and the Shire of Wyalkatchem responsibilities in relation to recovery management.

The arrangements are to serve as a guide to be used at the local level. Incidents may arise that require action or assistance from district, state or federal level.

AREA COVERED:

The Shire of Wyalkatchem is located in the Central Wheatbelt, approximately 192kms east-north-east of Perth. The Shire covers 1,595 square kilometres with a population of approximately 520 people. The Shire of Wyalkatchem borders on the Shires of Dowerin, Koorda, Trayning, Cunderdin, Tammin and Kellerberrin.

EXERCISING, REVIEWING AND REPORTING:

Exercising:

Exercising is the simulation of emergency management events, through discussion or actual deployment of personnel, in order: to train personnel; to review/test the planning process or other procedures; to identify needs and/or weaknesses; to demonstrate capabilities; and to practice people in working together. The different types of exercises include Discussion, Field, Table Top and Tactical Exercise without Troops.

Testing and Exercising is important for a number of reasons, including ensuring that the Emergency Management Arrangements are workable, current and effective, as well as ensuring that individuals and organisations remain aware of what is required of them during an emergency response situation.

The Wyalkatchem Local Emergency Management Committee exercises its arrangements once a year as per State Emergency Management Policy 4.8 and State Emergency Management Plan 4.7.

Hazard Management Agencies are responsible to exercise their response to an incident but this could be incorporated into a LEMC exercise.

Exercises are reported on annually as part of the Annual and Preparedness Capability Survey which is submitted to the Department of Fire and Emergency Services to form the Preparedness Report for the Minister of Emergency Services.

Reviewing:

An entire review of the emergency management arrangements should be undertaken every five years.

A review of the arrangements should be undertaken after training that exercises the arrangements.

The Contacts and Resources list should be reviewed and updated as needed but at a minimum quarterly.

Reporting:

The annual LEMC Report should be submitted to the District Emergency Management Committee (DEMC) within two weeks of the end of the financial year that the report is on.

AGREEMENTS, UNDERSTANDING AND COMMITMENTS:

Party 1	Party 2	Summary of Agreement	Special Considerations
Shire of Wyalkatchem	Dept. of Communities	Provision of Welfare	
Shire of Wyalkatchem	Wyalkatchem IGA*	Provision of food/drinks after hours for Welfare Centres	Purchase Orders required
Shire of Wyalkatchem	Wylie Community Meats*	Provision of food after hours for Welfare Centres	Purchase Orders required
Shire of Wyalkatchem	Co-Operative Bulk Handling (CBH)	Use of water tanks at decommissioned Cowcowing CBH site	
Shire of Wyalkatchem	Glyn and Jo Harrington	Use of school buses in an emergency	
Shire of Wyalkatchem	Russell and Shauna Wells	Use of school bus in an emergency	
Shire of Wyalkatchem	Local farmers	Use of earth moving equipment in an emergency	See Contacts and Resources for list of specifics
Shire of Wyalkatchem	Campbell Jones	Use of horse yards if evacuation of large animals is required	See Contacts and Resources section for contact details
Shire of Wyalkatchem	Bonny Dunlop	Use of horse yards if evacuation of large animals is required	See Contacts and Resources section for contact details
Shire of Wyalkatchem	Mel Steele	Use of horse yards and truck if evacuation of large animals is required	See Contacts and Resources section for contact details

*For contacts of the supplier please refer to the Contacts and Resources section

LOCAL ROLES AND RESPONSIBILITIES

Local Role	Description of Responsibilities
Local Government	The responsibilities of the Shire of Wyalkatchem are defined in s.36 of the *Emergency Management Act 2005* It is a function of a local government – a) subject to this Act, to ensure that effective local emergency management arrangements are prepared and maintained for its district; and b) to manage recovery following an emergency affecting the community in its district; and c) to perform other functions given to the local government under this Act
Local Emergency Coordinator	The responsibilities of the LEC are defined in s37(4) of the *Emergency Management Act 2005* 4) The Local Emergency Coordinator for a local government district has the following functions – a) to provide advice and support to the local emergency management committee for the district in the development and maintenance of emergency management arrangements for the district; b) to assist hazard management agencies in the provision of a coordinated response during an emergency in the district; c) to carry out other emergency management activities in accordance with the directions of the State Emergency Coordinator
Local Recovery Coordinator	To ensure the development and maintenance of effective recovery management arrangements for the local government. In conjunction with the local recovery committee to implement a post incident recovery action plan and manage the recovery phase of the incident.
Local Government Welfare Liaison Officer	During an evacuation assist Dept. Communities by providing advice information and resources
Local Government Liaison Officer (to ISG/IMT)	During a major emergency the liaison officer attended ISG meetings to represent the local government, provides local government knowledge input and provides details contained in the LEMA.
Local Government – Incident Management	Ensure planning and preparation for emergencies is undertaken. Implementing procedures that assist the community and emergency services deal with incidents Ensuring that all personnel with emergency planning and preparation, response and recovery responsibilities are properly trained in their role. Keep appropriate records of incident that have occurred to ensure continual improvement of the Shires' emergency response capability Participate in the ISG and provide local support Where an identified evacuation centre is a building owned and operated by the local government, provide a liaison officer to support the Dept. Communities

LEMC ROLES AND RESPONSIBILITIES

The Shire of Wyalkatchem has established a Local Emergency Management Committee (LEMC) as per section 38(1) of the *Emergency Management Act 2005* to oversee, plan and test the local emergency management arrangements.

The LEMC is not an operational committee but rather the organisation established by the local government to assist in the development of local emergency management arrangements for its district.

The LEMC includes representatives from agencies, organisations and community groups that are relevant to the identified risks and emergency management arrangements for the community. The LEMC membership must include at least one local government representative and the Local Emergency Coordinator. The term of appointment of LEMC members shall be determined by the local government in consultation with the parent organisation of the members.

The Wyalkatchem LEMC meets quarterly, generally on the third Wednesday of every February, April, August and October.

LEMC Role	Description of Responsibilities
LEMC Chair	Provide leadership and support to the LEMC to ensure effective meetings and high levels of emergency management planning and preparedness for the local government district is undertaken.
LEMC Executive Officer	Provide executive support to the LEMC by: Provide secretariat support including: • Meeting agenda; • Minutes and action lists; • Correspondence; • Maintain committee membership contact register Coordinate the development and submission of committee documents in accordance with legislative and policy requirements including: • Annual Report • Annual Business Plan • Maintain Local Emergency Management Arrangements; Facilitate the provision of relevant emergency management advice to the Chair and committee as required; and • Participate as a member of sub-committees and working groups as required

LEMC MEMBERSHIP:

Organisation	Officer
Shire of Wyalkatchem	Chief Executive Officer
Shire of Wyalkatchem	Manager of Works
Shire of Wyalkatchem	Administration Officer (Executive Officer)
Shire of Wyalkatchem	Shire President (Chairman)
Shire of Wyalkatchem	Local Welfare Liaison Officer
Commonwealth Home Support Program	Health Service Manager
WA Police	OIC Wyalkatchem Police (Sergeant) 2IC Wyalkatchem Police (Constable)
Department of Communities	District Emergency Services Officer
Western Power	District Representative – not a member but receives agendas and minutes for information purposes
St John Ambulance	Community Paramedic Local Sub-centre chairman
Department of Fire and Emergency Services	Area Officer
Department of Fire and Emergency Services	District Emergency Management Advisor
Chief Bush Fire Control Officer	As elected
Deputy Chief Bush Fire Control Officer	As elected
Volunteer Fire and Rescue – Wyalkatchem	Captain Lieutenant
Water Corporation	Local depot Team Leader
Wyalkatchem Koorda Health Services	Hospital Manager
Wyalkatchem District High School	Principal Deputy Principal
RoadWise	Road Safety Advisor
Wyalkatchem Medical Centre	Doctor
Department Biodiversity, Conservation and Attractions (Parks and Wildlife)	District Fire Coordinator (Wheatbelt)
Wyalkatchem Community Resource Centre	Coordinator

For current LEMC membership names and contacts please see LOCAL EMERGENCY MANAGEMENT COMMITTEE CONTACTS Section – this is only available to LEMC members and Emergency Management professionals.

AGENCY ROLES AND RESPONSIBILITIES

In the event of an emergency, the local government will need to liaise with a range of state agencies who will be involved in the operational aspects of the emergency. The following table summarises the key roles:

Agency Roles	Description of Responsibilities:
Controlling Agency	A Controlling Agency is an agency nominated to control the response activities to a specified type of emergency. The function of a Controlling Agency is to; • Undertake all responsibilities as prescribed in Agency specific legislation for Prevention and Preparedness • Control all aspects of the response to an incident • During Recovery the Controlling Agency will ensure effective transition to recovery
Hazard Management Agency	A HMA is to be a public authority or other person who or which, because of that agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for emergency management, or the prescribed emergency management aspect, in the area prescribed of the hazard for which it is prescribed" A HMA's function is to: • Undertake responsibilities where prescribed for these aspects • Appointment of Hazard Management Officers • Declare/Revoke Emergency Situation • Coordinate the development of the Westplan for that hazard • Ensure effective transition to recovery by Local Government
Combat Agency	A combat agency as prescribed under Subsection (1) of the Emergency Management Act 2005 is to be a public authority or other person who or which, because of that agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.
Support Organisation	A Public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources is responsible for providing support functions in relation to that agency.

RELATED DOCUMENTS AND ARRANGEMENTS

Local Emergency Management Policies:

As per section 41(2)(a) of the *Emergency Management Act 2005,* the local emergency management arrangements need to specify "the local government policies for emergency management". The Shire of Wyalkatchem has the following emergency management policies in place:

Policy Name	Policy Objective
10.1 Advisory Committee	- To carry out the Shire's statutory obligations under the **Bush Fire Act and Regulations 1954.** - Provide timely, quality and effective emergency services; - Minimise the impact of emergencies on the community; - Work with the community to increase bush fire awareness and fire prevention strategies; - To ensure that bush fire brigade volunteers receive appropriate training for their respective roles within the brigade; - Ensure that operational equipment is serviceable and available for emergencies; - Provide a workplace that is safe and each individual is treated with respect in an environment that is free from discrimination and harassment; - Work cohesively with other emergency management agencies;
10.2 Bushfire Brigades	To provide a hazard management agency for Bushfire control in the municipal area of Wyalkatchem, including maintaining and supporting local fire brigades and their members
10.3 Officers Profiles	Office Bearers appointed to the Bush Fire Brigades have specific responsibilities in respect to their position; it is therefore necessary that Office Bearers have the appropriate skills and attributes to fulfil their position.
10.4 Bushfire Appliances	To ensure that Wyalkatchem Bush Fire Brigades are adequately resourced to achieve timely, quality and effective emergency services and minimise the impact of emergencies on the community.

Policy Name	Policy Objective
10.5 Fire Hazard Reduction	To establish and maintain a Bush Fire organisation in accordance with Part IV of the *Bush Fires Act 1954* in order to provide adequate fire protection of those areas of the municipality within the Bush Fire District and to carry out an ongoing program of hazard reduction having due regard at all times for the preservation of the natural environment.
10.6 Bush Fire – Personnel Protective Clothing and Equipment	To ensure that brigade members are adequately protected while conducting firefighting activities.
10.7 Harvest & Movement of Vehicles Bans	The Shire of Wyalkatchem has the right to impose the ban on activities such as harvesting crops, vehicle movements and hot works. The only exception to the ban is watering and feeding of livestock. This procedure is to refine the way the ban is measured and implemented.
10.8 Bushfire Control – Provision of Shire Plant & Equipment	To ensure that Wyalkatchem and neighbouring Bush Fire Brigades are adequately resourced to achieve timely, quality and effective emergency services and minimise the impact of emergencies on the community.
10.9 District Operations Advisory Committee	To ensure that the Shire of Wyalkatchem and its Brigades are well represented at a regional level.

Existing Plans and Arrangements:

Document	Owner	Location	Date of Plan
Risk Register	Shire of Wyalkatchem	Shire of Wyalkatchem	2018
Air Crash	WAPOL	Wyalkatchem Police Station	2018
Westplan Brookfield Rail Crash Emergencies	Arc Infrastructure	Arc Infrastructure (DFES website)	2016
Land Search	WAPOL	Wyalkatchem Police Station	2018
Road Crash	WAPOL	Wyalkatchem Police Station	2018
Terrorism	WAPOL	Wyalkatchem Police Station	2018
Merredin District Local Welfare Plan	Dept. Communities	Shire of Wyalkatchem, Dept. Communities	2016

EMERGENCY MANAGEMENT HANDBOOK

A Shire of Wyalkatchem Emergency Management Handbook has been developed that contains additional resources that can be used in conjunction with this LEMA. This is a separate resource that sits outside this LEMA document.

This handbook contains additional information, guidelines and helpful tips, templates and forms and copies of other documents which may be beneficial

For the ease of the user, this handbook has been formatted into the same sections of the LEMA. The handbook is available in hardcopy and electronic from the Shire Administration Office. Additionally a copy of the handbook as well as the individual forms is located on a USB within the Shire's Emergency Activation Kits (located at the Shire Administration Office and Recreation centre)

The Emergency Management handbook will continually be developed and reviewed by the Chief Executive Officer when required.

EMERGENCY ACTIVIATION KITS

Two Emergency Activation kits have been prepared, which contains a number of resources and forms required for the operation of an evacuation centre. The kits are located at the following venues:

- Shire of Wyalkatchem Administration Office
- Recreation Centre

A copy of this LEMA and Emergency Handbook are included in the Activation Kits in both hardcopy and electronic copy (on USB).

COMMUNITY CONSULTATION

The community of Wyalkatchem was consulted in the compilation of these arrangements via notice on our website (www.wyalkatchem.wa.gov.au), advertisement in the local paper (*The Wylie Weekly – edition 1676, 8 June 2018*) and through utilisation of the Wyalkatchem Community Resource Centre's Facebook page (23 May 2018).

COMMUNITY INVOLVEMENT

As a result of the advertising mentioned under 'Community Consultation' – no submissions were received from the public.

COMMUNITY AWARENESS

The Wyalkatchem LEMC makes every effort to increase community awareness of emergency management.

SECTION TWO

COORDINATION OF EMERGENCIES

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COORDINATION OF EMERGENCIES

LOCAL EMERGENCY COORDINATOR

The Local Emergency Coordinator (LEC) for Wyalkatchem is the Officer in Charge of the Wyalkatchem Police Station.

For the functions of the LEC please refer to LOCAL ROLES AND RESPONSIBILITIES.

For the contact details of the LEC please refer to WESTERN AUSTRALIAN POLICE FORCE

AUSTRALASIAN INTER-SERVICE INCIDENT MANAGEMENT SYSTEM (AIIMS)

In a multi-agency system, incident management comprises command, control and coordination.

Control maintains the overall direction of emergency response. To effectively control an emergency, incidents should be managed by a single person. (The Incident Controller)

Command is the direction of resources within the agencies whose resources are committed to the emergency.

Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies.

In order to work together effectively, emergency management agencies need a common framework of roles, responsibilities and processes. In Australia, AIIMS is the nationally recognised system of incident management. AIIMS is founded on five key principles, with eight key functions identified within the structure.

The five key principles of AIIMS:

Unity of Command	Each individual should report to only one Supervisor. There is only one Incident Controller, one set of objectives, one plan for the management of the incident.
Span of Control	Refers to the number of groups or individuals that can be successfully supervised by one person. Up to five reporting groups/individuals is considered desirable, occasionally more.
Functional Management	Functions are performed and managed by Incident Controller or his/her delegates. Eight key areas of functional management; Incident Controller and heads of the functional sections are collectively the Incident Management Team (IMT).
Management by Objectives	The Incident Controller, in consultation with the IMT, determines the desired outcomes of the incident.
Flexibility	AIIMS can be applied to any incident or emergency event, so a flexible approach is essential.

The eight functions of AIIMS:

Control	Management of all activities required to resolve the incident.
Planning	Development of objectives, strategies and plans for the resolution of the incident.
Intelligence	Collecting and analysing information or data which is distributed as intelligence to support decision making and planning.
Public Information	Provisions of warnings, information and advice to the public, liaison with the media and community.
Operations	Tasking and application of resources.
Investigation	Investigating to determine the cause of and/or the factors contributing to the impact of the incident.
Logistics	Acquisition and provision of human and physical resources, facilities, services and materials.
Finance	Managing accounts for purchases of supplies, hire of equipment, etc. Insurance and compensation for personnel, property and vehicles. Collection of cost data and provision of cost-effect analyses and providing cost estimates for the incident.

INCIDENT MANAGEMENT TEAM (IMT)

An IMT is made up of incident management personnel comprising the Incident Controller and the personnel he or she appoints to be responsible for the functions of operations, planning and logistics. An Incident is controlled by a Controlling Agency, which will nominate an Incident Controller who has delegated authority to manage the control of the incident. The team is led by the Incident Controller and is responsible for the overall control of the response to the incident. As an incident scales up and down in size, so does the size of the IMT.

INCIDENT SUPPORT GROUP (ISG)

The role of an ISG is to provide support to the Incident Management Team (IMT). The ISG is a group of people represented by the different agencies who may have involvement in the incident and who provide support to the Controlling Agency.

TRIGGERS FOR AN ISG

An ISG is triggered when the incident is a "Level 2" or higher and when multiple agencies need to be coordinated.

Classification of Incidents:

Level	Description	Local Response Required
Level One	Usually resolved through local or initial response resources	Provide support to resolve the incident at the local level
Level Two	Require deployment of resources beyond initial response, functional sections established due to complexity	Provide support to resolve the incident at a local level, provide a Local Government Liaison Officer to the ISG. Make facilities available to the HMA as evacuation centres.
Level Three	Complexity may require divisions for effective management to be established, usually involves delegation of all functions	Provide support to resolve the incident at a local level, provide Local Government Liaison Officers to the ISG and /or OASG. Make facilities available to the HMA as evacuation centres.

MEMBERSHIP OF AN ISG

The recovery coordinator should be a member of the ISG from the outset to ensure consistency of information flow, situational awareness and handover to recovery. The representation on this group may change regularly depending upon the nature of the incident, agencies involved and the consequences caused by the incident.

Agencies supplying staff for the ISG must ensure that the representative(s) have the authority to commit resources and/or direct tasks.

FREQUENCY OF MEETINGS

The frequency of meetings will be determined by the Incident Controller and will depend of the nature and complexity of the incident. As a minimum there should be at least one meeting per incident.

LOCATIONS OF ISG MEETINGS

Location of ISG meetings will be determined by the Incident Controller but should not be held in the midst of the incident, nor should they be held at the same location as meetings of the incident management team.

The following locations can be used for ISG meetings:

Wyalkatchem Shire Office	27 Flint Street Wyalkatchem
Wyalkatchem Community Resource Centre	Railway Terrace Wyalkatchem
Wyalkatchem Police Station	Gamble Street Wyalkatchem
Wyalkatchem Airport	Tammin-Wyalkatchem Rd Wyalkatchem

For a list of contacts in order to open these locations for ISG meetings, please refer to INCIDENT SUPPORT GROUPS MEETING LOCATIONS AND CONTACTS in the Contacts and Resources Section.

The Shire of Wyalkatchem Administration building and Wyalkatchem Community Resource centre both have Wi-Fi that can be used for Skype calls, and the Community Resource Centre has video-conferencing capability should teleconference meetings be required.
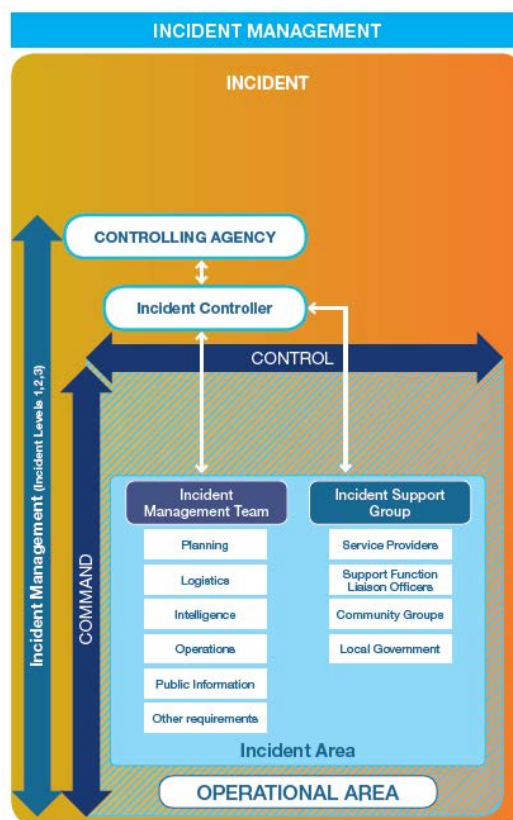

Figure 1: A diagram illustrating Incident Management

FINANCIAL ARRANGEMENTS

The Shire of Wyalkatchem is committed to expending such necessary funds within its current budgetary constraints as required to ensure the safety of its residents and visitors. The Chief Executive Officer should be approached immediately if an emergency event requiring resourcing by the Shire of Wyalkatchem occurs to ensure the desired level of support is achieved.

SECTION THREE

RISK

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RISK

RISK MANAGEMENT

Risk Management is a vital part of the emergency management process. It is vital that we understand the hazards and risks likely to impact the Shire of Wyalkatchem.

The Wyalkatchem LEMC completed the State Risk Project in 2016 which helped gain an increased understanding of the risks most prevalent in our community. The project was reviewed in 2018 and the data included in the document reflects the updated project findings.

The Wyalkatchem LEMC has taken into account that there a number of special considerations to be given attention when considering risks affecting our community. They are listed below.

SPECIAL CONSIDERATIONS

- Restricted access to gravel roads during times of high rainfall
- Increase of heavy traffic on minor roads during seeding (Typically April – June)
- Increase of heavy traffic on major roads during harvest (Typically October – December)
- Increased bushfire risk in summer months (November to March)
- Low numbers of volunteers, particularly from Bushfire Brigades, around in January
- Increased traffic to major roads during Dowerin Field Days (Last Wednesday and Thursday in August annually)
- Wyalkatchem Fair - April
- Influx of seasonal workers in seeding and harvest periods
- General limitations on resources due to size and location of Wyalkatchem

CRITICAL INFRASTRUCTURE:

The following assets/infrastructure are located within the Shire of Wyalkatchem have been classified as critical infrastructure:

Telecommunications Tower	Telstra	Wyalkatchem North Road
Telecommunications Tower	Optus	Wyalkatchem North Road
Telecommunications Tower	Crisp Wireless	Wyalkatchem North Road
Power Supply	Western Power	
Water Supply	Water Corporation	pipes and pump station
Wyalkatchem-Koorda District Hospital	Department of Health/WA Country Health Service	Honour Avenue
Transport Routes: Goomalling-Merredin Road	Main Roads WA	

IMPORTANT INFRASTRUCTURE

The following assets / infrastructure have not been classified as critical infrastructure, however have been deemed underlined important infrastructure to the Wyalkatchem community;

Wyalkatchem Town Centre	Residential and commercial buildings	
Standpipes and Water Tanks	Shire of Wyalkatchem	
Railway	Arc Infrastructure	Goomalling – Merredin West Rail Corridor, Line 35
Wyalkatchem Medical Centre	Shire of Wyalkatchem	Honour Street
Wyalkatchem District High School	Department of Education	Slocum Street
Wyalkatchem St John Ambulance Sub-Centre	St John Ambulance	Johnston Street
Wyalkatchem Bush Fire Brigade Shed	Shire of Wyalkatchem	Flint Street
Wyalkatchem Airport	Shire of Wyalkatchem	Tammin-Wyalkatchem Road
Wyalkatchem Recreation Centre	Shire of Wyalkatchem	Hands Drive
Wyalkatchem Town Hall	Shire of Wyalkatchem	Honour Ave
Wyalkatchem Community Resource Centre	Shire of Wyalkatchem	Railway Terrace
Shire of Wyalkatchem Administration Building	Shire of Wyalkatchem	Flint Street
Wyalkatchem Volunteer Fire and Rescue Services Building	Department of Fires and Emergency Services	Wilson Street
Wyalkatchem Police Station	WA Police	Gamble Street
Co-operative Bulk Handling site	Co-operative Bulk Handling	Railway Terrace
Transport Routes:		
Tammin-Wyalkatchem Road	Shire of Wyalkatchem Shire of Tammin	
Cunderdin-Wyalkatchem Road	Shire of Wyalkatchem Shire of Cunderdin	
Koorda-Wyalkatchem Road	Shire of Wyalkatchem Shire of Koorda	

RISK REGISTER:

The Wyalkatchem LEMC has undertaken extensive risk assessment work to better understand our local capability and capacity.

In the course of this work, five hazards were identified as the most likely to occur in Wyalkatchem and credible, worst-case scenarios were developed for all of them. The LEMC then workshopped the scenarios against multiple impact statements and developed a risk register which assigned each impact statement scenario a risk level, rating from Extreme to Very Low. The findings of the project are summarised below.

Over the five hazards, 142 risk statements were assessed in total. The breakdown of their risk levels is illustrated in the figure below:

Risk Level	Number of statements assigned	% of statements assigned
EXTREME	0	0%
HIGH	67	47.18%
MEDIUM	36	25.35%
LOW	18	12.68%
VERY LOW	21	14.79%

Individual breakdowns of the results of each scenario are detailed below.

EMERGENCIES LIKELY TO OCCUR / HAZARDS REGISTER

After extensive risk assessment, the following five hazards were identified as the most likely to occur in Wyalkatchem. Below is a register of the identified hazards.

Hazard	Controlling Agency	HMA	Local Combat Role	Local Support Role	State Hazard Plan (Westplan)	Local plan
Hazardous Materials	DFES	DFES	VFRS	Local Government Staff	HAZMAT 2016	DFES SOP
Fire	DFES	DFES	Bushfire Brigades & VRFS	Local Government Staff	Fire (2016)	
Earthquake	DFES	DFES	SES	Local Government Staff	Earthquake 2016	SOP
Electricity Supply Disruption	Coordinator of Energy (Public Utilities Office)	Coordinator of Energy (Public Utilities Office)			Electricity Supply Disruption 2016	
Severe Storm	DFES	DFES	SES	Local Government Staff	Storm 2016	SOP

*SOP – Standard Operating Procedures

HAZARD ONE: HAZMAT

Scenario: It is 3.10pm on a Tuesday during school term. There is the potential that a 1000L of Paraquat will fall from a truck and spill outside the school. There is 2km/h south westerly blowing and heavy rain is due.

Findings: Sixteen impact statements were assessed for the HAZMAT scenario, across the areas of Economy, People, Public Administration, Social Setting and Environment. The below figure illustrates the results. The bottom row shows what percentage of the risk statements were sorted into each risk category. For example, 25% of the risk statements were assigned a "High" level of risk. The numbers in the boxes show the number of risk assessments from each area that were assigned the corresponding risk category. For example, there was one "Economy" category risk statement that was assigned a "Low" level of risk.

	EXTREME	HIGH	MEDIUM	LOW	VERY LOW
ECONOMY				1	2
PEOPLE		4			
PUB. ADMIN			3		2
SOC. SETTING					1
ENVIRONMENT			3		
% TOTAL	0%	25%	37.5%	6.25%	31.25%

HAZARD TWO: FIRE

Scenario: There is a risk that at the end of November there will be a fire 10km North West of Wyalkatchem. A North Westerly is blowing, an FDI of 102, a wind strength of 50km/h, a relative humidity of 5% and a temperature of 40' C with a rate of spread of 15km/h.

Findings: Thirty-two impact statements were assessed for the Fire scenario, across the areas of Economy, People, Public Administration, Social Setting and Environment. The below figure illustrates the results. The bottom row shows what percentage of the risk statements were sorted into each risk category. For example, 65.63% of the risk statements were assigned a "High" level of risk. The numbers in the boxes show the number of risk assessments from each area that were assigned the corresponding risk category. For example, there were eight "Economy" category risk statements that were assigned a "High" level of risk.

	EXTREME	HIGH	MEDIUM	LOW	VERY LOW
ECONOMY		8	1	1	
PEOPLE		4			
PUB. ADMIN		7			
SOC. SETTING		1	3	4	
ENVIRONMENT		1	1	1	
% TOTAL	0%	65.63%	15.62%	18.75%	0%

HAZARD THREE: EARTHQUAKE

Scenario: There is the potential for 6.0 magnitude earthquake near Wyalkatchem

Findings: Thirty-nine impact statements were assessed for the Earthquake scenario, across the areas of Economy, People, Public Administration and Social Setting*. The below figure illustrates the results. The bottom row shows what percentage of the risk statements were sorted into each risk category. For example, 48.72% of the risk statements were assigned a "High" level of risk. The numbers in the boxes show the number of risk assessments from each area that were assigned the corresponding risk category. For example, there were eight "Economy" category risk statements that were assigned a "High" level of risk.

	EXTREME	HIGH	MEDIUM	LOW	VERY LOW
ECONOMY		8	5		
PEOPLE		4			
PUB. ADMIN		3	7	2	
SOC. SETTING		4	3	1	2
% TOTAL	0%	48.72%	38.46%	7.69%	5.13%

*There were no "Environment" category risk statements applicable to the Earthquake scenario.

HAZARD FOUR: ELECTRICITY SUPPLY DISRUPTION

Scenario: It is a 40' C in mid-November with the four day forecast for temperatures ranging between 40' and 45' C. A summer storm has caused a widespread power outage with estimated restoration times of up to 4 days.

Findings: Twenty-eight impact statements were assessed for the Electricity Supply Disruption scenario, across the areas of Economy, People, Public Administration, Social Setting and Environment. The below figure illustrates the results. The bottom row shows what percentage of the risk statements were sorted into each risk category. For example, 25% of the risk statements were assigned a "High" level of risk. The numbers in the boxes show the number of risk assessments from each area that were assigned the corresponding risk category. For example, there was one "Economy" category risk statement that was assigned a "Low" level of risk.

	EXTREME	HIGH	MEDIUM	LOW	VERY LOW
ECONOMY				1	5
PEOPLE		4			
PUB. ADMIN		3	4	2	3
SOC. SETTING				1	2
ENVIRONMENT					3
% TOTAL	0%	25%	14.29%	14.29%	46.42%

HAZARD FIVE: STORM

Scenario: There is potential that an ex-tropical cyclone moves south through the Wheatbelt across Wyalkatchem resulting in 135km/h winds and torrential rain up to 200mm.

Findings: Twenty-seven impact statements were assessed for the Electricity Supply Disruption scenario, across the areas of Economy, People, Public Administration, Social Setting and Environment. The below figure illustrates the results. The bottom row shows what percentage of the risk statements were sorted into each risk category. For example, 59.26% of the risk statements were assigned a "High" level of risk. The numbers in the boxes show the number of risk assessments from each area that were assigned the corresponding risk category. For example, there were nine "Economy" category risk statements that were assigned a "High" level of risk.

	EXTREME	HIGH	MEDIUM	LOW	VERY LOW
ECONOMY		9			
PEOPLE		2	2		
PUB. ADMIN		4	3	1	
SOC. SETTING		1	1	2	
ENVIRONMENT				1	1
% TOTAL	0%	59.26%	22.22%	14.81%	3.71%

SECTION FOUR

EVACUATION

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EVACUATION

TABLE OF CONTENTS

EVACUATION

There is a possibility that during an emergency, circumstances may arise where there may be the need to totally or partially evacuate the population of an area due to risk.

The Shire of Wyalkatchem and its LEMC is dedicated to ensuring pre-emergency evacuation planning is carried out so that, if an emergency was to occur, the risks associated with evacuation can be mitigated.

The overall responsibility for a community evacuation rests with the Controlling Agency. The decision to evacuate rests with the Incident Controller who is appointed by the Hazard Management Agency or Controlling Agency.

When an evacuation is being considered, the Hazard Management Agency or Controlling Agency is to consult with the Shire of Wyalkatchem and the Department of Communities.

TYPES OF EVACUATION

Self-evacuation is the self-initiated, spontaneous movement of individuals, families or community groups when threatened by an emergency. The Controlling Agency should provide sufficient, timely and relevant information to the community to assist in them making an informed decision to self-evacuate.

A *controlled evacuation* is the managed movement of people from a threatened area to a place of safety. The decision to undertake a controlled evacuation will be made by the Controlling Agency or an Authorised Officer who will determine whether the evacuation will be recommended (voluntary) or directed (compulsory).

A *recommended evacuation* is a type of controlled evacuation where the Hazard Management Agency or Controlling Agency provides advice to community members that they evacuate, when the Incident Controller believes that is the best option. A recommended evacuation is made when there is a possible threat to lives/property but it is not believed to be imminent or significant.

A *directed evacuation* is a type of controlled evacuation where the Hazard Management Agency or Controlling Agency issues a direction for people and animals to evacuate/be evacuated, with which they are obliged to comply. This is most likely to occur when injury or loss of life in imminent.

THE FIVE STAGES OF EVACUATION

Decision › Warning › Withdrawal › Shelter › Return

Stage One: Decision - Is evacuation the best option?

Things to Consider: Legislative powers, risk management, resource requirements.

Reasons to/not to evacuate must be recorded.

Stage Two: Warning – Telling people of the need to go

Part of the LEMC's planning process is to identify available communication methods for public information.

Stage Three: Withdrawal – Getting people out

Self-evacuation, recommended evacuation or directed evacuation?

Controlling Agency should, as far as is practicable, ensure the security of the area that has been evacuated and of the remaining persons and property – assistance with this may be sought from WAPOL, local government and security and/or traffic management contractors.

Stage Four: Shelter – Where people can go and providing support

Where a Controlling Agency establishes one or more evacuation centres, they must take reasonable steps to ensure that evacuees are properly received and supported via welfare agencies and/or the local government. Department of Communities will coordinate the provision of welfare support for evacuated persons.

Stage Five: Return – Allowing people back and supporting their return

In most circumstances the return of the affected community is the responsibility of the Controlling Agency that determined the need for an evacuation in the first place. In instances where the impacts of a hazard have had lasting effects, the incident may have been handed over to a Recovery Coordinator and/or Recovery Committee at the State or Local level.

A relevant person will need to ensure that an appropriate assessment has been carried out to confirm that the area is safe and possible to return to. The return may be executed in stages as the operational plan should consider issues such as community safety, restoration of essential services and provision of welfare support services.

WYALKATCHEM EMERGENCY EVACUATION GUIDE

Shire Office: 08 9681 1166

Area Covered: Wyalkatchem Town Site

KEY ROADS

Goomalling-Merredin Road*
Koorda-Wyalkatchem Road
Tammin-Wyalkatchem Road
Wyalkatchem North Road
Cunderdin-Wyalkatchem Road

*The Goomalling-Merredin Road runs through Wyalkatchem. Travelling west along the road from Wyalkatchem takes you to Dowerin. Travelling east along the road from Wyalkatchem takes you to Trayning.

KEY CONTACTS

NAME	CONTACT	NAME	CONTACT
Shire Office	08 9681 1166	**DC Crisis Care A/H**	1800 199 008
Police Station	000	**Western Power**	13 13 51
SES	132 500	**Water Corp**	13 13 75
Fire and Rescue	000	**Hospital**	08 9692 1222
Ambulance	000	**Doctor**	08 9681 1140
Bushfire:	000	**CRC**	08 9681 1500

HMA/CONTROLLING AGENCY CHECKLIST

- o Alert Local Police
- o Alert DFES or WAPOL to activate State Alert Phone System
- o Advise media officer to employ information management tools – ABC radio, TV, etc.
- o Alert Department of Communities
- o Advise Special Needs Groups/Vulnerable People*
- o Employ support agencies and volunteers for evacuation planning

*Please refer to Contacts and Resources section for a list of VULNERABLE PEOPLE CONTACT GROUPS

EVACUATION/WELFARE CENTRES

EVACUATION/WELFARE CENTRES	CONTACT	MOBILE CONTACT	ALTERNATIVE MOBILE
Wyalkatchem Recreation Centre	08 9681 1166	0429 960 000	04527 811 166
Wyalkatchem Town Hall	08 9681 1166	0429 960 000	04527 811 166
Wyalkatchem Airport	08 9681 1166	0429 960 000	04527 811 166

EVACUATION TO OTHER LOCAL GOVERNMENT AREAS

Due to the size of the Wyalkatchem town site, all evacuation centres are in reasonably close proximity to one another. For this reason, the Shire of Wyalkatchem and its LEMC have planned for the instance in which evacuation to all centres is impossible. Agreements have been reached with five surrounding Shires for the provision of facilities to serve as evacuation centres if required.

Shire of Dowerin: 35kms travelling West along the Goomalling-Merredin Road

Alternative Route: Cemetery Road (joins Goomalling-Merredin Road)

FACILITY	CAPACITY	ADDRESS	CONTACT
Dowerin Rec Centre	Unknown	East St Dowerin	Shire 9631 1202 CEO 0429 311 202
Dowerin Town Hall	Unknown	Cottrell St Dowerin	Shire 9681 1202 CEO 0429 311 202

Shire of Koorda: 44kms travelling North along the Koorda-Wyalkatchem Road

Alternative Route: Wyalkatchem North Road until Cowcowing (joins Koorda-Wyalkatchem Road)

FACILITY	CAPACITY	ADDRESS	CONTACT
Koorda Recreation Centre	225/100	Cnr Scott and Allenby Streets, Koorda	CEO 0429 941 219
Koorda Memorial Hall	257	Cnr Allenby and Birdwood Streets, Koorda	CEO 0429 941 219

Shire of Tammin: 62kms travelling South along the Tammin-Wyalkatchem Road

Alternative Route: Cunderdin-Wyalkatchem Road and then Hobden Road, joining Tammin-Wyalkatchem Road

FACILITY	CAPACITY	ADDRESS	CONTACT
Tammin Town Hall	300	1 Doonan St Tammin	CEO 0458 351 008

Shire of Cunderdin: 63kms travelling South along the Cunderdin-Wyalkatchem Road

Alternative Route: Tammin-Wyalkatchem Road and then Hobden Road, joining Cunderdin-Wyalkatchem Road

FACILITY	CAPACITY	ADDRESS	CONTACT
Cunderdin Town Hall	200	Main Street, Cunderdin	CEO 0458 351 008
Cunderdin Recreation Centre	200	Lundy Ave, Cunderdin	CEO 0458 351 008
Meckering Sporting Club	Unknown	Great Eastern Highway, Meckering	CEO 0458 351 008
Cunderdin Golf Club	Unknown	Watt Street, Cunderdin	CEO 0458 351 008

Shire of Trayning: 44kms travelling East along the Goomalling-Merredin Road

Alternative Route: Goldfields Road then McNee Road, joining Goomalling-Merredin Road

FACILITY	CAPACITY	ADDRESS	CONTACT
Trayning Recreation Ground	Sleeps 100	Sutherland St, Trayning	Shire 9683 1001
Trayning Town Hall	Sitting 200	Cnr Twine and Railway St Trayning	Shire 9683 1001
Yelbeni Golf Club	Unknown	Links Road, Yelbeni	Shire 9683 1001
Kununoppin Recreation Ground	Sleeps 50	Goomalling-Merredin Road, Kununoppin	Shire 9683 1001

SPECIAL NEEDS GROUPS

A list of contacts to coordinate the contacting of Vulnerable People within the Shire is available VULNERABLE PEOPLE CONTACT GROUPS in the Contacts and Resources section. The corresponding group/business is responsible for maintaining and updating the individual lists for vulnerable people that they are responsible for.

EVACUATION OF ANIMALS

Assistance animals are welcomed at all welfare centres. For a list of evacuation locations for pets, please refer to the ANIMAL WELFARE within the Contacts and Resources section.

MAPS

Detailed maps showing key routes, location of evacuation centres and other required information are located at the Shire Administration Office. In addition, some maps have been included in the Emergency Management Handbook, which sits outside this LEMA document.

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SECTION FIVE

WELFARE

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WELFARE

LOCAL EMERGENCY MANAGEMENT PLAN FOR THE PROIVISION OF WELFARE SUPPORT

The Department of Communities has the role of managing welfare. The Shire of Wyalkatchem falls under the Merredin district of the Department of Communities. They have developed a Local Emergency Management Plan for the Provision of Welfare Support, which aims to prescribe the arrangements for the provision of welfare support services during emergencies. The plan is available from the Shire of Wyalkatchem and/or the Department of Communities. The plan contains private contact details of key personnel and is not for public distribution.

LOCAL WELFARE COORDINATOR

The Local Welfare Coordinator for the Shire of Wyalkatchem is the Team Leader from the Merredin Department of Communities Office. Their contact details can be found in the Contacts and Resources section.

LOCAL WELFARE LIAISON OFFICER

The Local Welfare Liaison Officer is appointed by the local government to coordinate welfare response during emergencies and to liaise with the Local Welfare Coordinator. This role will provide assistance to the Local Welfare Coordinator, including the management of emergency evacuation centres such as building opening, closing, security and maintenance.

The Shire of Wyalkatchem appointed Local Welfare Liaison officer is Rachel Nightingale.

REGISTER.FIND.REUNITE

Where a large scale emergency occurs and people are evacuated or become displaced, one of the areas Department of Communities has responsibility for is recording who has been displaced and placing the information onto a National Register. This allows friends and relatives to locate each other. The Department of Communities has an arrangement in place with the Red Cross to assist with the registration process.

WELFARE CENTRES

The Local Government may choose to manage a Welfare Centre however the Department of Communities has a team available for this purpose. It is the responsibility of the Hazard Management Agency, in consultation with the Local Emergency Coordinator, to request assistance with the Department of Communities. In the event Department of Communities assume control of one or more evacuation centres, the Shire of Wyalkatchem will have representation at each of the centres to provide support to the Department, including centres opened in neighbouring communities.

EVACUATION/WELFARE CENTRES

EVACUATION/WELFARE CENTRES	CONTACT	MOBILE CONTACT	ALTERNATIVE MOBILE
Wyalkatchem Recreation Centre	08 9681 1166	0429 960 000	0427 811 166
Wyalkatchem Town Hall	08 9681 1166	0429 960 000	0427 811 166
Wyalkatchem Airport	08 9681 1166	0429 960 000	0427 811 166

Functional areas of Welfare Coordination include;

- Emergency Accommodation
- Emergency Catering
- Emergency clothing and personal requisites
- Personal support services
- Registration and reunification
- Financial assistance

Opening and Coordination of Welfare Evacuation Centres

The Department of Communities (Communities) has legislated responsibility under WA Emergency Management Arrangements for the coordination and provision of services to evacuated community members during and after an emergency/disaster.

In many cases this will require the opening of a Welfare Evacuation Centre (Evacuation Centre) to provide evacuees with a safe place to relocate to, until they are able to return home or find alternative safe places.

There is a provision under WA Emergency Management Arrangements for the Local Government in the area affected by the emergency/disaster to take the lead role in the coordination and operation of the Evacuation Centre, until such time as Communities are able to arrive at the centre and assume responsibility for coordination and service provision.

When the Local Recovery Coordinator has established a need for an Evacuation Centre to be open, Communities are to be contacted immediately for consultation and approval on 0418 943 835.

Local government staff or LEMC members may be asked to open a Welfare Centre and manage it until Department of Communities staff arrive. A Guide and Checklist has been provided by the Department of Communities to assist with process. This guide is provided in Emergency Management Handbook.

The LG staff or LEMC members will provide a handover to Communities staff on their arrival at the Evacuation Centre. Communities may require assistance with coordinating of tasks, such as provision of food etc.

The Shire of Wyalkatchem has reached agreements with food provision services in town for the after-hours supply of food and drinks in the event of an emergency. Please refer to the Catering and Meals within the Contacts and Resources section for contact details.

SHIRE EMERGENCY ACTIVATION KITS

Two Emergency Activation kits have been prepared, which contains a number of resources and forms required for the operation of an evacuation centre. The kits are located at the following venues:

- Shire of Wyalkatchem Administration Office
- Recreation Centre

A copy of this LEMA and Emergency Handbook are included in the Activation Kits in both hardcopy and electronic copy (on USB).

SECTION SIX

RECOVERY

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The Shire of Wyalkatchem

Recovery Plan

Recovery Coordinator: Chief Executive Officer

                                              Shire of Wyalkatchem

                                              0427 811 1166

Deputy Recovery Coordinator: Works Manager

                                              Shire of Wyalkatchem

                                              0427 431 075

Endorsed at LEMC: 27 March 2019

Endorsed at Council: 18 April 2019, OMC (43/2019)

RECOVERY PLAN

SECTION ONE: INTRODUCTION

<u>Recovery</u>

The Shire of Wyalkatchem Local Recovery Plan has been prepared by the Shire of Wyalkatchem Local Emergency Management Committee to reflect the operation capacity of the Shire and to address the Shire's legislative responsibility under Section 36(b) and Section 41(4) of the Emergency Management Act 2005 and the Emergency Management Regulations 2006.

This recovery plan forms part of the Shire of Wyalkatchem's Local Emergency Management Arrangements (LEMA).

<u>Authority</u>

The local recovery plan has been prepared in accordance with the requirements of the Emergency Management Act 2005 [s.41 (4)] and State Emergency Management Policy Chapter 6, Westplan Recovery Coordination.

<u>Objectives:</u>

The objectives of this plan are to:

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

<u>Scope:</u>

The scope of this recovery plan is limited to the boundaries of the Shire of Wyalkatchem. It details general recovery arrangements for the community and does not in any way detail how individual organisations will conduct recovery activities within their core business areas.

SECTION TWO: ROLES AND RESPONSIBILITIES

Local Recovery Coordinator:

The Local Recovery Coordinator (LRC) is responsible for the development and implementation of the recovery management and arrangements for the local government.

In accordance with Section 41(4) of the *Emergency Management Act 2015,* the Shire of Wyalkatchem has appointed the Chief Executive Officer as their Local Recovery Coordinator.

The LRC will ensure a Local Recovery Plan is established, liaise with the Controlling Agency (including attending Incident Support Group [ISG] and Operational Area Support Group [OSAG] meetings) and in consultation with the Shire President and other key personnel, will determine whether a Local Recovery Coordination Group (LRCG) is required to be convened.

The above can be read in conjunction with the Aide Memoire – Local Recovery Coordinator local level recovery arrangements provided by the State Emergency Management Committee. - APPENDIX 6B: AIDE MEMOIRE LOCAL RECOVERY COORDINATOR

Local Recovery Coordination Group:

If convened, the role of the LRCG is to coordinate and support local management of the recovery process within the community. Depending on the scale and type of event, the LRCG may form subcommittees with specific responsibilities, each reporting to the LRCG. The makeup of the LRCG or any respective subcommittees will be determined by the scale of the event, and will change over time.

Controlling Agency/Hazard Management Agency:

The Controlling Agency (CA) or Hazard Management Agency (HMA) with the responsibility for the response to an emergency will initiate recovery activities during the response to that emergency.

State Recovery Coordinator:

In conjunction with the local government/s, the State Recovery Coordinator (SRC) is to consider the level of state involvement required, based on a number of factors pertaining to the impact of the emergency. Critical factors in determining this are likely to include the capacity of the local government/s to manage recovery, the number of local governments affected and the complexity and length of recovery.

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SECTION THREE: TRANSITION FROM RESPONSE TO RECOVERY

Local Recovery Coordinator:

The immediate involvement of the Local Recovery Coordinator (LRC) in any Incident Support Group (ISG) will ensure that recovery starts while response activities are still in progress, and key decisions taken during the response phase are able to be influenced with a view to recovery.   The LRC may also attend the Incident Management Team (IMT) as an observer for further situational awareness.

The LRC shall:

- Align response and recovery priorities
- Connect with key agencies
- Understand key impacts and tasks. Have input into the development of the Impact Assessment form that will be used when the incident is transferred from response to recovery.
- Identify recovery requirements and priorities as early as possible.
- Establish Local Recovery Committee, and any sub committees as required.

The Controlling Agency:

The Controlling Agency with responsibility for the response to an emergency will initiate recovery activity during the response to that emergency. To facilitate recovery it will;

- Liaise with the local recovery coordinator and include them in the incident management arrangements including the ISG or Operational Area Support Group.
- Undertake an initial impact assessment for the emergency and provide that assessment to the local recovery coordinator and the State recovery coordinator
- Coordinate completion of the CIA, prior to cessation of the response, in accordance with the approved procedure (State EM Recovery Procedure 4) and in consultation with the ISG, the affected local government/s and the state recovery coordinator.
- Provide risk management advice to the affected community.
- Complete an Impact Statement.

Local Recovery Coordination Group:

If requires, the LRC shall convene a LRCG which shall consist of, as a guide, the following:

- Local Recovery Coordinator
- Shire President
- Department of Communities representative
- CA/HMA Representative (where applicable)
- WA Police Representative
- Shire of Wyalkatchem administration support (Governance Executive Officer)
- Other persons, organisation and State Agencies as required

Where required, the LRC shall form a Local Recovery Coordination Group which shall consist of, as a guide, the following:

Core Recovery Group:

(Function – recovery planning, activation of plan, support Local recovery coordinator to manage the recovery process. The core group is usually made up of local government elected members and administration staff)

Position	Primary	Alternate
Chair	e.g. President (name)	Deputy President
Local Recovery coordinator	CEO	
Deputy Recovery coordinator	Manager of Works	
Administrative support	Governance Executive Officer	Manager Corporate Services
Communications officer	Finance & Administration Officer	Manager Corporate Services

Co-opted members:

(Function – these members would be co-opted as required to provide agency specific or expert advice and resources to assist the recovery process.

Hazard Management Agency or controlling Agency	DFES, Police
Essential services	Telstra, Water Corp, Main Roads, Western Power
Welfare agencies	DCP, Red Cross, Salvation Army, local welfare services
Financial services	Centre link, Development commissions, Insurance providers, Chamber of Commerce
Dept of Health	
Dept of Education	
Dept of Transport	
Dept of Food and Agriculture	
Dept of Parks and Wildlife	
WA Police	
St John Ambulance	
Community Groups or representatives.	Rotary Club, Lions Club, CWA
CALD group representatives	
Non-Government Organisations	

Subcommittees:

(Function – sub committees may be formed to assist the recovery process by considering specific priority areas)

Core priority areas that may require the formation of a subcommittee include;

- Finance Subcommittee
- Infrastructure Subcommittee
- Community Subcommittee
- Environmental Subcommittee

Please refer to APPENDIX 6A: SUB COMMITTEES – OBJECTIVES for objectives and Terms of Reference for these four subcommittees should they need to be activated quickly.

Priorities for Recovery:

Disasters can deeply impact lives and livelihoods. Working with communities recovering from disasters is complex and challenging. These principles are a way to guide out efforts, approach, our planning and our decision-making.

Disaster recovery is art of emergency management, which includes the boarder components of prevention, preparedness and response. Planning for recovery is integral to emergency preparation and mitigation actions may often be initiated as art of recovery.

Disaster recovery includes built, environment and economic elements, all contributing to individual and social wellbeing.

The Shire of Wyalkatchem a lines its Priorities for Recovery to the National Principals for Disaster Recovery.

Subcommittees:

The relationship between the principals

While all the principals are equally critical to ensure effective recovery, understanding the local and broader content and recognising complexity is foundational.

Understand the CONTEXT	Successful recovery is based on an understanding of the community context, with each community having its own history, values and dynamics.
Recognise COMPLEXITY	Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.
Use COMMUNITY-LED approaches	Successful recovery is community-centred, responsive and flexible, engaging with community and supporting them to move forward.
COORDINATE all activities	Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and need.
COMMUNICATE effectively	Successful recovery is built on effective communication between the affected community and other partners.
Recognise and Build CAPACITY	Successful recovery recognises supports and builds on individual, community and organisational capacity and resilience.

As part of the ERM process the community determined the following priorities for Recovery in order from most important:

- 1. Hospitals/Medical Centres
- 2. Utilities (Power, Water, Sewerage, Gas, Phone, etc…)
- 3. Emergency & Evacuation Centres
- 4. Communication Systems
- 5. Drainage
- 6. Residential Buildings
- 7. Roads & Rail Systems
- 8. Commercial Facilities
- 9. Financial Facilities
- 10. Schools/Childcare Facilities
- 11. Radio/Television Stations
- 12. Administration/Government Centres
- 13. Livestock/Orchards/Crops
- 14. Industrial Facilities
- 15. Cultural and Religious Facilities (Places of Worship)
- 16. Public and Recreational Facilities

<u>Assessment and Operational Recovery Planning:</u>

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

Depending upon the extent of the restoration and reconstruction required, the Local Recovery Coordinator and Local Recovery Coordinating Group should develop a specific Operational Recovery Management Plan setting out the recovery process to be implemented. For an Operational Recovery Plan template refer to Emergency Management Handbook.

PART FOUR: RESOURCES

<u>Recovery Resources:</u>

The Local Recovery Coordinator for the Shire of Wyalkatchem is responsible for determining the resources required for recovery activities in consultation with the Controlling Agency/Hazard Management Agency and Support Organisations.

The Shire of Wyalkatchem resources are identified in the Contacts and Resources Register. The Local Recovery Coordinator (LRC) is responsible for coordinating the effective provision of activities, resources and services for the Shire of Wyalkatchem should an emergency occur.

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

Centre Name	Address	Capacity and available resources	Contacts.
Shire of Wyalkatchem Administration Building	27 Flint Street Wyalkatchem	CAPACITY Wi-Fi, computers, phones, projector	08 9681 1166
Wyalkatchem Community Resource Centre	Railway Terrace Wyalkatchem	CAPACITY Wi-Fi, computers, teleconferencing	08 9681 1500

<u>Financial Arrangements:</u>

The primary responsibility for safeguarding and restoring public and private assets affected by an emergency rests with the asset owner, who needs to understand the level of risk and have appropriate mitigation strategies in place.
Through the Disaster Recovery Funding Arrangements (DFRA), the State Government provides a range of relief measures to assist communities in recovering from an eligible natural event. The Shire of Wyalkatchem will make claims for recovery activities where they are deemed eligible under DFRA.

More information regarding DRFA is available from the State Emergency Management Committee web page - link - https://semc.wa.gov.au/

DFES, as the State Administrator, may activate DRFA for an eligible event if the estimated cost to the State of eligible measures is anticipated to exceed the Small Disaster Criterion (currently set at $240,000).

Wherever possible, State Government resource and services will be provided in accordance with a public authority's existing statutory and contractual responsibilities, policies or plans.
Any recommendations for the implementation of assistance measures outside existing policies must be submitted to the Premier for consideration.

Financial Preparation:

The Shire of Wyalkatchem will take the following actions to ensure they are prepared financially to undertake recovery activities should the need arise. These actions include:

- Understanding and treating risks to the community through an appropriate risk management process;

- Ensuring assets are recorded, maintained and adequately insured where possible;

- Establishing a cash reserve for the purpose where it is considered appropriate for the level of risk;

- Understanding the use of section 6.8(1) (b) or (c) of the Local Government Act 1995. Under this section, expenditure not included in the annual budget can be authorised in advance by an absolute majority decision of the Council, or by the mayor or president in an emergency and then reported to the next ordinary meeting of the Council;

- Understanding the use of section 6.11(2) of the Local Government Act 1995 to utilise a cash reserve established for another purpose, subject to one month's public notice being given of the use for another purpose. Local Government Financial Management Regulations 1996 – regulation 18(a) provides and exemption for giving local public notice to change the use of money in a reserve where the mayor or president has authorised expenditure in an emergency. This would still require a formal decision of the Council before money can be accessed.

- Understanding the use of section 6.20(2) of the Local Government Act 1995 to borrow funds, subject to one month's local public notice of the proposal and exercising of the power to borrow by an absolute majority decision of the Council;

- Ensuring an understanding of the types of assistance that may be available under the Disaster Recovery Funding Arrangements (DRFA), and what may be required of local government in order to gain access to this potential assistance.

- Understanding the need to manage cash flow requirements by making use of the option of submitting progressive claims for reimbursement from DRFA, or Main Roads WA.

<u>Managing Donations:</u>

Organisations wishing to establish public appeals for cash donations should use the Lord Mayors Distress Relief Fund managed by the City of Perth, as detailed in the State EM Recovery Procedure1– Management of Public Fundraising and donations. NOTE: Appeals for donations of physical items such as food and furniture should be discouraged unless specifically requested by the Local Recovery Coordination Group. In all instances cash donations should be encouraged with prospective donors directed to the Lord Mayor's Distress Relief Fund.

Please refer to Emergency Management Handbook for an example of a Media Release in regards to donations.

PART FIVE: ROLES AND RESPONSIBILITIES

Local Recovery Coordinator

The Local Recovery Coordinator (LRC) is responsible for the development and implementation of the recovery management arrangements for the local government.

The Shire of Wyalkatchem has appointed officers and key personnel to lead the community recovery process in accordance with the requirements of the Emergency Management Act, Section 41(4). The Shire of Wyalkatchem may appoint more than one person to the position of LRC By appointing and training more than one person to undertake the role of the LRC, coverage is assured in the event the primary appointee is unavailable when an emergency occurs.

Role

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

Functions

- Ensure the Local recovery Plan is established;
- Liaise with the Controlling Agency, including attending the Incident Support Group and Operations Area Support Group meetings;
- Assess the community recovery requirements for each event, in conjunction with the HMA, Local Emergency Coordinator (LEC) and other responsible agencies;
- Provide advice to the Mayor/Shire President and Chief Executive Officer (CEO) on the requirement to convene the Local Recovery Coordination Group (LRCG) and provide advice to the LRCG if convened;
- Ensure the functions of the Executive Officer are undertaken for the LRCG;
- Assess for the LRCG requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate;
- Determine the resources required for the recovery process in consultation with the LRCG;
- Coordinate local level recovery activities for a particular event, in accordance with plans and strategies determined by the LRCG;
- Monitor the progress of recovery and provide periodic reports to the LRCG and the State Recovery Coordinating Group (SRCG) if established;
- Liaise with the SRC on issues where State level support is required or where there are problems encountered with services from government agencies locally;
- Facilitate the acquisition and appropriate application of the resources necessary to ensure an effective recovery program;
- Ensure the recovery activities are consistent with the principles of community engagement;
- Arrange for the conduct of an operational debriefing of all participating agencies and organisations as soon as possible after cessation of the recovery arrangements;
- Arrange for an evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency.

<u>Local Recovery Coordination Group (LRCG)</u>

The LRCG is responsible for the overall coordination of community recovery following an emergency event. The LRCG may, depending upon the scale and type of event, form subcommittees with specific responsibilities each reporting to the LRCG. The makeup of the LRCG or any respective subcommittees will be determined by the scale of the event. The LRCG and subcommittees will change over time.

Role

The role of the Local Recovery Coordinating Group (LRCG) is to coordinate and support local management of the recovery process within the community.

Functions

- Establishing subcommittees as required;
- Assessing requirements based on the impact assessment, for recovery activities relating to the social, built, economic and natural wellbeing of the community with the assistance of the responsible agencies where appropriate;
- Developing an operational plan for the coordination of the recovery process for the event that:
  - takes account of the local government long term planning goals;
  - includes an assessment of the recovery needs and determines which recovery functions are still required;
  - develops a timetable and identifies responsibilities for completing the major activities;
  - considers the needs of youth, the aged, the disabled and culturally and linguistically diverse (CALD) people;
  - allows full community participation and access; and
  - allows for the monitoring of the progress of recovery.
- Overseeing the delivery of projects that support social, built, economic and natural environments of recovery to ensure they are community owned and targeted to best support the recovery of affected communities;
- Facilitating the provision of services, public information, information exchange and resource acquisition;
- Providing advice to the State and Local Government/s to ensure recovery programs and services meet the needs of the community;
- Negotiating the most effective use of available resources including the support of State and Commonwealth agencies;
- Monitoring the progress of recovery, and receiving periodic reports from recovery agencies;
- Ensuring a coordinated multi-agency approach to community recovery by:
- Providing central point of communication and coordination for the actions of a wide range of recovery-related services and projects being progressed outside the direct control of the committee;
- Making appropriate recommendations, based on lessons learned to the LEMC to improve the community's recovery preparedness.

Reference should be made to the State EM Local Recovery Guidelines and the Australian Emergency Management Handbook 2 "Community Recovery" for details on the principles, and methodologies for effective recovery management which may assist the local recovery coordination group.

Controlling Agency Hazard Management Agency

The Controlling Agency/ HMA with the responsibility for the response to an emergency will initiate recovery activity during the response to that emergency. To facilitate recovery, the Controlling Agency/ HMA will:

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

State Recovery Coordinator

In conjunction with the local government/s, the State Recovery Coordinator is to consider the level of state involvement required, based on a number of factors pertaining to the impact of the emergency. For a list of criteria to be considered as triggers for escalation, refer to Appendix G of the State EM Plan. The capacity of the local government to manage the recovery, the number of local governments affected, and the complexity and length of the recovery are likely to be critical factors.
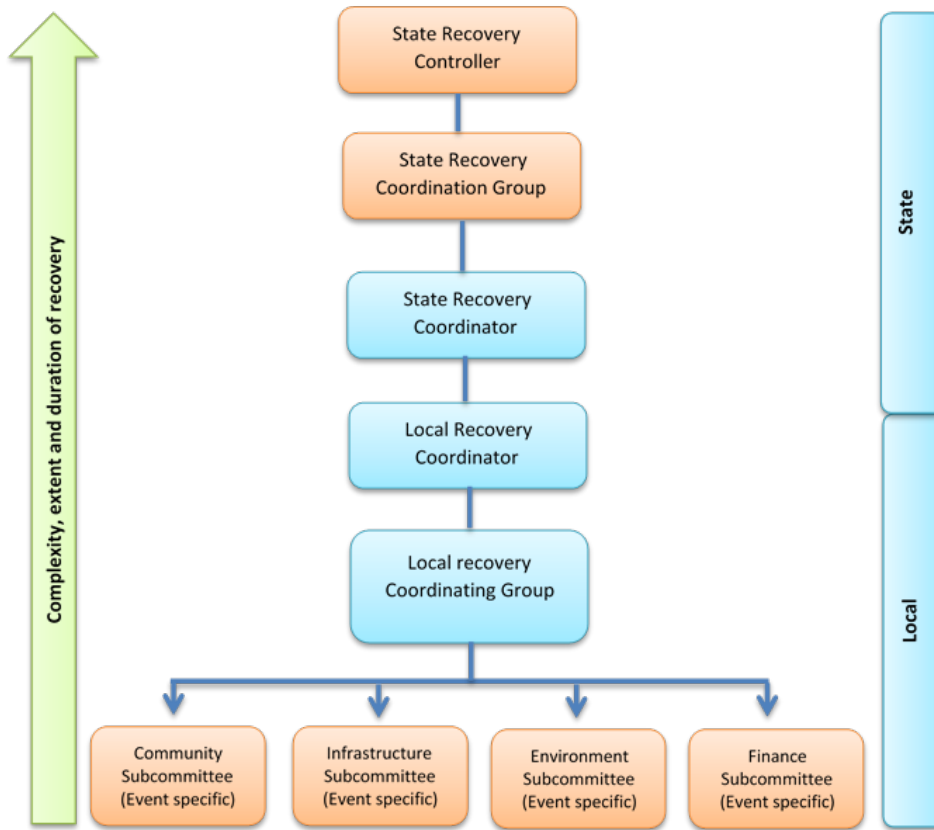
PART SIX: The National Principles for Disaster Recovery

The National principles for Disaster Recovery (AIDR Community Recovery Handbook 2, 2018), are guidelines of good practice and should underpin planning and operations within local emergency management frameworks.

Successful recovery relies on:

- understanding the context.
- recognising complexity.
- using community-led approaches.
- ensuring coordination of all activities.
- employing effective communication.
- acknowledging and building capacity.

Understanding the context

Successful recovery is based on an understanding of the community context. Recovery should:

- appreciate the risks faced by communities;
- acknowledge existing strengths and capacity, including past experiences;
- be culturally sensitive and free from discrimination;
- recognise and respect differences; and
- support those who may be more vulnerable; such as people with disabilities, the elderly, children and those directly affected

Recognising complexity – successful recovery acknowledges the complex and dynamic nature of emergencies and communities.

Using community-led approaches - successful recovery is responsive and flexible, engaging communities and empowering them to move forward.

Ensuring co-ordination of all activities - successful recovery requires a planned, coordinated and adaptive approach based on continuing assessment of impacts and needs. Recovery should:

Employing effective communication - successful recovery is built on effective communication with affected communities and other stakeholders.

Acknowledging and building capacity - successful recovery recognizes, supports and builds on community, individual and organizational capacity.

The complete National Principles for Disaster recovery can be found at https://knowledge.aidr.org.au/resources/national-principles-disaster-recovery

In addition, resources and information on the National Principles for Disaster Recovery are included in the Emergency Management Handbook.

PART SEVEN: ACTIONS AND STRATEGIES

To assist the Local Recovery Coordinator and the Local Recovery Coordinating Group a listing of recovery activities that may be undertaken together with suggested strategies has been provided. The list is not exhaustive, but meant as a prompt to initiate discussion and planning.

Activities:

- One Stop Shop
- Short Term Accommodation
- Counselling
- Establish and managing emergency financial relief schemes
- Surveying and assessing the damage to public and private property
- Repairing and/or replacing public utilities, services and assets
- Assisting with the repair or replacement of private property
- Initiating programs to stimulate community morale and economic growth
- Managing environmental rehabilitation programs
- Coordinating recovery and research agencies
- Revision of Land Use/ Planning schemes

Strategies:

Community Involvement Strategies

- Maximise the use of local resources, groups and individuals
- Promote prior community awareness and education
- Involve people in their own and their community recovery
- Maintain continuous liaison between emergency teams, volunteer groups and community organisations
- Create opportunities for local decision making
- Ensure self-determination in restoration planning
- Maintain a co-operative relationship between volunteers and imported specialists
- Use local suppliers
- Empower the community as quickly as possible

Recovery Information Strategies

- Provide regular updates on –
- current state & extent of the disaster,
- actual and proposed official response
- desired community response
- advice to isolated families
- Ensure everybody has an understanding of the situation and the opportunity for personal counselling
- Provide for advocacy by agencies and organisations
- Information may be made available to the public using a combination of the methods such as;
- One Stop Shop

- Door Knocks
- Out Reach Programs
- Information Sheets and or/ Community Newsletters

Recovery Assistance Strategies

- Provide for special needs of aged, ethnic, children etc
- Make food, shelter, clothing, health and emergency finance available immediately.
- Deliver services in a simple & caring manner with minimal disruption to existing processes
- Ensure welfare centre cater for privacy and individual care
- Ensure emergency workers receive ongoing support, debriefing, relief and rest
- Maximise financial aid and minimise material aid

Accountability Strategies

- Ensure the affected community is involved in the allocation and distribution of material and financial resources
- Assist the community in ensuring there is accountability in the use of resources

Strategies for Grants, Loans and Gifts

- Ensure there is community involvement in determining criteria
- Communicate entitlement criteria for financial support & grants immediately
- Alterations to criteria must be communicated clearly to the community
- Consider non-English speaking groups in designing information for grants
- Maintain confidentiality

Strategies to Maintain Family Cohesion

- Keep families together during evacuation and resettlement
- Ensure all policies and processes support the family's ability to recover

Committee	Objectives
Community (or Social) Subcommittee Objectives	- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event - To facilitate understanding on the needs of the impacted community in relation to community wellbeing - To assess and recommend priority areas, projects, and events to assist with the recovery process in the immediate and short-term regarding the restoration and strengthening of community wellbeing - To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration and strengthening of community wellbeing - To ensure the affected community is informed and involved in the recovery processes so actions and programs match their needs.
Environment (or Natural) Subcommittee Objectives	- To provide advice and guidance to assist in the restoration of the natural environment post the event - To facilitate understanding of the needs of the impacted community in relation to environmental restoration - To assess and recommend priority areas, projects and community education to assist with the recovery process in the immediate and short-term regarding the restoration of the environment including weed management and impacts on wildlife - To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration of the natural environment in the medium to long term.
Infrastructure (or Built) Subcommittee Objectives	- Assist in assessing requirements for the restoration of services and facilities in conjunction with the responsible agencies where appropriate - To provide advice and assist in the coordination of the restoration of infrastructure assets and essential services damaged or destroyed during the emergency - To assess and recommend priority infrastructure projects to assist with the recovery process in the immediate and short, medium and long term.
Finance (or Economic) Subcommittee	To make recommendations to the Lord Mayor's Distress Relief Fund (LMDRF) on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship as a result of the event. - The development of eligibility criteria and procedures by which payments from the LMDRF will be made to affected individuals which: - ensure the principles of equity, fairness, simplicity and transparency apply - ensure the procedures developed are straightforward and not onerous to individuals seeking assistance - recognise the extent of loss suffered by individuals - complement other forms of relief and assistance provided by government and the private sector;

73	○ recognise immediate, short, medium and longer term needs of affected individuals ○ ensure the privacy of individuals is protected at all times. - Facilitate the disbursement of financial donations from the corporate sector to affected individuals, where practical. To make recommendations to the Lord Mayor's Distress Relief Fund (LMDRF) on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship as a result of the event.

Government of **Western Australia**
State Emergency Management Committee

AIDE MEMOIRE
LOCAL RECOVERY COORDINATOR
LOCAL-LEVEL RECOVERY ARRANGEMENTS

Additional information on the Local Recovery Coordinator can be found in the EM Act, Section 41(4); State EM Policy/Plan, Section 6; and State EM Local Recovery Guidelines

Nomination and role of a Local Recovery Coordinator
Local governments are to nominate a suitably skilled Local Recovery Coordinator (LRC) in their Local Emergency Management Arrangements. More than one person should be appointed and trained in case the primary LRC is unavailable during an event. The LRC is responsible for the development and implementation of recovery arrangements, including:

- **consideration of potential membership of the Local Recovery Coordination Group (LRCG) prior to an event occurring**
- preparation, maintenance and testing of the Local Recovery Plan in conjunction with the local government for endorsement by the Council of the Local Government
- coordination and promotion of community awareness of the recovery arrangements
- community engagement in recovery arrangements and increasing community involvement in recovery preparedness, awareness and resilience.

Local Recovery Coordinator functions during Response
- liaise with the HMA/Controlling Agency (CA) and District Advisor (DA), and attend (or nominate a Local Government Liaison Officer or CEO) the Incident Support Group and/or Operations Area Support Group meetings
- advise Mayor, Shire President and Chief Executive Officer on the requirement to convene the LRCG, including suggested membership that is event specific
- meet with agencies involved with recovery operations to determine actions
- ensure receipt of Initial Impact Assessment from CA
- determine the level of State involvement in the recovery effort, in conjunction with the local government, LRCG and State Recovery Coordinator (SRC)
- **coordinate local recovery arrangements in conjunction with the LRCG, CA, Local Emergency Coordinator and other responsible agencies, if applicable.**

Local Recovery Coordinator functions during Recovery
- In consultation with the DA, assess the LRCG requirements and resources for the restoration of services and facilities planned with assistance of responsible agencies
- monitor the progress of recovery and provide periodic reports to LRCG that includes: fatigue management (self/others); and communications are accurate, timely and planned

- in conjunction with the local government, ensure that any State-level recovery coordination operates only to ensure that the affected community has equitable and appropriate access to available resources
- ensure recovery projects that support the social, built, economic and natural recovery environments are community-led and targeted to best support affected communities
- provide a central point of communication and coordination for the wide range of recovery related services and projects being progressed outside of the LRCG
- make appropriate recommendations, based on lessons learnt, to the Local Emergency Management Committee to improve the community's recovery preparedness.
- arrange for the conduct of an operational debriefing of all participating agencies and organisations as soon as possible after cessation of the recovery arrangements
- arrange for an evaluation of the effectiveness of the recovery activities in relation to the Local Recovery Plan, which should be reviewed within 12 months of the emergency
- ensure the Local Recovery Plan is practical and easily accessible by community/public.

Local Recovery Coordination Group – role and functions

The LRCG is the strategic decision-making body for recovery. Key functions are:

- assess impact of event and coordinate activities to rebuild, restore and rehabilitate the social, built, economic, natural and psychosocial wellbeing of the affected community
- ensure inclusion and recovery issues of special needs people/groups are addressed
- if the Disaster Recovery Funding Arrangements – WA (DRFA-WA) have been activated for the event: ensure an assessment of damage is undertaken; and be aware of process requirements for eligible assistance measures (contact DRFA-WA officers for advice)
- manage offers of assistance, including volunteers, services and donated money.
- if the Lord Mayor's Distress and Relief Fund (LMDRF) is activated, consult with the City of Perth regarding the eligible criteria and procedures by which LMDRF payments will be made to affected individuals, as the process *commences* through the local government
- assume administrative tasks: agenda, minutes, reports, finances, recordkeeping, etc.
- coordinate with CA on completion of the Comprehensive Impact Assessment
- assess recovery requirements, based on the impact assessment/s, within the four environments: social (including psychosocial), built, economic and natural
- establish LRCG subcommittees, across the four environments: social (community), built (infrastructure), economic and natural (environment) subcommittees, or as required
- for extensive reconstruction work, develop an event specific Operational Recovery Plan that includes: timeframes, responsibilities, completing major activities, full community participation and access, and considers the longer-term recovery needs and requirements
- negotiate and facilitate the provision of services, public information, information exchange and resource acquisition
- monitor the progress of recovery, and receive periodic reports from recovery agencies.

Alignment with the national principles for disaster recovery

Ensure recovery activities are consistent with the national principles for disaster recovery:

- understand the **context**
- recognise **complexity**
- use **community-led** approaches
- **coordinate** all activities
- **communicate** effectively
- recognise and build **capacity**

Effective recovery communication and community engagement

A "*Checklist for the LRC and LRCG*" which includes information on communicating in recovery and community engagement can be found in Attachment A.

For further information on the Aide Memoire, refer to the:
State EM Local Recovery Guidelines, Part 3 "Managing Recovery", **found on the SEMC website:**
https://www.semc.wa.gov.au/Documents/Resources/LegislationPolicyPlansProcedureandGuidelines/Guidelines/LocalRecoveryGuideline.pdf

LOCAL RECOVERY COORDINATOR/COORDINATION GROUP CHECKLIST
(Please note timeframes are a guide only and the listing is not exhaustive)

Task Description	Complete
Within 12-24 hours	
Contact and alert key local/agency contacts, including Incident Controller and DA.	
Liaise with Controlling Agency (CA) and participate (or nominate the Local Government Liaison Officer or CEO) in the Incident Support Group and/or Operations Area Support Group.	
Identify special needs and vulnerable people such as: youth, the aged, the disabled, Aboriginal people, culturally and linguistically diverse (CaLD) people, and isolated and transient people.	
Consider fatigue management for self and recovery staff (contact EM agencies for advice/support)	
Consider what support is required, such as resources to maintain records of events and actions.	
Brief media on the recovery, ensuring accurate and consistent messaging (use the local government's media arrangements, or seek advice and support from recovery agencies).	
Within 48 hours	
LRC to ensure receipt of the initial impact assessment from the CA.	
LRC and local government to determine the need to convene a LRCG and brief members.	
In conjunction with the State Recovery Coordinator, the LRC and local government are to participate in the determination of the level of State involvement in the recovery effort.	
Meet with agencies involved with recovery operations to determine priority actions.	
Develop and implement an event specific Communication Plan, including public information, appointment of a spokesperson and the local government's internal communication processes.	
Manage offers of assistance, volunteers and donated money. Liaise with the City of Perth's Lord Mayor's Distress and Relief Fund (LMDRF), if activated, on eligible criteria and procedures for payments to affected individuals. The procedures commence through the local government. Refer to the *State EM Local Recovery Guidelines*, *Appendix Seven* for the criteria and procedures.	
Activate outreach program to meet immediate needs and determine ongoing needs. Consider the need for specialist counselling, material aid, accommodation, financial assistance and social, recreational and domestic facilities (liaise with the Department of Communities).	
Report on likely costs and impact of recovery activities and establish a system for recording all recovery expenditure (such as keeping all receipts and providing timesheets for paid labour).	
Consider setting up a call centre with prepared responses for frequently asked questions (FAQ). Place the collated FAQs on the local government's website or link for the disaster event, and/or printed materials, as appropriate (choose suitable medium/s for various audiences).	
Within 1 week	
Participate in consultation for completion of Comprehensive Impact Assessment by the CA.	
Establish LRCG subcommittees, if needed, based on the 4 environments: social, built, economic and natural, and determine functions and membership. Refer to the *State EM Local Recovery Guidelines*, *Appendix Seven: Sample Recovery Subcommittee Role Statements.*	
Depending on extent of the damage, the LRC and LRCG should develop an Operational Recovery Plan which determines the objectives, recovery requirements, governance arrangements, resources and priorities that is specific to the event. Refer to the *State EM Local Recovery Guidelines, Appendix Six: Operational Recovery Plan Template.*	
If the event has been proclaimed an eligible natural disaster under the Disaster Recovery Funding Arrangements – WA, be aware of process requirements for eligible assistance measures.	
Liaise with DA and recovery agencies to coordinate local management of recovery process.	

Task Description	Complete
Within 1 to 12 months (or longer-term recovery) cont.	
Promote community engagement in recovery planning including involvement in the development of the Local Recovery Plan, which may also improve confidence in recovery and generate a sense of ownership for the Plan, as well as increasing recovery awareness.	
Ensure the completed Local Recovery Plan clearly identifies recovery and operational arrangements such as: any agreements made between local governments or emergency management; roles; responsibilities; and records of all recovery expenditure and resources used.	
Determine longer-term recovery strategies that include psychosocial support.	
Debrief recovery agencies and staff.	
Implement transitioning to mainstream services in consultation with the local government or the State Recovery Coordinator, if applicable.	
Evaluate effectiveness of recovery within 12 months of the emergency, including: • lessons identified and implementation of projects/plans/training to address the lessons • developing recovery strategies/programs/training and education, in consultation with the community, that strengthens community preparedness and resilience for future events.	
Recovery communication and community engagement – throughout the recovery effort	
Effective recovery communication addresses, at a minimum: • the how: community meetings, printed materials, noticeboards, websites, social media, etc. • the who: wide variety of groups, including special needs groups • the what: what has happened, what are the issues, what services/information are available • the where: provide information any place where people spontaneously/normally congregate.	
Set-up relief, recovery centres/one stop shops, that provide the community access to all recovery services for the short, medium or long term. These services provide the opportunity for face-to-face information and resources, as well as a central repository for up-to-date local, community and agency specific information, outreach programs, etc.	
Arrange community initiatives, or accommodate and support community-led initiatives, such as: • community information forums, or neighbourhood or community meetings which can include congregations of sporting, spiritual, recreational and school groups • community or social events, street/neighbourhood barbeques, memorials, anniversaries • a central website with links to relevant government and non-government service information; establish email networks; and the provision of social media.	
Plan and implement a Community Engagement Strategy, using the following as a basic guide: • establish a target audience: consider demographics, groups and networks • determine matters to be communicated: what information is needed *from* the community and what information is needed to be provided *to* the community • methods of communication: consider appropriate methods/mediums for various audiences.	
Establish, or support, community briefings, meetings and information in the recovery context that provide: • clarification of the emergency event (Controlling Agency) • advice on services available (recovery agencies) • input into development of management strategies (local government and recovery agencies) • advice to affected individuals on how to manage their own recovery, including the provision of public health information and psychosocial support (local government, specialist advisers, and government agencies such as the Department of Communities).	
Arrange community meetings and recovery information forums, with clear objectives and purpose, which help in providing information, gathering concerns, dispelling rumour, correcting misconceptions, and raising the profile of the recovery effort. For public meetings, consider: • the patronage, agenda, process of conducting the meeting, speakers, subject matter,	

| complaint process, strategies to deal with, and follow up, concerns or complaints
• have representatives from EM disciplines to give factual information
• psychosocial issues
• appropriate communication strategies for special needs and vulnerable people and groups. | |

SECTION SEVEN

COMMUNICATIONS PLAN

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COMMINICATIONS PLAN

Communication Management Plan

INTRODUCTION

Communicating with an affected community is a vital part of all stages of emergency management. When threatened or impacted by an emergency, community members have an urgent need for information and direction. The provision of this information is the responsibility of the Hazard Management Agency.

When communicating with an affected community, special considerations should be given to children and youth; elderly people; people with disabilities; medically reliant persons; Aboriginal people; people who are isolated or transient; and people with Culturally and Linguistically Diverse backgrounds. A list of Groups/ Business to coordinate the contact with Vulnerable People, please refer to the VULNERABLE PEOPLE CONTACT GROUPS within the Contacts and Resources section.

It is likely that individual agencies will want to issue media releases for their areas of responsibility (e.g. Water Corporate on water issues, Western Power on power issues, etc.) however the release times, issues identified and content shall be coordinated through the ISG to avoid conflict messages being given to the public.

All Council (Local Government) medial contact must be directed to the Shire President or Chief Executive Officer.

COMMUNICATION POLICY

Management of communication is a crisis is critical. This section has been created to guide the Shire of Wyalkatchem in approaching crisis communication in a way that is structured, well-coordinated and effective.

During a crisis, this response will be led by the Local Response Coordinator (LRC) with assistance from Key members of the Local Recovery Coordination Committee (LRCC). In the management of media relations, the Local Recovery Coordination (LRCC) must seek direction from the Hazard Management Agency and the Shire of Wyalkatchem CEO and/or Shire President.

COMMUNICATION PRINCIPLES

In an emergency, communication with stakeholders must adhere to the following principals

- Timeliness - regularly updating stakeholders on the situation
- Cooperation - being responsive and considerate to enquiries, deadlines and the other needs of stakeholders

- Sensitivity - prioritising stakeholders, guarding sensitive information as needed
- Transparency - remaining honest and open about the situation and the response progress
- Simplicity - ensuring communication is easily understood and consistent
- Accuracy - sharing only confirmed facts, never making assumptions or giving false information
- Accountability - accepting responsibility if appropriate and reasonable.

STAKEHOLDER COMMUNICATION

If an emergency arises, a strategy will be developed that is specific to the situation and will direct the communication response. The communication strategy will be prepared by the Local Recovery Coordination (LRCC) in collaboration with the President and CEO of the Shire of Wyalkatchem.

Both internal and external communications will be directed by the strategy, which will ensure alignment with the Local Recovery Coordination (LRCC) response objectives and with the Shire of Wyalkatchem's communications policy.

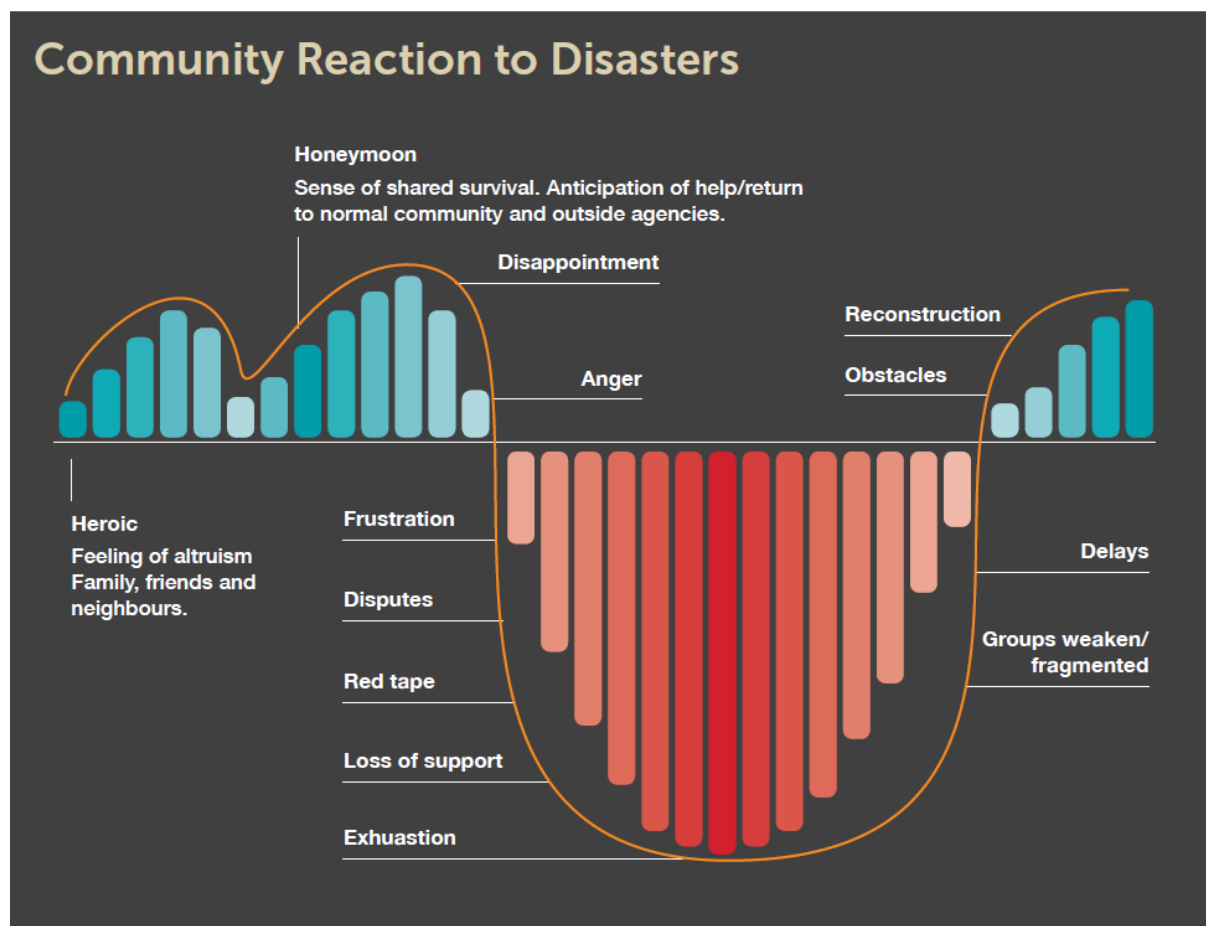A well-managed and coordinated response will ensure the following occurs:

- Stakeholders are arranged in order of priority and addressed accordingly
- Communication is facilitated only by those authorised to do so
- Information released is confirmed and accurate
- Communication is regular, consistent and takes into account sensitivities.

COMMUNITY REACTIONS

It is important to understand the common reactions that individuals and the affected community as a whole, move through, when they are touched by an emergency.

Understanding the psychosocial impacts of emergencies can provide insight to assist people get back on their feet and to re-establish their post-emergency life.

The below diagram illustrates the four-stage cycle of emotions that people are likely to experience after being impacted by an emergency. This process is indicative only. It should not be read as a sequential process, but as a guide to help anticipate predictable challenges in the recovery stage

Community Reaction to Disasters

Honeymoon
Sense of shared survival. Anticipation of help/return to normal community and outside agencies.

Disappointment

Reconstruction

Obstacles

Anger

Heroic
Feeling of altruism Family, friends and neighbours.

Frustration

Disputes

Red tape

Loss of support

Exhuastion

Delays

Groups weaken/ fragmented

It is important that all recovery communications are mindful of the cycle detailed above. By understanding this, recovery communications can be carefully tailored for the community as they move through each phase.

COMMUNICATING IN THE PREVENTION STAGE:

Prevention is defined as "the mitigation or prevention of the probability of the occurrence of, and the potential adverse effect of, an emergency".

The Shire of Wyalkatchem employs several practices in order to aid the prevention of emergencies and these are communicated to the public. One example is the Firebreak Order distributed to the public every year, requiring firebreaks to be installed and properties to be clear of fire-hazardous materials by 1 November.

COMMUNICATING IN THE PREPAREDNESS STAGE:

Preparedness is defined as "the preparation for response to an emergency".

Through increasing community preparedness, Emergency Management Agencies can educate stakeholders, networks and communities on potential emergency risks, impacts, and personal responsibility, therefore promoting community resilience. By doing so an EMA can;

- Raise awareness in high-risk areas about the importance of planning and preparing (i.e. for cyclones, floods and bushfires);
- Raise personal awareness of risks and the need for adequate insurance;
- Increase adoption of preparedness measures and appropriate response behaviours in high-risk areas;
- Increase understanding of how to prevent, prepare for, respond to and recover from the hazards particular communities will face.

PUBLIC WARNING SYSTEMS

During times of an emergency one of the most critical components of managing an incident is getting information out to the public in a timely and efficient manner. This section highlights local communication strategies.

Local System
- Shire of Wyalkatchem – SMS notification system – List of predominately farmers
- Notice Boards
  - Shire of Wyalkatchem Notice Board (27 Flint Street)
  - CRC Notice Board (Railway Terrace)
  - Wyalkatchem Post Office (Railway Terrace)
  - Temporary notice boards may be erected in easy-to-access locations during emergencies.
  - Information would also be public displayed at any evacuation centres that were opened as a result of the emergency.
- Shire of Wyalkatchem Facebook
- Shire Website

State Systems

During a major emergency you can also find information on;

- DFES's recorded information line
- Emergency broadcast on your local Radio Station frequency
- TV and radio news bulletins, print and online newspapers
- A staffed communication information line may be set up
- A TV crawler displaying messages at the bottom of the screen may be used.
- Standard Emergency Warning Signal (SEWS):
  SEWS is a distinctive siren sound to alert the community to the broadcast of an urgent safety message relating to a major emergency or disaster. It is intended to be used as an alert signal to be played on public media such as radio, television, public address systems and mobile sirens.
  In Western Australia, the broadcast of SEWS is authorised by the Department of Fire and Emergency Services, or the Regional Director of the Bureau of Meteorology for flood and weather events.

DFES Public Info line

Website   www.dfes.wa.gov.au

Telephone   13 3337 (13DFES) (For emergency information only) – OR

                 1300 657 209 (recorded information line).

Local Radio

ABC Radio Geraldton – 531
Telephone number: 08 9923 4111
Journalist: 0428 144 429

ABC Radio Perth – 730
Contact: harvestbans@abc.net.au
Telephone: 08 9220 2700

Triple M Northam – 1098
Contact: wa@triplem.com.au
Telephone: 08 9622 2777

State Alert

StateAlert is a web-based system designed for Emergency Services to deliver community warnings regarding emergencies through:

- Recorded voice – Landline and mobile, and/or
- Text – mobile telephone, email and RRS feed.

StateAlert is also available for use by external HMAs for situations where lives may be in danger. All requests for StateAlert messaging will be evaluated to ensure the need is commensurate with both the definition of Emergency and that the proposed release of StateAlert is classed as a 'Life threatening' incident.

DFES Warning levels – All Hazard

The Department of Fire and Emergency Services delivers alerts via social and commercial media, the following table shows the warnings and levels that can be requested through the Regional Duty Coordinator (RDC) for the Goldfields/Midlands area on 9690 2300.

Incident	Warning Level (Lowest)	Warning Levels		Warning Level (Highest)
Bushfire	**Advice** - The first warnings of a potential bushfire threat will be Bushfire Advice Messages. These will provide General information on bushfire developments.	**Watch and Act** - When a Bushfire Watch and Act Message is issued, it means a fire has started and conditions are changing. The fire danger rating will probably be very high to severe. Your life may be under threat and you need to act now to protect your family and your neighbours.		Emergency Warning - A Bushfire Emergency Warning Message is the highest level of alert, telling residents of impending danger/imminent threat. The fire danger rating will be severe, extreme or catastrophic.
Flood	**Prepare** - A Flood Prepare warning is to be used in conjunction with the BoM alert of Minor or moderate Flooding or a BoM Flood Watch alert. It is used to make people aware that there	Take Action Now - A Flood Take Action Now warning is to be used in conjunction with the BoM alert of Minor, Moderate or Major Flooding. It is used to warn people there will be flooding.	Prepare to **Evacuate** - Flood Prepare to Evacuate warning is to be used in conjunction with the BoM alert of Major Flooding. It	Evacuate Now - A Flood Evacuate warning is to be used in conjunction with the BoM alert of Major Flooding. It is used to inform the community that the flood will impact the homes within the catchment and

	could be flooding, or that a flood could potentially take place.		is used to warn people that Evacuation is a very possible scenario during this incident and all thought should be given to evacuating early.	that evacuation is required.
Storm	**Prepare** – This warning is to state that a storm is greater than 24 hours away and has the potential to impact communities	Get Ready – The storm is between 6 – 24 hours away and has the potential to impact communities	Take Action – The storm is less than 6 hours away and precautions need to be taken	Cancellation – All Clear
Earthquake	**Alert** – Earthquake has struck or is continuing to strike. This alert is updated as information is received.		**Final Alert** – Earthquake and aftershocks have completely stopped. No further need for warnings is required	

Contacts

Contact	Phone / Fax	Email
State Emergency Service (FESA)	FESA Communication Centre 1300 1300 39	
Fire Service (FESA)	FESA Communication Centre 000	
Western Australian Police	WAPOL Communication Centre 000	
Ambulance (St Johns)	Ambulance Operations Centre 000	
LEMC arrangements Secretary SEMC	(08) 9323 9335	
Policy Advice Manager Policy & Planning	(08) 9323 9599	
Funding Programs Manager Mitigation	(08) 9323 9580	
Training & Development: Manager Training & Development	(08) 9323 9418	
Western Australia Police (For Emergency Coordinators): Emergency Management Coordination Unit (EMCU)	Ph: (08) 9222 1750 Fax: (08) 9222 1489	
FESA	Ph: (08) 9323 9300 Fax: (08) 9323 9462	Email: fesa@fesa.wa.gov.au Web: www.fesa.wa.gov.au/internet
Wyalkatchem Police Station		

COMMUNICATING IN THE RESPONSE STAGE:

Communities affected by an emergency have a vital urgent need for information. The purpose of emergency public information is to provide the public with consistent, adequate and timely information and instructions. It is information provided to the community during emergencies with instructions on how to get assistance to protect personal health, safety and property.

The Controlling Agency or Hazard Management Agency will make the decision to evacuate a community, or part of it, should it be under threat from an emergency. They will decide how best to communicate the evacuation suggestion, or order, to community members.

COMMUNICATING IN THE RECOVERY STAGE:

Recovery communications refers to the practice of sending, gathering, managing and evaluating information in the recovery stage following an emergency.

When communicating with the public in the Recovery stage, it is important to understand the common reactions that individuals, and the community as a whole, are likely to experience as a result of the emergency. The below diagram illustrates the four-stage cycle of emotions that people are likely to experience after being impacted by an emergency.

COMMUNICATION FUNCTIONS

Good communication between the local government and their community is a key component in the event of an emergency or successful recovery.

In Western Australia, the legislative responsibility for recovery rest with the local government/s impacted by the emergency.

During the recovery phase of an emergency there are eight key functions that may be required during recovery communications. These will help support a local government managing recovery to engage in meaningful dialogue with their community following a large-scale emergency.

Key responsibilities have been assigned to each of the right functions so people understand the type of tasks that will be required to undertake.

The team member/s will support the work of the Local Recovery Coordination Group (LRCG) and relevant sub-committees, which are set up to assist the local government to manage recovery following an emergency.

Scalable Functions

The eight listed functions can be performed as one person during recovery, if the event is of a small scale. The functions are scalable so that there may be a person performing each function,

or one person performing all functions, depending on the extent of recovery and length of time the shire is participating in recovery.

Some functions may be combined if there is a lack of resources. Suggested combinations include

- Media Liaison and Community Liaison;
- Media Liaison and Ministerial Liaison;
- Community Liaison and Stakeholder Engagement;
- Publications and Social Media; and
- Internal Communication and publications.

Any combinations of the above functions are appropriate so long as consideration is given to the skills, ability and experience of the person/s in the roles.

Communication Advisor

Dependant on the scale of the emergency, the Chief Executive Officer may appoint a Communication Advisor.

The Communication Advisory function leads and manages the communication works and team. The role works in conjunction with the Local Government Coordination Group and relevant sub-committees and reports to the Local Recovery Coordinator.

Additional information, including areas of responsibilities for this position are contained within the Emergency Management Handbook.

Community Liaison

The community liaison function undertakes direct liaison with key community groups. This includes obtaining and providing information and messages received to and from the affected community via the recovery centre, telephone line, outreach and any other methods. This function can have a direct link to the Community Liaison Unit within the Hazard Management Agency (if utilised by the HMA) and the Community Development/ Engagement team or officer with the local government.

Additional information, including areas of responsibilities for this position are contained within the Emergency Management Handbook.

Stakeholder engagement

The stakeholder engagement function coordinates with key agency, organisation and local government stakeholders and keeps them informed, engaged and involved. The stakeholders may be assisting directly as a member agency of the Local Recovery Coordination Group or

relevant sub-committee or outside of this arrangement supporting recovery activities within the affected community.

Additional information, including areas of responsibilities for this position are contained within the Emergency Management Handbook.

Media liaison

The media liaison function has direct contact with media stakeholders and support key messaging in recovery.

Additional information, including areas of responsibilities for this position are contained within the Emergency Management Handbook.

Social media

The social media function provides expertise in social media applications that may be utilised by the local government in communicating with the affected community during recovery. This function requires the use of social media to gather intelligence and to provide up to date information and engage with the community.

Additional information, including areas of responsibilities for this position are contained within the Emergency Management Handbook.

Internal communication

The internal communications function coordinates information and messaging about what is happening in recovery to keep staff within the local government informed. Internal reporting mechanisms are used as appropriate, to support staff dealing with the affected community in a face-to-face, customer service and on the ground environment on a daily basis.

Additional information, including areas of responsibilities for this position are contained within the Emergency Management Handbook.

Publications

The publications function is to develop, produce and maintain key documentation used in recovery to support communications within the affected community such as newsletters, pamphlets, flyers, website etc.

Additional information, including areas of responsibilities for this position are contained within the Emergency Management Handbook.

Ministerial liaison

The ministerial liaison function supports the role of the State Recovery Coordinator to ensure coordination and consistent messaging between the relevant ministers, local government and the affected community. It supports dealings with the local government and contact with the Department of Local Government, Sport and Cultural Industries, Department of the Premier and Cabinet, Premier, Ministers, Ministerial Advisers, Members of Parliament and local members.

Additional information, including areas of responsibilities for this position are contained within the Emergency Management Handbook.

RECOVERY COMMUNICATION STAGES

Stage ONE – Response (during the emergency)

The Communication Advisor or someone within the recovery communication team will need to action some or all of these items in the response stage of the emergency.

☐ Consider locating Communication Advisor with the Incident Support Group, alongside the Local Recovery Coordinator.

☐ Local Recovery Coordinator or Communication Advisor to gather key communications information and track all key communication activates by the Hazard Management Agency (HMA) during the emergency

☐ Communication Advisor to make contact with HMA Public Information officer located with the incident Management team.

☐ Establish a recovery communication team with the local government.

☐ Conduct a Communication Needs Assessment (CAN) – see Australia Red Cross 2010, pg 29-31

Stage TWO – Response to Recovery hand over period

The Communication Advisor or team member with the recovery communications team will need to action some or all of these items in response to the recovery hand over period.

Leadership

☐ Confirm who the local government spokesperson is.

☐ Ensure spokesperson is brief on the current situation and is prepared to be quoted in the media and ready for any media conferences.

☐ Ensure Communication Advisor as a member of the Local Recovery Coordination Group.

Identify communication gaps

☐ What is the affected community telling you?

☐ What do the affected community need to know?

☐ What additional information does the local government need?

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<u>Methods</u>

☐ What communication methods and channels will be used to gather and receive information from the community and key stakeholders?

☐ What methods are being used at present?

☐ What methods are appropriate in this recovery?

☐ Evaluate what methods are working well and those that are not/.

☐ See Recovery Communication Templates

<u>Messaging</u>

☐ What are the key messages required for the effected community?

☐ What are the key messages required internally?

☐ Make sure that all information provided adheres to the Giuliani method of communication information which includes:

- What we know;
- What we don't know;
- What we are doing; and
- What we want you to do.

Stage THREE – Recovery (after the emergency)

The Communication Advisor or team member will need to action some or all of these items in the first four weeks after the recovery have been handed over.

<u>First week</u>

☐ Determine the key listening posts that will be used to gather intelligence and information about community needs in recovery to ensure a two-way feedback loop is established.

☐ Consider additional resources to support the recovery communication effort. Review the local government Business Continuity Plan and Workforce Plan to meet operational requirements. Consider the use of volunteers or community members with communications experience to support the workload.

☐ Speak to the Local Recovery Coordinator about additional support required through the State Recovery Coordinator.

☐ Develop the first 'status update' at Recovery Communications template in Part 7 - Appendices with timely and accurate information regarding issues such as deaths and injuries, homes and properties destroyed, road blocks, water and electricity supplies, donated goods, spontaneous volunteers, recovery centre location, community meetings and outreach. Some of this information can be sources from the Comprehensive Impact Assessment document provided by the HMA.

☐ Develop the 'talking Points' document at Recovery communications template Part 7 - Appendices to be utilised as the basis for all forms of communications. Update as new information becomes available.

☐ Prepare first 'Media Release' at Recovery Communications Template Part 7 - Appendices and gain approval from the designated local government spokesperson.

☐ Prepare a first media conference in recovery in conjunction with the local government spokesperson at Recovery Communications Template Part 7 - Appendices.

☐ Prepare for first media conference in recovery in conjunction with the local government spokesperson at Recovery Communications Template Part 7 – Appendices.

☐ Develop or refine 'Recovery Communication Plan' template at Recovery Communication Templates Part 7 – Appendices.

☐ Consult with the Department of Communities and other key stakeholders such as the Australian Red Cross, regarding the potential need for an immediate outreach program to assess, determine and priorities community needs, including communication requirements.

☐ Set up a database for local governments to gather all communication requirements with all community members.

☐ Ensure all messaging adheres to the Giuliani method of communication information which includes:

- What we know;
- What we don't know;
- What we are doing; and
- What we want you to do.

<u>First three months</u>

☐ Review the key listening posts being used to gather intelligence and information about community needs in recovery.

☐ Ensure 'Status Update' and 'Talking Points' are being reviewed regularly.

☐ Maintain community meetings and make certain they are being held as regularly as the community requires. Ensure information that is conveyed during community meetings is in line with the 'Status Update' and 'Talking Points'.

☐ Local government should coordinate an outreach program that meets the needs of the community in conjunction with key non-government, not-for-profit and state government agencies and organisations to assist with an Outreach Impact Assessment.

☐ Review 'Recovery Communication Plan' to ensure effectiveness in current situation. Review all methods of communication and timings.

☐ Prepare media releases and press conferences in line with 'Status Update' and 'Talking Points'. Generate positive and good news stories to assist with the recovery effort.

☐ Review communications capacity and fatigue issues within the local government communications team to assist with the organisation of additional resources to support communications.

☐ Consider the need for a community thank you event to celebrate achievements since the emergency. Ensure direct dialogue with the community to discuss the suitability and subsequent arrangements, if required.

<u>Three to Twelve months</u>

The Communication Advisor or team member will need to consider some of the emerging challenges in the three to twelve-month period.

☐ Review the key listening posts being used to gather intelligence and information about community needs in recovery.

☐ Ensure 'Status Update' and 'Talking Points' are being reviewed regularly.

☐ Confirm the Recovery Centre (if determined appropriate) is operating effectively and in a long-term strategic location for the affected community.

☐ Maintain community meetings and make certain they are being held as regularly as the community requires. Ensure information that is conveyed during community meetings is in line with the 'Status Update' and 'Talking Points'.

☐ Review 'Recovery Communication Plan' to ensure effectiveness in current situation. Review all methods of communication and timings.

☐ Prepare media releases in line with 'Status Update' and 'Talking Points'. Continue to generate positive and good news stories to assist with the recovery effort.

☐ Commence communication arrangements with the affected community to discuss commemorating the first-year anniversary of the emergency at 12 months.

One year and beyond

Long-term recovery in large or emotional emergencies can take many years, and even a generation before a sense of normality is restored within the affected community. At the one-year anniversary the Communication Advisor will need to take into consideration the issues that will emerge within the affected community.

Anniversary

☐ The first-year anniversary of the emergency brings back memories for the community so it is essential that the commemorations are sensitive to community needs. Be aware that the media may be interested in these events so consider necessary and respectful approaches to the affected community are discussed.

☐ What will be acknowledged / commemorated? Where and when? Who should attend? How will this be communicated?

☐ Ensure staff or volunteers trained in psychological well-being attend the anniversary event to provide psychological and emotional support to the family, individuals and community members.

☐ Communicate to the affected community the feelings and emotions they may experience in the lead up to and during the anniversary events, and let them know that these are normal. A reminder that how it is commemorated by people may be different and this is also normal.

Memorial

☐ Does the family or families want a memorial event for their family member that was lost during the emergency? If so, this must be done in direct consultation with the family or families and should include attendance of staff or volunteers trained in psychological well-being.

☐ Does the community want to host a memorial for anyone from the community that was lost during the emergency?

☐ Where will this be held? What time and date? What will the event consist of? How will this be communicated? Who will be invited?

☐ Ensure staff or volunteers trained in psychological well-being attend the event to provide psychological and emotional support to the family, individuals and community members.

☐ Consider the recommendations for planning for memorials located at https://www.churchilltrust.com.au/media/fellows/ Whitton_S_2015_Mmethods

Ongoing community needs

☐ At the twelve-month anniversary of the emergency it is important that the community members are aware and reminded of the support that is available to them, as they may be experiencing unusual feelings, emotions and reactions at the anniversary period.

☐ The local government/s should work with the Department of Communities and the Australian Red Cross to determine the needs of

COMMUNICATION MATERIALS

In a crisis, a communication strategy should be developed to ensure that all communication efforts are aligned with emergency response objectives, Shire of Wyalkatchem policies and principals as outlined within this plan. The strategy will also guide the use of the communication tools listed below. Samples of these tools are located in the Emergency Management Handbook.

- Key messages
- Media Release
- Media statement
- Australian Red Cross - Communicating in recovery

Other means for keeping stakeholders updated on the situation may include:

- In person meetings with key stakeholders
- Media conferences
- Phone/letter/email updates
- Website updates
- Community meetings
- Setting up next-of-kin rooms and media rooms

A number of resources have been provided as a guide in the Emergency Management Handbook.

Key messages

Central to the communication response, key messages are developed specifically for the situation. They are a simple way of ensuring that communication is consistent and accurate. As research shows that people usually remember three points from any given communication, three key messages should be developed. In some instances, more than one set of key messages will be prepared to address different stakeholder interests and viewpoints. Their coordination and use will be the responsibility of the Local Recovery Coordination Committee.

To avoid the messages being merely claims, they must be completely supported by facts. The document should be updated as more information or facts become known. Messages that are approved by the Local Recovery Coordination Committee will form the basis of all communication with stakeholders and will be incorporated when the communications materials listed above.

The key messages document is strictly for internal use only and should never be given directly to stakeholders. It should not include any confidential or potentially compromising statements. It is important that legal advice is sought on issues which may have legal and/or commercial sensitivities before information is released.

A guide to developing key messages is provided within the Emergency Management Handbook.

In additional the Australian Red Cross Communication in Recovery is a resource that can be referred to. A copy of this guide is provided for within the Emergency Management Handbook.

Questions and Answers (Q&A)

The Q&As document will also be prepared by the Local Recovery Coordination Committee and are not intended for external release. The approved key messages will form the basis of the Q&As document, which will focus on communicating the Shire's messages in interviews.

Q&As can be used by the approved spokesperson to prepare for media interviews and can also be used by any employee receiving enquiries. The document is a guide to providing appropriate answers to questions that are likely to be asked by the media and other stakeholders.

For media conferences and interviews, familiarity with both the Q&As and the key messages will enable spokespeople to maintain control of the agenda and discussions.

Managing the Media

During a crisis information used in the communication response must be controlled. The approvals/sign off procedure must be adhered to so that all facts are accurate and that their release is authorised. The Local Response Coordinator (LRC) is responsible for enforcing this procedure, which is as follows:

- Facts will be verified internally through update briefings within the Local Recovery Coordination Committee (LRCC). Information is never to be assumed
- The Local Recovery Coordination Committee (LRCC)will draft documents for release to external stakeholders
- The Local Response Coordinator (LRC) must confirm all incident-related facts
- Local Recovery Coordination Committee (LRCC) Chair will coordinate final sign-off from the CEO prior to document release.

Having one authorised spokesperson during a crisis ensures that communication with the media and audiences is consistent, transparent and controlled. Designated spokespeople may include:

- Shire of Wyalkatchem – CEO
- Shire President
- Incident relevant elected representative

They must have the updated facts and be both available and prepared to manage media relations.

This will involve responding to media enquiries and speaking on behalf of the Shire of Wyalkatchem at media briefings or conferences.

All enquiries and visitors relating to the emergency must be recorded in the communication log sheet. The log sheet will be used by the Local Recovery Coordination Committee (LRCC) to monitor stakeholder communications and ensure that follow up actions are made.

It is crucial that all employees are aware of the procedure for handling enquiries and know how to appropriately direct calls and visitors. This procedure is outlined in the Local Recovery Coordination Committee (LRCC) guide to handling enquiries and visitors and the communication log sheet are located in the Emergency Management Handbook.

General Enquiries

Frontline employees from outside the Local Recovery Coordination Committee (LRCC) must be prepared to receive enquiries from a range of stakeholders. The Shire of Wyalkatchem's Communication advisor will ensure that they are provided with a script based on the key messages and a copy of the prepared Q&As and must brief them on the communication policies. Other than approved spokespeople, no employee is authorised to make comment to any stakeholder beyond the scope of the script and these documents. If the enquiry requires further information or comment, the caller or visitor must be transferred to the Communication Advisor.

 If unable to make the transfer, the Telephone Message Sheet needs to be filled out so that the call can be returned as soon as possible.

In brief, the procedure for frontline employees in handling enquiries is:

- Inform the person that you are not an authorised spokesperson and cannot provide comment or detailed information
- Correctly take a message including the nature of the enquiry and the deadline (if any)
- Ensure that the appropriate person receives the message and returns the call
- Log the enquiry in the Communication Log Sheet.

Handling enquiries from concerned relatives and friends

Enquiries from concerned relatives and friends must be directed to the Communication Advisor. At all times, you should:

- Establish the caller/visitor's relationship
- Demonstrate care and listen to their concerns
- Remain calm
- Provide reassurance that all necessary actions are being undertaken to manage the situation (this will be guided by the script and Q&As documents)
- If you receive an enquiry about someone who is injured, deceased or unaccounted for, you must ensure the Communication Advisor is advised as soon as possible.

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In case of an injured, missing or deceased employee, the procedure for notifying their family members must be adhered to. For more detail on this procedure, refer to Emergency Management Handbook.

Handling media enquiries

All media enquiries are to be transferred to the Communication Advisor. Shire of Wyalkatchem employees are not permitted to make comments to the media or to say "no comment". The correct response to media enquiries is:

> **"I am not authorised to comment. I will pass your enquiry onto a Shire of Wyalkatchem spokesperson. If you provide me with your details, I will ensure they return your call as soon as possible"**

For more details on media management, please refer to Media Policy.

Handling government enquiries

Depending on the scale of the incident, government personnel may be asked to comment on it by the media. For this reason, other government stakeholders must be kept updated on the facts of the situation. Enquiries from other government departments should be logged and directed to the Communication Advisor.

Next-of-Kin Management

If the person being enquired about is injured, deceased or unaccounted for, the Communication Advisor will take the enquirer's name and details, then advise that a Shire of Wyalkatchem representative will contact them as soon as possible. The Communication Advisor will then ensure that the notification process is followed, coordinating the involvement of senior managers and the police as needed.

Notifying Next-of-Kin of a missing or injured person

Notifying next –of-kin of a missing or injured person should be a Police led task. For incidents involving significant numbers of injured, the Shire of Wyalkatchem may be required to provide the Police with administrative support.

Notifying Next-of-Kin of a death

Death notifications must be made by the police. Again, the Shire may be asked to assist with administration.

Next-of-Kin Room

In an emergency, the Local Recovery Coordination Committee (LRCC) may coordinate a next-of-kin room to be set up if required. This will be set up within the Shire of Wyalkatchem offices. The purpose of the next-of-kin room is to give direct family members of any injured, missing or deceased persons, a place where they can receive support and information.

Any information, news and updates must be provided by a senior Police Officer.

Refer to the Emergency Management Handbook for Guidelines on establishing a next-of-kin room.

Media Policy

This policy governs the actions of all Shire of Wyalkatchem employees when dealing with the media. Its purpose is to ensure a professional and consistent approach to external communications, through the maintenance of positive media relationships.

To build positive media relations, all employees must remember the following:

- Media representatives are to be treated with courtesy and respect at all times
- All media calls are to be returned within one hour
- Only authorised spokespeople may provide comment to the media. All other employees are to respond as per the guidelines contained within the Emergency Management Handbook.

The correct procedures for the management of media enquiries include:

- Any employee receiving a media enquiry must transfer the enquirer to the Communications Advisor with the Local Recovery Coordination Committee (LRCC)
- The details of all media calls are to be recorded on the Communication Log Sheet
- The Communications Advisor will liaise with Local Recovery Coordination Committee (LRCC) to determine what follow up actions are necessary
- No employee, contractor or spokesperson is to use the phrase "No Comment" when talking to the media
- No employee or spokesperson is to give "off the record" or "in confidence" information
- All media releases and holding statements must go through the approvals process prior to release, with final sign off from the CEO or Local Recovery Coordination Committee (LRCC) Chair.

- Anything communicated to the media must be consistent with other internal and external communication.

This media policy must be circulated to all Shire of Wyalkatchem employees and contractors.

Establishing a Media Centre

When an incident is ongoing or attracting significant media attention, it may be necessary to set up a media centre. This will be located at the Shire of Wyalkatchem offices and serve as a place for media personnel to visit for information.

As for a media conference the room must be equipped with internet access, telephones, refreshments and seating. If a media centre is set up, the Communications Advisor will coordinate for media information kits to be put together and made available in the media centre. The information kits would contain fact sheets and any other relevant materials such as maps or frequently asked questions sheets.

Media personnel must be greeted by an appropriate person, who will record their names, organisation names and their contact details on a visitor register. However, only authorised spokespeople may comment to the media regarding the incident.

For guidance on setting up a media conference, please refer to the Emergency Management Handbook for guidance notes and checklists.

Briefing Media Spokespeople

In an emergency, the Communications Advisor will assist spokespeople in preparing for media interviews and briefings. It is essential that spokespeople are familiar with the key messages and

Q&As documents and have updated facts on the emergency response effort.

Refer to the Emergency Management Handbook for guidance on the preparation for a media interviews.

Conducting a Media Conference

When an emergency attracts substantial media interest, it may be necessary to hold a media conference to deliver an official statement and accurate answers. This will help to avoid speculation and to build positive media relations throughout the emergency response.

The location should be chosen carefully as for a television interview and the spokesperson should be fully prepared. All relevant media personnel should be invited as early as possible and provided with a media kit, which may contain:

- A holding statement or media release
- Fact sheets
- A frequently asked questions & answers document.

Refer to the Emergency Management Handbook for guidance on the preparation for a media conferences.

Media Monitoring

The media can have a powerful influence on public perception of an organisation at any time, particularly during an emergency. It is therefore important to remain aware of what information the media is sharing with the public and the tone in which it is delivered. During and after an emergency, a crucial part of media management is the monitoring of all media coverage.

It is the responsibility of the Communications Advisor to:

- File all relevant media clippings and news segments as they arise
- Log any inaccuracies in the media and report them to the Local Recovery Coordination Committee (LRCC
- Follow-up media with correct information if necessary
- Maintain a chronological file of all media coverage for the PCR.

Resources and templates

A number of guidance notes, resources and templates have been developed and are contained within the Shire's Emergency Management Handbook.

Below is a summary of some of the resources located within the Emergency Management Handbook.

Status Update

The status update is the first information assessment about what is happening, which provides crucial information about the emergency and recovery efforts. These are maintained on a daily basis in summary form, which are used to inform key talking points for use by the Shire of Wyalkatchem.

Talking Points

The talking points are developed from information contained within the status updates.

The talking points provide key messages to be used by the spokesperson and all members of the Shire who are in contact with affected community and general public. Talking points can be used for all communication methods such as the newsletter, community meetings etc.

Social Media Applications

Social media can be used effectively as an engagement tool with the community in the event of an emergency and recovery. The Shire is committed to regular use; monitoring and reliable updating.

Media Release

Media releases can provide a vital way of providing instant information that can be picked up by the local newspaper or radio station. The designated local government spokesperson must be used in the media release. Consider co-branded media releases that relate to a specific stakeholder in the early stages of the response to recovery phase.

Community Meetings

Community meetings Community meetings are essential in response and recovery as it is important to address the community in a face-to-face setting early on, to earn the trust and respect of the affected community and engage in meaningful dialogue. Community meetings may involve many state government agencies such as the Hazard Management Agency, along with local government and community organisation representatives. It is important that the Master of Ceremony and spokesperson are delegated by the local government.

Notice Boards

A central notice board at a key location in the community can be used to provide information in recovery. This may be a location already being used or one that is decided that is best placed for the emergency and recovery effort.

- The information must be general, local and provide people with call to actions such as contact numbers and places to go for additional information.
- The notice board may also be used to gain feedback directly from the community, if required.

Media Conference

A media conference can be utilised if there is public and media interest after the emergency and can be used to get specific messages across the media, general public and the community.

- A media conference should be managed by the Media Liaison function located within the Recovery Communications team.
- The announcement will need to be prepared, the spokesperson chosen and briefed and the time of the conference chosen to suit relevant media deadline

Community Newsletter

A community newsletter that is printed or emailed is a simple and easy method of communication in recovery.

Newspaper Article

A newspaper article may be picked up by the newspaper from the media release that has been issued, the local government may be given a regular space each week to address the issues in recovery for the community or be able to place paid advertising within the newspaper.

Recovery Communications Plan

A recovery communications plan details the local governments' strategy on communication and consultation with the affected community in recovery.

A copy of this template can be found at **APPENDIX 7A RECOVERY COMMUNICATIONS PLAN TEMPLATE.** Additionally a copy is provided within the Emergency Management Handbook

PART 7 – APPENDICES

APPENDIX 7P RECOVERY COMMUNICATIONS PLAN TEMPLATE

APPENDIX 7A RECOVERY COMMUNICATIONS PLAN TEMPLATE

**SHIRE OF WYALAKTCHEM
RECOVERY COMMUNICATION PLAN**

Vision

Recovery Vision for the affected Community.

Mission

Mission of the recovery communications plan.

Why?	
Who?	
What?	
When?	
Where?	
How?	

BACKGROUND

Brief detailed description of the emergency events.

COMMUNICATION OBJECTIVES

Clear, measurable and achievable objectives. No more than five.

Key Target Audience

Who are the key community members that are being targeted and how is this being done?
Who is responsible for the communication method and by when?

Target Audience	
Descriptions	
Actions	
Who	
By When	

Key Messages

What are the current key messages and how are they being distributed, to whom?

Message	
Method	
Who	

Actions

What communications are being undertaken to which stakeholder group and how is this being done?
Who has responsibility and how often will they be distributed and/or updated?

Stakeholder Group	
Communication	
Method	
Who	
Frequency	

Monitor and Evaluate

How is each communication method being monitored and evaluated for effectiveness?
How often will they be monitored and evaluated?

Method	
Monitor and Evaluate	
Frequency	

Communications Budget

How much money has been allocated to be spend on each communication method?
Keeping up to date records of how much is being spent against the budget is essential.

Method	
Amount Allocated	
Amount Spend/Date	

Communications Plan Review

Who is responsible for monitoring the complete recovery communications plan, what date was it reviewed and what were the major changes that were made?

By Whom	
Date	
Major Changes	

SECTION EIGHT

CONTACTS AND RESOURCES