

Local Recovery Management Plan



Shire of Corrigin

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AMENDMENT RECORD

NO.	DATE	AMENDMENT DETAILS	DOCUMENT PREPARED BY
1			
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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 recovers 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.

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.

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 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.

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.

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.

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; and
- 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;
- Identify the roles and responsibilities of HMAs, emergency services, support organisations and the Local government whilst promoting effective liaison between all organisations;

RECOVERY MANAGEMENT PRINCIPLES AND CONCEPTS

The arrangements comply with the recovery principles and concepts detailed in the State Emergency Management Plan '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.

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

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 Child Protection Local Welfare Support Plan
- Local government Recovery Workbook Package
- Local government Local Emergency Management Arrangements

PART 2 – PLANNING

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 Shelley Crombie.

RECOVERY COMMITTEE MEMBERS

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

TRAINING

As a minimum standard the Recovery Coordinator and Deputy Recovery Coordinator should undertake the 'Introduction to Recovery' (Emergency Management WA) and Recovery Management (Australian Emergency Management Institute).

ROLES & 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; and
- 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 has two broad areas of responsibilities as follows:

- in liaison with the Hazard Management Agency, Local Emergency Coordinator and other responsible agencies determine the need to activate the Local Recovery Plan and convene the Local Recovery Committee

- assess the recovery requirements for each event and ensure that appropriate strategies are put in place;
- facilitate the acquisition and appropriate application of material, staff and financial resources necessary to ensure an effective recovery response;
- contribute to the resolution of community and political problems which emerge during the recovery process;
- ensure maximum community involvement in the recovery process;
- ensure that both the immediate and long-term individual and community needs are met in the recovery process;
- coordinate the local recovery activities in accordance with the plans, strategies and policies determined with the Local Recovery Committee;
- monitor the progress of recovery and provide periodic reports to the Local Recovery Committee
- Arrange for the conduct of a debriefing of all participating agencies and organisations as soon as possible after stand down and submission of post operations report.
- Liaise with the State Recovery Coordinator on issues where State level support is required or where there are problems with local services
- Ensure that regular reports are made to the State Recovery Committee on the progress of recovery
- Arrange for the conduct of a debriefing of all participating agencies and organisations as soon as possible after stand down

TASKS

Execution of the above responsibilities may result in the following tasks being undertaken:

- organise and manage the resources, staff and systems necessary for the immediate and long term recovery;
- advocate on behalf of the affected community with government departments, voluntary agencies, local government, the wider community, businesses and other organisations involved in the recovery process;
- liaise, consult and, where necessary, coordinate or direct voluntary agencies, community groups, local government departments in order to achieve the most effective and appropriate recovery;
- provide information to the government, bureaucracy, community and media;
- mediate where conflicts occur during the relief and recovery process;
- develop a close and positive working relationship with the key individuals and groups in the affected community; and
- be partially distanced from the immediacy of the event and consider the overall recovery process in establishing priorities and anticipating future requirements.

LOCAL RECOVERY COMMITTEE

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

The Local Recovery Coordinating Committee is responsible for:

- Maintaining the recovery process in accordance with SEMP 4.4 which includes the National Disaster recovery Principles.

And:

- Appointment of key positions within the committee and the sub-committees;
- Assessing requirements for the restoration of the Social, Infrastructure, Physical, Health, Environmental, and Economic wellbeing of the community;
- Establish sub-committees as required;
- Ensuring a coordinated multi-agency approach to community recovery; and
- Developing a recovery plan to coordinate a recovery process that;
 - Takes account of the Local government's 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 functions
 - Considers the needs of youth, the aged, the disabled, and culturally and linguistically diverse people
 - Allows full community participation and access and
 - Allows monitoring of the recovery process
 - Facilitating the provision of services, public information, information exchange and resource acquisition
- Negotiating the most effective use of available resources including the support of State and Commonwealth Agencies
- Monitoring the progress of recovery, and receive periodic reports from recovery agencies
- Ensuring a coordinated multi- agency approach to community recovery
- Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness.

COMPOSITION OF RECOVERY COMMITTEE

The LRC will be chaired by the Local government Mayor, the Local government CEO, or their nominee and have relevant community leaders as its members, including appropriate State Government Agency representatives. Where a LRC 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 LRCC is dynamic and will change with the needs of the community at various stages during the recovery process.

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

- Chairperson (if not the Mayor, 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 Child Protection;
- Western Australian Police Service;
- Community Representative/s; and if established
- Chairpersons of Sub-committees.
- Department of Agriculture and Food;
- Department of Environment and Conservation;
- Lifelines (power, water, gas, etc);
- Main Roads;
- Department of Water;
- Regional Development Commission;
- Education/school representative;
- Community Groups;
- Chamber of Commerce;
- St John's Ambulance;
- Insurance representative;
- Other persons/organisations as identified.

ROLE

To coordinate and support local management of the recovery processes within the community subsequent to a major emergency in accordance with State Emergency Management Policy and the Local Recovery Plan.

FUNCTIONS

The functions of the committee include the following:

- assist the Local Recovery Coordinator prepare, maintain and test the Local Recovery Plan
- following the impact of an event requiring a recovery operation, to develop a tactical recovery plan that:
 - a) meets the immediate needs of the community;
 - b) takes account of local government long term planning and goals;
 - c) includes an assessment of the immediate recovery needs of the community and determines which recovery functions are still required;
 - d) develops a time table for completing the major functions;
 - e) considers the needs of youth, aged, the disabled, and non-English speaking people;
 - f) allows for the monitoring of the progress of recovery;
 - g) allows full community participation and access;
 - h) effectively uses the State and Commonwealth agencies;
 - i) provides for public access to information on the proposed programs and subsequent decisions and actions; and
 - j) allows consultation with all relevant community groups.

RESPONSIBILITIES:

- Appointment of key positions within the committee
- Establishing subcommittees as required
- Assessing requirements for recovery activities relating to the physical, psychological and economic and environmental wellbeing of the community with the assistance of HMAs.
- Facilitating the provision of services, public information, information exchange and resource acquisition
- Negotiating the most effective use of available resources including the support of State and Commonwealth agencies
- Monitoring the progress of recovery, and receive periodic reports from recovery agencies
- Ensuring a coordinated multi-agency approach to community recovery
- Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness

RESPONSIBILITIES OF PARTICIPATING ORGANISATIONS

LOCAL GOVERNMENT

- a. Chair and manage the activities of the Local Recovery Committee;
- b. Provide secretariat and administrative support to the Local Recovery Committee;

- c. Provides the Local Recovery Management Centre & facilities;
- d. Ensure the restoration or reconstruction of services/facilities normally provided by the local government authority.

HAZARD MANAGEMENT AGENCY

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

DEPARTMENT FOR CHILD PROTECTION

- a. Provide a representative to the Local Recovery Committee;
- b. Provide the welfare components of the recovery process including –
 - a. Emergency accommodation
 - b. Emergency catering
 - c. Emergency clothing and personal requisites
 - d. Personal services (including counselling)
 - e. Registration and Inquiry
 - f. Immediate Financial assistance

LIFELINE AGENCIES

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

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

ACTIVATION

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

- *The Controlling Agency with responsibility for the response to an emergency must initiate recovery activity during the response to that emergency.*
- *The Controlling Agency will then liaise with the emergency affected local government to prepare for a transition from response to recovery and at an agreed point will transfer responsibility for the recovery activity to that local government. The "handover" arrangements should be documented.*
- *Where an emergency is assessed by the Controlling Agency as being of sufficient magnitude to require State level recovery coordination, the HMA with the agreement of the affected local government/s, will discuss the transfer of the coordination responsibility to the State with the Chair, Recovery Services Sub-committee.(RSS)*

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 committee will;

- Align response and recovery priorities
- Connect with key agencies
- Understand key impacts and tasks
- Identify recovery requirements and priorities as early as possible.
- **Recovery Coordinator must be included in Incident Support Group meetings from the onset.**

Transition from response to recovery shall be formalised by completing of the 'Response to Recovery Transition Handover' form included in the Recovery Resource Book.

HANDOVER – RESPONSE TO RECOVERY

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 Committee, 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 Committee because statutory agencies are coping with the situation, the local Recovery Coordinator will monitor the situation and keep the Local Recovery Committee advised accordingly.

IMPACT ASSESSMENT AND OPERATIONAL RECOVERY PLANNING

It is essential that the LRC conduct an assessment of the recovery and restoration requirements as soon as possible after the impact of the event. Impact assessment should not interfere with response operations. 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 LRC.

The operational recovery plan should provide a full description of the extent of the damage, both physical and human, 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.

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.

LOCAL RECOVERY COORDINATING COMMITTEE SUB-COMMITTEES

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

- Infrastructure
- Economic/Financial
- Personal
- Environment
- Community

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

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

RESTORATION AND RECONSTRUCTION SUB-COMMITTEE:

- Assess requirements for the restoration of services and facilities with the assistance of responsible agencies.
- Assess the restoration process and the reconstruction policies and programmes and facilitate reconstruction plans where required.
- Report the progress of the restoration and reconstruction process to the Local Recovery Committee.
- Make recommendations to the Local Recovery Committee

COMMUNITY AND PERSONAL SUPPORT SUB-COMMITTEE:

- Assess the requirement for personal support services in the short, medium and long term
- Facilitate resources (financial and human) as required to complement/assist existing local services
- Monitor the progress of the local personal service providers and receive regular progress reports from agencies involved
- Make recommendations to the Local Recovery Committee

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.

RECOVERY ACTIVITIES AND STRATEGIES

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

ACTIVITIES TO BE UNDERTAKEN BY THE COMMITTEE

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/Town 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
- Community Newsletters
- Public Meetings

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

PUBLIC INFORMATION

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

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

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 involved, reference should be made to WESTPLAN Public Information to ensure appropriate processes are followed and adhered to. WESTPLAN Recovery notes that State arrangements do not set out to restrict local governments from releasing media statements

on recovery matters and issues being dealt with at the local level. However, it is expected that all relevant media releases will be provided to the SRCC for comment prior to the dissemination.

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 means commonly used are:

- leaflets;
- posters;
- newsletters;
- information centre’s;
- recovery centre’s;
- community agencies;
- radio;
- newspapers;
- television;
- outreach visitation; and
- Public meetings.

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.

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.

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:

- 1) Clubs, community groups and other non-government organisations;
- 2) 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 City 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 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

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 City 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 Mayor 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 –

- (a) is incurred in a financial year before the adoption of the annual budget by the local government;*
- (b) is authorised in advance by resolution*; or*
- (c) 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.

WESTERN AUSTRALIA NATURAL DISASTER RELIEF AND RECOVERY ARRANGEMENTS (WANDRRA)

To assist the recovery of communities whose social, financial and economic well-being has been severely affected by a *natural disaster*, the State Government has established the WANDRRA, providing a range of *eligible measures* designed to help those within disaster affected communities.

Assistance is NOT provided as compensation for damage/losses sustained, or as a disincentive to self help by way of commercial insurance and/or other appropriate strategies of *disaster mitigation*. Insurable assets such as houses and vehicles will not be eligible under the WANDRRA.

DECLARATION OF ELIGIBLE NATURAL DISASTERS

Before any WANDRRA relief or recovery measures can be accessed, a disaster must be declared a *“natural disaster”*, in accordance with the criteria specified under the WANDRRA.

The WANDRRA criteria for the declaration of an *eligible disaster* are as follows:

- Must be an ***eligible event***; and

- The anticipated cost to the State of **eligible measures** must exceed the **small disaster criterion**, being the amount of \$240,000. (Further information concerning the terms '*eligible event*' and '*eligible measures*' follow.)

ELIGIBLE EVENTS

The WANDRRA **ONLY** apply for those events resulting from any one, or a combination of, the following natural hazards: *Bushfire; Cyclone; Earthquake; Flood; Landslide; Meteorite Strike; Storm; Storm Surge; Tornado or Tsunami.*

ELIGIBLE MEASURES

The WANDRRA comprises a range of *eligible measures* that have been approved by the State Government. An *eligible measure* means an act of relief or recovery that is:

- carried out to alleviate damage or distress arising as a direct result of a *natural disaster*; and
 - of a type described below as a Category A, B, C or D measure.

Category A measure Is a form of emergency assistance that is given to *individuals* to alleviate their personal hardship or distress arising as a direct result of a *natural disaster*.

Category B measure Is for the restoration or replacement of certain essential public assets damaged as a direct result of a natural disaster;

- Specified subsidies or grants to alleviate the financial burden of costs incurred by certain businesses, primary producers, voluntary non-profit bodies and individuals as a direct result of a natural disaster, or counter disaster operations for the protection of the general public.

Category C measure Is a community recovery package designed to support a holistic approach to the recovery of regions, communities or sectors severely affected by a *natural disaster*.

Category D measure Is an act of relief or recovery carried out to alleviate distress or damage in circumstances that are 'exceptional'.

ADMINISTRATION AND MANAGEMENT OF THE WANDRRA

The Fire and Emergency Services Authority is responsible for the overall administration of the WANDRRA.

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.

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.

Where an emergency is assessed by the Controlling Agency as being of sufficient magnitude to require State level recovery coordination, the Controlling Agency with the agreement of the affected local government/s, will discuss the transfer of the coordination responsibility to the State with the Chair, RSS.

STAND DOWN

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

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 **Annex 7** for reporting template and **Annex 8** for Post Incident Analysis Pro forma.

ANNEX 1 CONTACTS (RECOVERY SPECIFIC)

<i>LR Coordinator</i>	<i>Mike Weguelin</i>	<i>7 Spanney Street Corrigin 6375</i>	<i>0400 190 221</i>	<i>igacorrigin@westnet.com.au</i>
<i>DLR Coordinator</i>	<i>Shelley Crombie</i>	<i>PO Box 228 Corrigin 6375</i>	<i>0427 947 386</i>	<i>shelview@bigpond.com</i>