

# Local Recovery Management Plan



## Shire of Corrigin

Adopted Council 18 February 2020  
Res 20/2020

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**Contents**

**PART 1 - INTRODUCTION ..... 6**

2.1.Authority and Planning Responsibility ..... 6

2.2.Aim..... 6

2.3.Scope..... 6

2.4.Objectives ..... 7

2.5.Recovery Management Principles and Concepts ..... 7

2.6.Related Documents ..... 8

**PART 2 – PLANNING ..... 9**

2.7.Appointment ..... 9

    Local Recovery Coordinator..... 9

    Deputy Local Recovery Coordinator ..... 9

    Recovery Committee Members..... 9

    Training ..... 9

2.8.Roles and Responsibilities ..... 9

    Local government..... 9

    Local Recovery Coordinator / Deputy Local Recovery Coordinator ..... 10

2.9.Local Recovery Coordination group ..... 11

2.10.Composition of Local Recovery Coordination Group ..... 12

2.11.Responsibilities of Participating Organisations ..... 12

    Local government..... 12

    Hazard Management Agency..... 12

    Department for Communities ..... 13

    Lifeline Agencies ..... 13

2.12.Management Arrangements ..... 13

    Local recovery Coordination Centre..... 13

**PART 2 – COMMENCING RECOVERY ..... 14**

2.13.Activation ..... 14

2.14.Transition from Response ..... 14

2.15.Impact Assessment and Operational Recovery Planning ..... 14

2.16.Recovery Coordination Centre ..... 15

2.17.Local Recovery Coordination Group ..... 15

2.18.Cultural and Spiritual Factors ..... 17

2.19.Recovery Activities and Strategies ..... 17

2.20.Activities to be undertaken by the Local Recovery Coordination Group ..... 17

    Short Term ..... 17

2.21.Strategies ..... 17

    Community Involvement Strategies ..... 17

    Recovery Assistance Strategies ..... 17

    Accountability Strategies ..... 18

    Strategies for Grants, Loans and Gifts..... 18

    Strategies to Maintain Family Cohesion..... 18

2.22.Public Information ..... 18

    Effective Communication in Recovery ..... 18

    Media ..... 19

    Visiting VIPs ..... 20

    Information Services..... 20

    Public Meetings ..... 21

2.23.One Stop shop ..... 22

2.24.Managing Spontaneous Volunteers ..... 22

    Local Volunteer Coordinator (LVC) ..... 22

    Registration ..... 22

    Allocation of Tasks ..... 23

    Hours of Duty ..... 23

    Identification ..... 23

    Other..... 23

**PART 3 – FINANCIAL MANAGEMENT .....24**  
3.1.Financial Arrangements during an Emergency Situation ..... 24  
    Local government Policies ..... 24  
3.2.Appeals and Donations ..... 25  
    Lord Mayors Distress Relief Fund ..... 25  
3.3.State Level Assistance ..... 26  
3.4.Stand Down ..... 26  
3.5.Debriefing/Post Operations Report ..... 26

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**Amendment Record**

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## **PART 1 - INTRODUCTION**

Following the impact of a hazard on a community within the Local Government, there may be a need to assist the community to recover from the effects of the emergency. Recovery is a coordinated process of supporting the affected community in:

- a. reconstruction of the physical infrastructure; and
- b. restoration of emotional, social, economic and physical wellbeing.
- c. the Social Environment – defined by relationships and connected by networks of communications, ie individuals, families and common interest groups that form whole communities
- d. the Built Environment – human made assets that underpin the functioning of the community
- e. the Economic Environment – economic recovery is critical to the whole-of-community recovery process
- f. the Natural Environment – is considered in terms of impact on the air, water, land and soil, plants and animals.

The purpose of managing recovery is to assist the community attain a proper level of functioning as soon as possible. Recovery activities will normally commence in conjunction with response activities but will continue for an extended period after response activities have concluded.

### **2.1. AUTHORITY AND PLANNING RESPONSIBILITY**

The Local Recovery Arrangements has been prepared in accordance with the Emergency Management Act 2005. They have been endorsed by the Local Government Local Emergency Management Committee (LEMC) and the Local Government. They have been tabled for information and comment with the Great Southern District Emergency Management Committee.

Section 36b of the *Emergency Management Act 2005* states:

“It is a function of a local government – to manage recovery following an emergency affecting the community in its district;”

Section 41 (4) of the *Emergency Management Act 2005* states:

“Local emergency management arrangements are to include a recovery plan and the nomination of a recovery coordinator”.

The preparation, maintenance and testing of the Recovery Plan is the responsibility of the Local government.

### **2.2. AIM**

The aim of this document is to detail the recovery management arrangements for the Local government to assist with the timely and effective coordination of reconstruction and restoration activities to improve the quality of life in an affected community, so that they can continue to function as part of the wider community.

### **2.3. SCOPE**

The scope of these recovery Arrangements is limited to the boundaries of the Local government. It details the recovery arrangements for the community and does not in any way detail how individual organisations will conduct recovery activities within their core business areas.

These arrangements are a support plan to the Local Government Local Emergency Management Arrangements.

## **2.4. OBJECTIVES**

The objectives of the plan are to:

- prescribe the organisation, concepts, responsibilities and procedures for the effective management of recovery operations following the impact of an emergency;
- establish a basis for coordination between agencies that may become involved in the recovery effort;
- provide a framework for recovery operation;
- provide guidelines for the operation of the recovery management arrangements.
- ensure effective and coordinated management of recovery within the Local government;
- ensure the Plan complies with State Emergency Management Arrangements and
- identify the roles and responsibilities of Hazard Management Agency (HMA), emergency services, support organisations and the Local Government whilst promoting effective liaison between all organisations.

## **2.5. RECOVERY MANAGEMENT PRINCIPLES AND CONCEPTS**

The arrangements comply with the recovery principles and concepts detailed in the State Emergency Management Plan (SEMC) 'Recovery Coordination' and the Australian Emergency Management Handbook 'Community Recovery'.

The National Principles for Disaster Recovery are:

- Understanding the context – successful recovery is based on an understanding of the community context.
- Recognising complexity – successful recovery acknowledges the complex and dynamic nature of emergencies and communities.
- Using community led approach – successful recovery is responsive and flexible engaging communities and empowering them to move forward.
- Ensuring coordination of all activities – successful recovery requires a planned, coordinated and adaptive approach based on continuing assessment of impacts and needs.
- Employing effective communication - successful recovery is built on effective communication with affected communities and other stakeholders.
- Acknowledging and building capacity – successful recovery recognises, supports and builds on community and individual and organisational capacity.

As the recovery process involves individuals and communities, the following shall form the basis of recovery decision making and have been incorporated into the recovery management arrangements of this plan.

- The community has a right to be involved in the decision making and management of all aspects of the recovery process;
- The community has a 'right to know', as information is an essential part of the recovery process;
- Every person has a right to effective assistance until long-term recovery is achieved;
- Both the affected person and the community have a responsibility to account for financial and material resources used;
- The community has a right to know the criteria for the determination of financial support and grants; and
- The community has a right to expect the maintenance of family cohesion.

## **2.6. RELATED DOCUMENTS**

To enable integrated and coordinated delivery of emergency management within the Local government, these arrangements are consistent with West Australian Emergency Management Framework.

Reference should also be made to the;

- Department of Communities Local Welfare Support Plan
- Local Government Recovery Workbook Package
- Local Government Local Emergency Management Arrangements



## **PART 2 – PLANNING**

### **2.7. APPOINTMENT**

#### **LOCAL RECOVERY COORDINATOR**

The appointment of the Local Recovery Coordinator will be undertaken by Council resolution. The appointed Recover Coordinator is Mike Weguelin.

#### **DEPUTY LOCAL RECOVERY COORDINATOR**

The appointment of the Deputy Local Recovery Coordinator will be undertaken by Council resolution. The appointed Deputy Recover Coordinator is Lyn Baker

#### **RECOVERY COMMITTEE MEMBERS**

The membership of the recovery committee will be determined by the recovery coordinator based on the community's needs following an emergency. Each emergency will be different and may require representation from different organisations.

#### **TRAINING**

At present the WA Local Government Association provides recovery management training.

### **2.8. ROLES AND RESPONSIBILITIES**

#### **LOCAL GOVERNMENT**

The Local government will undertake the following;

- Nominate a Recovery Coordinator and Deputy Local Recovery Coordinator.
- Be responsible for ensuring a co-ordinated recovery.
- Provide executive, communications and media support to the Recovery Committee.
- Provide staff and equipment for the Recovery Coordination Centre as required.
- Prepare, maintain and test these arrangements.
- Ensure the training, education and exercising of organisations and their personnel in the recovery management arrangements.
- Provide financial management support to the Recovery Committee.
- Prepare Business Continuity Plan to accommodate a protracted Recovery process.
- coordinate the promotion of community awareness with respect to the recovery arrangements.

## LOCAL RECOVERY COORDINATOR / DEPUTY LOCAL RECOVERY COORDINATOR

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

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

## **2.9. LOCAL RECOVERY COORDINATION GROUP**

The Local Recovery Coordination Group (LRCG) is to coordinate and support local management of the recovery processes within the community subsequent to a major emergency in accordance with State Emergency Management Committee (SEMC) policies and the Local Recovery Arrangements.

### **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 and goals;
  - includes an assessment of the recovery needs and determines which recovery functions are still required;
  - develops a timetable and identifies responsibilities for completing the major activities;
  - considers the needs of youth, the aged, the disabled, and culturally and linguistically diverse (CALD) people;
  - allows full community participation and access; and
  - allows for the monitoring of the progress of recovery.
- Overseeing the delivery of projects that support the social, built, economic and natural environments of recovery to ensure that they are community-led and targeted to best support the recovery of impacted communities;
- Facilitating the provision of services, public information, information exchange and resource acquisition;
- Providing advice to the State and Local Government/s to ensure that recovery programs and services meet the needs of the community;
- Negotiating the most effective use of available resources including the support of State and Commonwealth agencies;
- Monitoring the progress of recovery, and receiving periodic reports from recovery agencies;
- Ensuring a coordinated multi agency approach to community recovery;
- Providing a central point of communication and coordination for the actions of the wide range of recovery-related services and projects being progressed outside of the direct control of the Committee; and
- Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness.

## **2.10. COMPOSITION OF LOCAL RECOVERY COORDINATION GROUP**

The LRCG will be chaired by the Local Government President, the Local Government CEO, or their nominee and have relevant community leaders as its members, including appropriate State Government Agency representatives. Where a LRCG is established a core group of key stakeholders will be represented on the committee supported by other organisations seconded as required. The membership of the LRCG is dynamic and will change with the needs of the community at various stages during the recovery process.

Where a LRCG is established to manage the local recovery process, the following structure will be implemented as appropriate to the situation.

- Chairperson (if not the President, or the CEO, then preferably a Councillor);
- Local Recovery Coordinator (should be different to Chairperson);
- Secretary (provided by LGA);
- Local Emergency Coordinator (OIC Police).
- Local Government Officers;
- Hazard Management Agency;
- Department of Health and or Local Environmental Health Officer;
- Department for Communities;
- Western Australian Police Service;
- Community representative/s;
- Chairpersons of sub-committees;
- Department of Primary Industries and Regional Development;
- Department of Biodiversity, Conservation and Attractions;
- Lifelines (power, water, gas, etc);
- Main Roads;
- Department of Water and Environmental Regulation
- Regional Development Commission;
- Education/school representative;
- Community Groups;
- Chamber of Commerce;
- St John's Ambulance;
- Insurance representative;
- Other persons/organisations as identified.

## **2.11. RESPONSIBILITIES OF PARTICIPATING ORGANISATIONS**

### **LOCAL GOVERNMENT**

- Chair and manage the activities of the Local Recovery Committee.
- Provide secretariat and administrative support to the Local Recovery Committee.
- Provides the Local Recovery Management Centre and facilities.
- Ensure the restoration or reconstruction of services/facilities normally provided by the local government authority.

### **HAZARD MANAGEMENT AGENCY**

- Provide a representative to the Local Recovery Committee.
- Advise the Local Recovery Coordinator when an event threatens or has impacted the community.
- Initiate the recovery process.
- Participate in the development of the recovery plan.
- Advise the Recovery Coordinator when withdrawing from the recovery process.

#### DEPARTMENT FOR COMMUNITIES

- Provide a representative to the Local Recovery Committee;
- Provide the welfare components of the recovery process including:
  - Emergency accommodation.
  - Emergency catering.
  - Emergency clothing and personal requisites.
  - Personal services (including counselling).
  - Registration and Inquiry.
  - Immediate financial assistance.

#### LIFELINE AGENCIES

- Provide a representative to the Local Recovery Committee;
- Undertake repairs and restoration of services;
- Assist the recovery effort with resources and expertise available from within the service.

### **2.12. MANAGEMENT ARRANGEMENTS**

#### LOCAL RECOVERY COORDINATION CENTRE

Recovery operations shall be managed by the Local Recovery Coordinator from the Local Recovery Centre.

The location of the Recovery Coordination Centre will be the administration office of the Local Government.

The Local Recovery Coordination Centre is where the Local Recovery Committee is based during an emergency and recovery phase, and provides a focal point for a coordinated approach to recovery services.

The following communication systems are desirable when setting up an LRC (dependant on the scale of the incident):

- Phone;
- Fax; and
- Email.

It is preferred that each LRC will have the following facilities available (dependant on the scale of the incident):

- Meeting Rooms;
- Ablutions; and
- Kitchen/Food Preparation Area.

## **PART 2 – COMMENCING RECOVERY**

### **2.13. ACTIVATION**

The process for the activation of these arrangements is outlined in State Emergency Management Policy 4.4 Section 6 Recovery which provides;

- The Controlling Agency is responsible for the coordination of an assessment of all impacts relating to all recovery environments prior to cessation of the response, including a risk assessment and treatment plan to provide for safe community access to the affected area. Comprehensive impact information is required by local governments to assist in planning recovery activities.
- *The Controlling Agency with responsibility for the response to an emergency must initiate recovery activity during the response to that emergency, as detailed in the State EM Plan (Section 6.4).*
- *In some circumstances, the State Government may have an increased role through the State Recovery Coordinator or establishment of a State Recovery Coordination Group and/or State Recovery Controller.*

### **2.14. TRANSITION FROM RESPONSE**

Recovery starts while response activities are still in progress, and key decisions taken during the response phase are likely to directly influence and shape recovery.

The LRC should be called together as soon as possible for a briefing of the emergency incident even in the response stage to detail the extent of contingencies to allow for smooth transition from response to recovery.

**The Local Recovery Coordinator must be included in Incident Support Group meetings from the onset.**

The Controlling Agency is responsible for commencing the recovery process. As the response to the incident concludes the recovery phase will be handed to the Local government. A copy of the document is included in the Recovery Resource Book'. The form will be used by both parties to affect the handover process.

It is envisaged that the recovery effort will be managed through regular coordinating meetings of the Local Recovery Coordination Group, twice a day initially, to ensure development, implementation and monitoring of the tactical recovery plan.

Where the decision is taken not to activate the plan or convene the Local Recovery Coordination Group because statutory agencies are coping with the situation, the Local Recovery Coordinator will monitor the situation and keep the Local Recovery Coordination Group advised accordingly.

### **2.15. IMPACT ASSESSMENT AND OPERATIONAL RECOVERY PLANNING**

It is essential that the Controlling Agency coordinates conduct an assessment of the impacts, recovery and restoration requirements as soon as possible after the impact of the event. Access to the affected area may be restricted by the HMA until it is determined to be safe to enter.

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

- Controlling Agency.
- Welfare agencies – to identify persons in need of immediate assistance.
- LGA building inspectors and engineers.
- Insurance assessors.
- Business associations, e.g. local chamber of commerce.
- Recovery Needs Assessment and Support Survey Form.

Following a major emergency where substantial damage has occurred to residential, commercial and government buildings and other community infrastructure, and where significant reconstruction and restoration is required, an operational recovery plan should be prepared by the LRCG.

The operational recovery plan should provide a full description of the extent of the damage, including both social, economic, built and natural, and detail plans for restoration and reconstruction of the affected community. Each operational recovery plan will be different depending upon the nature of the emergency and the severity of the destruction and disruption. As part of the overall impact assessment to assist in the operational recovery planning it may be appropriate to conduct a survey of people/families affected by the emergency. An Action Recovery Plan Template is included in the Recovery Resource Book.

#### **2.16. RECOVERY COORDINATION CENTRE**

A Recovery Coordination Centre should be established if extensive recovery activities are to be undertaken. The purpose of the Recovery Coordination Centre is to bring together all agencies involved in the recovery process to ensure effective communication and coordination of resources, information and tasks

The location and details of the centre are included in Part 1 of these arrangements.

#### **2.17. LOCAL RECOVERY COORDINATION GROUP**

It may be appropriate to consider establishing one or more subcommittees to assist the Local Recovery Coordinator by addressing specific components of the recovery process.

The LRC should consider the following areas when recommending priorities and ensuring work is completed.

- Social environment effects
- Built environment effects
- Economic environment effects
- Natural environment effects

When identifying priorities consideration should be given to the risk evaluation criteria developed during the Emergency Risk Management process. (Risk Evaluation – community values).

The most commonly established sub-committees and their responsibilities are detailed below:

#### **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; and
- 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; and
- To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration of the natural environment in the medium to long term.

## **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; and
- 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**

### **Objectives**

- To assess and recommend priority recovery activities to assist with the direct and indirect impacts on the economic position of the area;
- Consider the need for an economic impact assessment;
- Consider participation of business and/or industry representatives in economic recovery decision making;
- Work with the insurance sector to coordinate insurance companies' response;
- Consider projects to ensure tourism viability is maintained;
- Support and promotion of the economic viability of affected community through short and long term projects;
- Coordination of supply and distribution of emergency fodder, water, fencing, agistment and other materials/services; and
- To provide advice on care and management of livestock, including feed, water, fencing, agistment and transport



## **2.18. CULTURAL AND SPIRITUAL FACTORS**

Cultural and spiritual symbols provide an essential dimension to the recovery process. They provide a framework for meaning and evaluation of the emergency experience. These need to be managed as an integral part of recovery activities. The community will present its own symbols and rituals, probably beginning in the immediate aftermath. If these are recognised, supported and coordinated as part of the recovery process, which is owned by the community, they will provide the focus for cultural and spiritual activities.

These activities will assist in the long-term integration of the emergency into the history of the community. Often these activities can be conducted on anniversaries or other significant community occasions.

## **2.19. RECOVERY ACTIVITIES AND STRATEGIES**

To assist the Local Recovery Coordinator and the Local Recovery Coordination Group a listing of recovery activities that may have to be undertaken together with suggested strategies has been listed below:

### **2.20. ACTIVITIES TO BE UNDERTAKEN BY THE LOCAL RECOVERY COORDINATION GROUP**

#### SHORT TERM

- 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/Town Planning schemes.

### **2.21. STRATEGIES**

#### COMMUNITY INVOLVEMENT STRATEGIES

- Maximise the use of local resources, groups and individuals.
- Promote 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 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 and 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 and 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.

### **2.22. PUBLIC INFORMATION**

Successful communication in recovery is about connecting with people by enabling access to clear, relevant, targeted and high quality information to assist them build their own capacity and gain a greater understanding of community needs in the process. Good recovery communications is not only about sending information out, it's about engaging in two-way dialogue.

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

#### EFFECTIVE COMMUNICATION IN RECOVERY

- Messages need to be clear, relevant, accurate and timely;
- Communication needs to be two-way
- Information needs to be accessible to a wide-ranging audience, including those with special needs;
- Have well-structured communication networks, both with individuals and organisation; and
- Adopt strategies to reiterate key messages.

Messaging should consider:

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

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
- Community Newsletters
- Public Meetings
- Noticeboards
- Email communication
- Websites
- Local newspapers
- Social media
- Radio and television
- Text messaging

#### MEDIA

During emergencies the media have a legitimate interest in obtaining prompt and accurate information. If media access to accurate information is restricted, rumour and speculation may be substituted for fact. Consequently, there is nothing to be gained by attempting to restrict media access. The media are also a vital link between recovery agencies and the public, and provide an effective means of disseminating information. It is recommended that regular and scheduled media briefings be negotiated to suit the publishing and broadcasting timetables of the media.

Due to the fact that the recovery process will generally involve a range of different organisations, there is a need for coordination of information to the media to avoid confusion or conflict. The most effective means of dealing with this issue is through the nomination of a media liaison officer to represent the overall recovery process.

All media releases prepared by the Recovery Sub-Committee will be forwarded to the LRC for release by the Chairperson. If the recovery process is of such a nature that State involvement is required, reference should be made to State Support Plan - Emergency Public Information to ensure appropriate processes are followed and adhered to. The Communicating in Recovery Guidelines is a useful tool to assist.

## VISITING VIPs

In addition to the level of media interest, there is also likely to be a number of visits to the affected area and a high level of interest in the recovery process from VIPs from government and a range of other agencies.

There are a number of issues that need to be considered by the recovery manager involved with, or responsible for hosting, such visits.

Effective briefings should be provided. These should include accurate and up-to-date information about estimated losses, assistance programs and financial assistance packages. This will ensure that any information relayed to the affected community or the media is accurate, reducing the risk of falsely raising expectations regarding such things as assistance measures, and reducing the risk of embarrassment. Some pre-visit briefing is also desirable to ensure that the visitor is well informed of the necessary information prior to arrival.

- Briefing of any visitors should also include details about the current state of the community, including the various emotions they may be experiencing as a result of the event, as well as identification of any existing sensitivities.
- Visitors should have a clear understanding of emergency management arrangements and protocols.
- Visitors should also be clearly briefed on the potential impact of their visit and their subsequent role in the recovery process. In particular, it should be emphasised that any information provided must be accurate, as the effects of inaccurate or ill-founded information on an affected community may reinforce the impact of the event.
- In the case of a disaster affecting more than one geographic area, care should be taken to ensure that communities are treated impartially and visits are arranged accordingly.

Visits by Commonwealth and State Parliamentarians (including Ministers) should be discussed in advance with the LRC to ensure the visits are the most effective for both the community and the Member of Parliament.

## INFORMATION SERVICES

The community recovery information services provided to affected people aim to lower anxiety levels and to restore a sense of predictability through accurate and credible information. Information services must be made available to assist and hasten recovery as well as the means of accessing those services.

The information provided should advise:

- the support, psychological, development and resource services available;
- where, when and how to access those services; and
- the psychological reactions commonly experienced by affected people.

The information should be provided at a “One Stop Shop” set up in a location to be determined and be available as soon as possible and provided and repeated through a range of information means.

The accessibility of the information to the people affected by the emergency is a major issue and actions need to ensure it is available to:

- the whole of the affected area;
- non-English speaking people;
- special needs groups and or individuals;
- isolated people and communities; and
- secondary victims.

## PUBLIC MEETINGS

Various forms of public meetings provide an important part of the recovery process. Public meetings may be held soon after an emergency has taken place as a means of communicating information to an affected community regarding such things as the extent of the damage caused by the event and the services available through the range of recovery agencies. Representation of the various recovery agencies at a public meeting also gives the affected community an opportunity to identify those agencies providing services and to clarify important issues. Further public meetings may be held throughout the recovery process as the need arises.

Public meetings also provide the opportunity for members of an affected community to meet together and for rumours, which are inevitable in the early part of the recovery process, to be dispelled. However, given the volatility that may be evident immediately following an emergency, it is critical that public meetings be carefully timed and managed by a facilitator skilled in dealing with any problems which may arise.

Public forums may also be organised to provide practical advice and discussion on a range of issues from personal needs to housing and rebuilding issues. The need for such forums is best identified by workers who have a direct understanding of emerging needs within a community.

Community recovery committees also provide an affected community with a mechanism to have an input into the management of the recovery process. These committees provide an important forum, ensuring local participation in the management of the recovery process.

The public information function should continue after the emergency response is over, lives are no longer at risk, and the state of emergency is over. The focus might change but the purpose of maintaining the flow of information remains

### Points to Consider

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

### **2.23. ONE STOP SHOP**

An effective method of providing the affected community with access to information and assistance is through the establishment of central information point and would include representatives from relevant recovery service providers to provide information and advice for the local community.

A One Stop Shop may be established in identified Council buildings, the location and contact details will be disseminated to the community when it is established.

### **2.24. MANAGING SPONTANEOUS VOLUNTEERS**

#### **LOCAL VOLUNTEER COORDINATOR (LVC)**

Within the first few days of an emergency occurring, the Local Government may receive numerous offers of voluntary assistance. It is important to harness this enthusiasm so that offers and opportunities are not lost.

There are likely to be two sources of volunteers:

- Clubs, community groups and other non-government organisations;
- Members of the general public.

Volunteers affiliated with an organisation will generally be managed by the organisation of membership and are likely to have specific skills to perform assigned roles (e.g. CWA, Lions Clubs, etc).

Volunteers from the general public (individuals and private companies) who offer assistance on an ad-hoc basis require careful management and coordination. "Volunteer Information Forms" (refer to the Recovery Resource Book) must be completed by shire staff whenever an offer of assistance is made and they should be forwarded to the LVC for consideration. Consideration should be given to establish a list of activities that could be undertaken by volunteers to assist in the recovery effort.

The LRC will initially be responsible for overseeing volunteer activities and if the event dictates the necessity to do so, the LRC will request the activation of the LVC.

#### **REGISTRATION**

For insurance purposes, it is paramount that any volunteer under the direction and control of the Local government must be registered and signs on prior to participating in any task, with clear instructions disseminated and acknowledged. All volunteers must sign off on the completion of the volunteers shift.

It is the responsibility of the LVC to oversee the registration of all volunteers who are under the direction and control of the SOM, regardless of whether they are individuals or belong to a community group or club. This must occur during all recovery activities including emergency welfare centre activities on the "Volunteer Log Form" found in the Recovery Resource Book.

#### ALLOCATION OF TASKS

The LVC is responsible for matching volunteers' skills and resources to required tasks, bearing in mind the needs of the community and individuals. Tasks assigned must be meaningful with clearly defined roles and must be recorded against the respective volunteers "Volunteer Information Form". When tasked, the volunteer is to be given a copy of the "Volunteer Task Allocation Form" to ensure they have a clear understanding of the role to be undertaken. Refer to Local government Recovery Workbook Package for the "Volunteer Task Allocation Form".

The LRC or, if convened, the LRCC is responsible for creating the tasks to be allocated. All tasks allocated must be authorised by the LRC or, if convened, the LRCC to ensure the duplication of tasking is avoided.

#### HOURS OF DUTY

Where applicable, volunteers should be rostered on for periods of no longer than 8.5 hours at one time, followed by a minimum 10 hour rest period. Shifts should overlap by a minimum of 30 minutes to enable briefings and handovers to their relief to occur. Meal breaks should be planned for with the LVC responsible for all volunteer rostering. Refer to the Recovery Resource Book for the "Volunteer Roster Form". All rostering must be authorised by the LRC or, if convened, the LRCC to ensure the duplication of resources is avoided.

#### IDENTIFICATION

The LVC shall provide all volunteers with appropriate identification, the minimum standard being a name tag. The name tag must have the volunteer's full name, date and Volunteer Information Form Reference Number clearly identified.

#### OTHER

The LVC shall conduct regular briefing and debriefing of volunteers. Access to appropriate counselling must be provided to all workers, as an acknowledgement that high levels of both acute and ongoing stress, and direct exposure to trauma, may be experienced.

## **PART 3 – FINANCIAL MANAGEMENT**

### **3.1. FINANCIAL ARRANGEMENTS DURING AN EMERGENCY SITUATION**

It should be recognised that in the event of an emergency there may be a need for the Local Government to undertake essential recovery activities during the emergency event, or as soon as possible after the emergency.

On these occasions the Shire of Corrigin will need to act in its capacity as the agency responsible for Recovery without funding allocated within Council's Budget. Under Section 6.8 of the *Local Government Act 1995*, the President may approve emergency expenditure where requested by the Chief Executive Officer:

- *A local government is not to incur expenditure from its municipal fund for an additional purpose except where the expenditure:*
- *is incurred in a financial year before the adoption of the annual budget by the local government;*
- *is authorised in advance by resolution\*; or*
- *is authorised in advance by the mayor or president in an emergency.*

#### **LOCAL GOVERNMENT POLICIES**

For the Local Government policies and procedures as passed by Council relating to expenditure during an emergency refer to the Local Recovery Management Plan Resource Book.

#### **Disaster Recovery funding arrangements (DRFA)**

Commencing 1 November 2018, the Commonwealth has introduced Disaster Funding Recovery Arrangements (DRFA) for the states and territories of Australia to provide financial assistance for eligible disaster events.

In Western Australia, the Disaster Recovery Funding Arrangements – Western Australia (DRFAWA) is administered by the Department of Fire and Emergency Services (DFES) and is Western Australia's application of the DRFA. The DRFAWA includes additional support measures the State government deems necessary to best support communities and businesses within Western Australia.

#### **What is the aim of the DRFA?**

Natural disasters or terrorist acts may result in large-scale expenditure by state governments in the form of disaster relief and recovery payments and infrastructure reconstruction. To assist with this burden, the Commonwealth has made arrangements to provide financial assistance to the states and territories in certain circumstances. Usually the assistance is in the form of partial reimbursement of state expenditure and estimated reconstruction costs.

#### **What is an eligible disaster event?**

A natural disaster or terrorist act for which:

- A coordinated multi-agency response was required, and
- It must be estimated that the cost of emergency assistance to individuals and communities, or damage to essential public assets will exceed \$240,000.



### **What are the eligible disaster events?**

An eligible disaster event is:

- One, or a combination of the following rapid onset events:
  - Bushfire
  - Cyclone
  - Meteorite strike
  - Earthquake
  - Storm surge
  - Tornado
  - Flood
  - Landslide
  - Storm
  - Tsunami
- A terrorist act; whereby an action or a series of actions committed in Australia which the Commonwealth Minister has determine is a terrorist act.

### **Relief and Recovery Assistance Measures**

The DRFAWA provides certain measures to support relief and recovery efforts following an eligible disaster. It is intended to complement other strategies including insurance, mitigation planning and activities to prevent disasters. Assets that can be insured are not covered by DRFAWA.

When an eligible event is declared, different assistance measures can be made available to individuals and communities to support them in their recovery from an eligible disaster; these four (4) main categories are:

Category A – Emergency assistance for individuals, administered by the Department of Communities

Category B – financial support provided to the State, counter disaster operations and assistance for small business and primary producers. Administered by DFES with assistance from the appropriate State Government Departments

Category C – Community Recovery Packages, (when severe impact) administered by DFES

Category D – Exceptional Circumstances Measure, administered by DFES

Further information on DRFAWA can found by visiting the DFES website at [dfes.wa.gov.au](http://dfes.wa.gov.au) or clicking [here](#).

### **3.2. APPEALS AND DONATIONS**

Where possible, donations of goods and services should be discouraged as they are difficult to manage. Donations of cash are more practicable to manage and provide the opportunity to utilise local services which in turn assists with the recovery of local business.

#### **LORD MAYORS DISTRESS RELIEF FUND**

The Lord Mayor's Distress Relief Fund was established in 1961 to provide relief of personal hardship and distress arising from natural disasters occurring within Western Australia. The perpetual fund is a registered charitable body and has approval of the Australian Taxation Office for tax deductibility of contributions. Further information is available via their website: <http://appealswa.org.au/>

**Donations of Cash:** The Local Recovery Committee will encourage the use of the Lord Mayor's Distress Relief Fund for people wanting to make cash donations, although if deemed necessary will open a separate account specifically for cash donations.

**Donations of Service and Labour:** Any donations of services or labour to assist with the recovery from an emergency will be administered by the Local Government via the Local Recovery Committee in accordance with the Managing Spontaneous Volunteers section of these arrangements.

**Donations of Goods:** The donations of goods to assist victims to recover from an emergency may be arranged by non-government organisations. The distribution of the donated goods shall be undertaken by the organisations concerned.

**3.3. STATE LEVEL ASSISTANCE**

State level assistance to community recovery will normally be provided by a range of State government agencies through direct representation on the LRC.

In conjunction with the local government/s and the State Emergency Coordinator, 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.

These include:

- The capacity of the local governments involved to manage the recovery;
- The number of local governments affected; and
- The complexity and duration of the recovery.

**3.4. STAND DOWN**

The Local Recovery Coordinator shall progressively stand down participants and programs when they are no longer required

**3.5. DEBRIEFING/POST OPERATIONS REPORT**

The LRC will arrange to debrief all participants and organisations as soon as possible after stand down and prepare a report to the LEMC for review and update of the Local Recovery Plan. A copy of the report shall also be forwarded to the DEMC.

Refer to **Annexure 7** for reporting template and **Annexure 8** for Post Incident Analysis Pro forma.

**Annexure 1 Contacts (Recovery Specific)**

LR Coordinator	Mike Weguelin	7 Spanney Street Corrigin 6375	0400 190 221	igacorrigin@westnet.com.au
DLR Coordinator	Lyn Baker	PO Box 304 Corrigin 6375	0427 097 141	relbaker@bigpond.com