



# **Local Emergency Management Arrangements 2023**

## **Local Recovery Plan 2023**

# **Resource and Contact Register**

**\*\* PUBLIC VERSION: All names and contact details  
have been removed \*\***

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<b>LOCAL EMERGENCY MANAGEMENT ARRANGEMENTS 2023</b>	<b>7</b>
Certificate of Approval	9
Disclaimer	10
Version Control	10
Amendment Record	11
Distribution List	12
General acronyms used in these arrangements	13
Glossary of Terms	14
Part 1: Introduction	15
Authority	17
Document Availability	17
Endorsement Date	17
Area Covered	17
City of Melville Local Government Boundaries	18
Profile	18
Purpose	19
Scope	20
Existing Plans and Supporting Documents	20
State Plans and Policies	21
Local Arrangements	21
Agreements Understandings and Commitments	24
Financial Arrangements	24
Local Government Responsibilities	24
Hazard Management Agency Responsibilities	26
Controlling Agency Responsibilities	27
Public Information	27
Local Government Communication Process	27
Public Warning Systems and Local Media Avenues	28
High Risk Sites	31
Part 2: Critical Infrastructure	33
Major Commercial / Industrial Areas	35
Major Facilities	37
Major Hospital and Educational Facilities	37
City of Melville Buildings	37
Major Transport Arteries	37
Air Services / Terminals	38
Critical Supplies, Water, Sewerage, Electricity and Gas	38
Waste Services / Recycling Plants	38
Part 3: Planning	39
Local Emergency Coordinator (LEC)	41
Local Emergency Management Committee (LEMC)	41
LEMC Functions and Responsibilities	41
Risk Management	42
Hazards Identified	43
Part 4: Response	45
Emergency Management Structure and Response levels	47
Emergency Actions	48
Local Government Involvement in Response	48
City of Melville Incident Management	48
Responsibilities	49
Agency Roles and Responsibilities – Response	49
Incident Support Group (ISG)	50
Frequency of ISG Meetings	50
Incident Management	51
Local Emergency Operations Centres	52
Part 5: Community Evacuation	53
Evacuation Management and Planning	56
Access and Egress Routes	58
Media Management and Public Information	59



Public Warning Systems	59
Local Systems	59
Vulnerable Groups	59
Community Evacuation Organisations and Responsibilities	60
Evacuation Centres	62
Welfare Support	63
Provision of Welfare Support	63
Department of Communities (DC)	63
Welfare Activation Kits	64
Welfare Centres Designated Agency Functions	64
Allowing people back and supporting their return	66
Staged Return of Evacuees	66
Part 6: Recovery	67
Local Recovery Coordinator	69
State Plans and Policy for Recovery	69
Activation of Recovery	70
Level of State Involvement	70
Cessation of Response	71
Further Information	71
Part 7: Testing, Exercising, Reviewing	73
Testing and Exercising	75
Schedule of Exercises	75
Annual Reporting	76
Review of this Plan	76
Appendices	77
Appendix A: Glossary of Terms and Acronyms	78
Appendix B: State and Local Emergency Management Arrangements	82
Appendix C: Map of the City of Melville district	83
Appendix D: Aide Memoirs	84
Appendix E: Community Based Vulnerable Groups	89
Appendix F: LEMC Members and Contact List	94
Appendix F(1): Emergency Contacts	95
Appendix F(2) – Crisis Issue Communication Plan	96
Appendix G: WA Hazard Management Agencies	116
Appendix H: Welfare Activation Kit Contents	117
Appendix I: Suggested LEMC Meeting and Business Cycle	123
<b>LOCAL RECOVERY PLAN 2023</b>	<b>125</b>
Part 1: Introduction	127
Authority	128
Disclaimer	129
Distribution List	130
LEMA / LRP Review	131
Terms and Acronyms Used Within this Plan	132
Purpose	133
Objectives	133
Scope	133
Recovery Process and Aim of Recovery	133
Local Government Responsibility for Recovery	133
City of Melville Local Government Boundaries	134
Principles of Recovery	135
Part 2: Related Documents	139
Related Documents and Arrangements	141
Agreements Understandings and Arrangements	141
State Plans and Policies	141
Part 3: Resources	143
Financial Arrangements	146
Financial Records	146



Internal Finance	146
DRFAWA	147
Department of Human Services (Centrelink)	148
Lord Mayor's Distress Relief Fund (LMDRF) – Public Appeals	148
Volunteers and Donations	148
One Stop Shop	148
Local Emergency Operation Centres / Emergency Coordination Centres	149
Part 4: Roles and Responsibilities	151
Local Emergency Management Committee (LEMC)	153
Local Recovery Coordinator (LRC)	153
Local Recovery Coordination Group (LRCG)	154
Local Recovery Coordination Group Subcommittees	154
LRCG – Economic / Financial Subcommittee	155
LRCG – Infrastructure Subcommittee	155
LRCG – Environment Subcommittee	156
LRCG – Community Subcommittee / Personal Support Subcommittee	156
Controlling Agency / Hazard Management Agency	157
Communication	157
Stand Down	158
Debriefing	158
Evaluation	158
Keys Actions Required post event	158
Part 5: Appendices	159
Appendix A – Aide Memoir, Local Recovery Coordinator (LRC)	161
Appendix A (1) – Local Recovery Coordinator Recovery Action Checklists	162
Appendix B – Aide Memoir, Local Recovery Coordination Group (LRCG)	165
Appendix B (1) – Local Recovery Coordination Group Action Checklist	167
Appendix C – Aide Memoir LRCG Subcommittee – Economic / Financial	170
Appendix C (1) – LRCG Economic / Financial Subcommittee Terms of Reference	172
Appendix D – Aide Memoir LRCG Subcommittee – Infrastructure	175
Appendix D (1) – LRCG Infrastructure Subcommittee Terms of Reference	176
Appendix E – Aide Memoir LRCG Subcommittee – Environment	179
Appendix E (1) – LRCG Environment Subcommittee Terms of Reference	180
Appendix F – Aide Memoir LRCG Subcommittee – Community	183
Appendix F (1) – LRCG Community Subcommittee Terms of Reference	184
Appendix G – Post Recovery Analysis Report Template	187
Appendix H – LRCG Reporting Template	188
Appendix I – Suggested Media Release – Donations	189
Appendix J – Recovery Operational Sequence Checklist / Guide	190
Appendix K – Operational Recovery Plan Template	191
Appendix L – Outreach Needs Assessment and Initial Contact Form	193
Appendix M – Impact Statement Template	194
Appendix N – City of Melville Recovery Governance Structure	213



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# Local Emergency Management Arrangements 2023

**LEMC Endorsement Date: 4 July 2023**  
**Last Review: June 2023**  
**Full Review Required: 2028**  
**Maintained by: Executive Officer to LEMC**  
**Document Owner: Coordinator Rangers and  
Emergency Management**

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## Certificate of Approval

The City of Melville Local Emergency Management Arrangements (LEMA) and Local Recovery Plan (The Plan / LRP) have been prepared by the City of Melville to address the City's Legislative responsibility under Section 36 and Section 41 of the Emergency Management Act 2005 and the Emergency Management Regulations 2006.

The LEMA forms one part of a suite of documents collectively referred to as the Local Emergency Management Arrangements (LEMA).

The following documents are support plans and together with this Plan will be known as the City of Melville Local Emergency Management Arrangements:

- Local Recovery Plan (included in this document)
- Risk Register and Treatment Schedule
- Contacts and Resources Register (included in this document)
- Local Emergency Management Arrangements for the Provision of Welfare Support, known as the Local Welfare Plan (Department of Communities)

In accordance with State Emergency Management Policy 2.5 and State EM Preparedness Procedure 7, this Plan has been endorsed and noted by the following entities:

- City of Melville Local Emergency Management Committee (LEMC) - Endorsement
- City of Melville Council – Endorsement
- South Metropolitan District Emergency Management Committee (DEMC)– Noting
- State Emergency Management Committee (SEMC) – Noting

### City of Melville Local Emergency Management Committee (LEMC)

\_\_\_\_\_  
Recovery Coordinator / Chairperson

Date: 4 July 2023

  
\_\_\_\_\_  
City of Melville Council / Mayor

Date: 19<sup>th</sup> JULY 2023



## Disclaimer

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

## Version Control

<b>Document Title</b>	<b>City of Melville Local Emergency Management Arrangements 2023</b>
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## Amendment Record

Suggestions and comments from the community and stakeholders can help improve the document.

Feedback can include:

- What you do or do not like about the document;
- Unclear or incorrect expression;
- Out of date information or practices;
- Inadequacies;
- Errors, omissions or suggested improvements.

To forward feedback, copy the relevant section, mark the proposed changes and forward it via to: [melinfo@melville.wa.gov.au](mailto:melinfo@melville.wa.gov.au)

Alternatively by mail addressed to:

The Executive Officer  
City of Melville Local Emergency Management Committee  
Locked Bag 1  
BOORAGOON WA 6954

The Executive Officer will refer any correspondence to the LEMC for consideration and or approval.

All amendments are to be listed in the below table when updated and the details provided to the next available meeting of the LEMC.

AMMENDMENT		DETAILS OF AMENDMENT	AMENDED BY	DOCUMENT VERSION
NUMBER	DATE		NAME	



## Distribution List

Official copies of this document are distributed in pdf format only and are provided electronically to the organisations and individuals named below.

Members of the public wishing to obtain a copy of this document can do so by application to the City of Melville through the following email address:

[melinfo@melville.wa.gov.au](mailto:melinfo@melville.wa.gov.au)

Alternatively, the current version of the document can be found on the City of Melville official [website](#).

Printed copies of this document may not be accurate. Any document released for public consumption must not include staff names or contact details or persons mentioned therein.

For contact details of LEMC membership and other officers please refer to the Contacts and Resources Register (**controlled document**).

<b>Copies provided to</b>	<b>No. of copies</b>
<b>City of Melville</b>	
Chief Executive Officer	1
Mayor	1
City of Melville Directors	5
Local Recovery Coordinator / Chairperson	1
Deputy Local Recovery Coordinator	1
Welfare Coordinator	1
Executive Officer	1
<b>LEMC Membership</b>	
WA Police (WAPOL) – Murdoch and Palmyra Stations	2
Department of Fire and Emergency Services (DFES)	1
Department of Communities (DC)	1
Fiona Stanley Hospital	1
St John of God Hospital	1
St John Ambulance	1
Silver Chain	1
Australian Red Cross	1
Murdoch University	1
South Metropolitan TAFE	1
Westfield Garden City Shopping Centre	1



<b>Other committees</b>	
South Metropolitan District Emergency Management Committee (DEMC)	1
State Emergency Management Committee (SEMC)	1

### **General acronyms used in these arrangements**

<b>CaLD</b>	Culturally and Linguistically Diverse
<b>CEO</b>	Chief Executive Officer
<b>DC</b>	Department of Communities
<b>DBCA</b>	Department of Biodiversity, Conservation and Attractions
<b>DEC</b>	District Emergency Coordinator
<b>DEMC</b>	District Emergency Management Committee
<b>DFES</b>	Department of Fire and Emergency Services
<b>DLRC</b>	Deputy Local Recovery Coordinator
<b>DRFAWA</b>	Disaster Recovery Funding Arrangements Western Australia
<b>EM</b>	Emergency Management
<b>EM Act</b>	Emergency Management Act 2005
<b>EM Regulations</b>	Emergency Management Regulations 2006
<b>HMA</b>	Hazard Management Agency
<b>HMO</b>	Hazard Management Officer
<b>IC</b>	Incident Controller
<b>IMT</b>	Incident Management Team
<b>ISG</b>	Incident Support Group
<b>LEC</b>	Local Emergency Coordinator
<b>LEMA</b>	Local Emergency Management Arrangements
<b>LEMC</b>	Local Emergency Management Committee
<b>LGA</b>	Local Government Agency
<b>LGLO</b>	Local Government Liaison Officer
<b>LGWLO</b>	Local Government Welfare Liaison Officer
<b>LRC</b>	Local Recovery Coordinator
<b>LRCG</b>	Local Recovery Coordination Group
<b>OAM</b>	Operational Area Manager
<b>OASG</b>	Operations Area Support Group
<b>OIC</b>	Officer in Charge
<b>RP</b>	Recovery Plan
<b>SEC</b>	State Emergency Coordinator
<b>SECG</b>	State Emergency Coordination Group
<b>SEMC</b>	State Emergency Management Committee



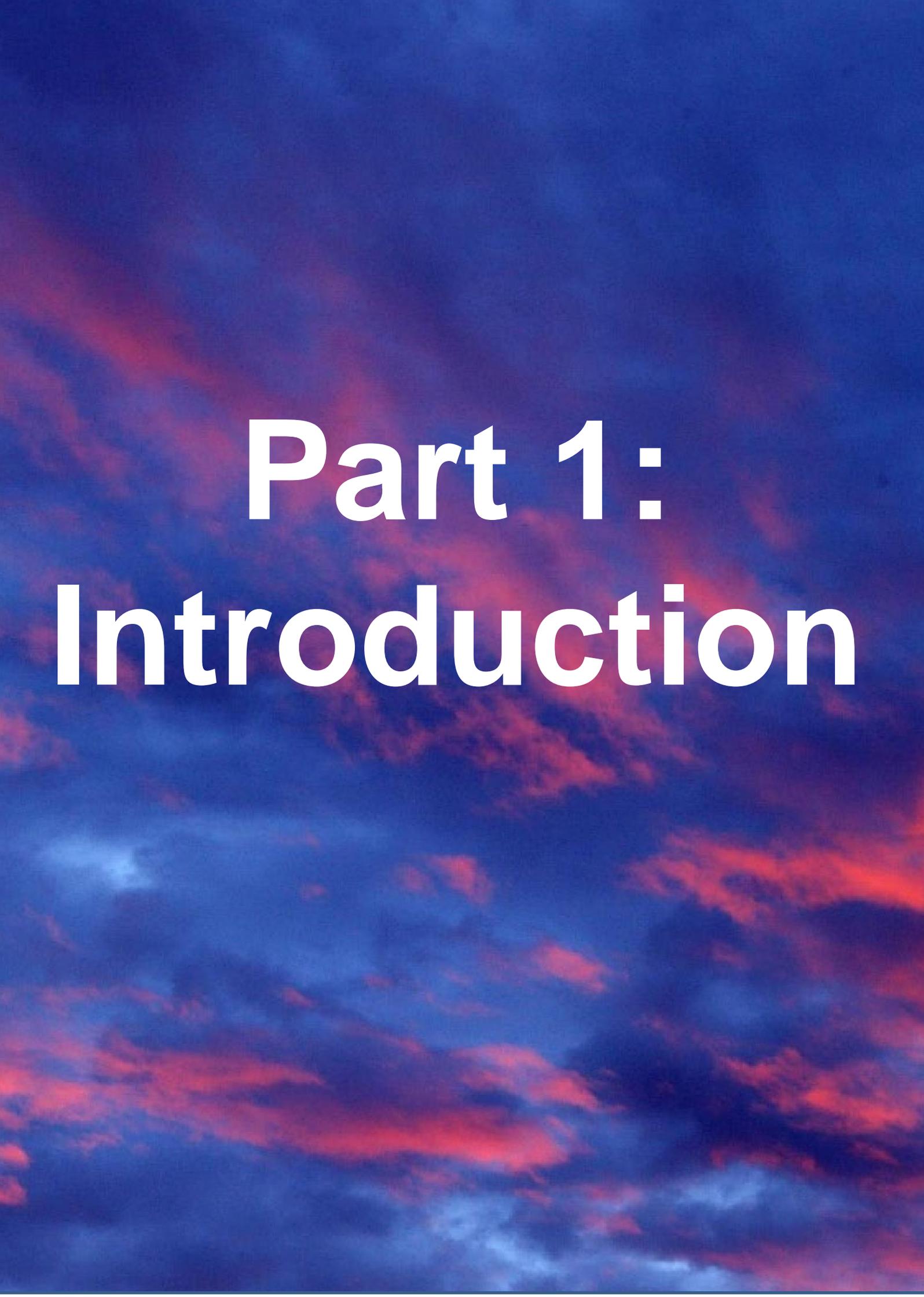
<b>SES</b>	State Emergency Services
<b>SEWS</b>	State Emergency Warning Signal
<b>SRC</b>	State Recovery Controller
<b>SRCG</b>	State Recovery Coordination Group
<b>WAPOL</b>	Western Australia Police

## **Glossary of Terms**

Terminology used throughout this document shall have the meaning as prescribed in either section 3 of the *Emergency Management Act 2005* or as defined in the *State EM Glossary* or the *WA Emergency Risk Management Procedure*.

**District:** means an area of the State that is declared to be a district under section 2.1 *Local Government Act 1995*.

**Municipality:** means the district of the local government of City of Melville.



# Part 1: Introduction



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## Part 1: Introduction

### Authority

This plan has been prepared and endorsed by the City of Melville LEMC.

This plan has been approved by the City of Melville Council in compliance to the *Emergency Management Act 2005, section 41*.

The plan has been tabled for information and comment with the South Metropolitan DEMC.

### Document Availability

Copies of these arrangements can be found:

- City of Melville website:  
<https://www.melvillecity.com.au/our-community/safety-and-emergency-management/local-emergency-management>
- City of Melville Civic Centre, 10 Almondbury Road Booragoon
- City of Melville Operations Centre, 13 Bramanti Road Murdoch
- WAPOL – Palmyra Station
- WAPOL – Murdoch Station

**\*\*Note:** Hard copies (printed) of this document may not be accurate\*\*

### Endorsement Date

This plan was endorsed by the City of Melville LEMC on **4 July 2023**.

### Area Covered

The City of Melville Local Emergency Management Arrangements have been prepared for the area gazetted as the City of Melville Local Government District.

The area of the City of Melville incorporates a total land area of 52.73 square km and is located 8km from the Perth CBD

The City of Melville shares its boundaries with:

- City of Fremantle
- Town of East Fremantle
- City of Canning
- City of Cockburn
- City of South Perth



## City of Melville Local Government Boundaries



### Profile

The City of Melville lies within the Perth Metropolitan area with its administration area located within the suburb of Booragoon between Leach and Canning Highways.

Information provided in the below table is based data from the 2021 Census data. The total population of the City of Melville based on this data is: 103,523.

The suburban areas within the City of Melville have a total of 42,881 dwellings spread across 18 suburbs of:

- Alfred Cove
- Applecross
- Ardross
- Attadale
- Bateman
- Bicton
- Booragoon
- Brentwood
- Bull Creek
- Kardinya
- Leeming
- Melville
- Mount Pleasant
- Murdoch
- Myaree
- Palmyra
- Willagee
- Winthrop



The City of Melville is bordered by 18km of river foreshore with the Swan River Estuary on its northern boundary and the Canning river on the eastern boundary. The rivers while supporting a diverse range of bird life and fauna are also valuable public recreational areas. The City has diverse plans for the management of its rivers, parks and reserves.

<b>Suburb</b>	<b>Population</b>	<b>Dwellings</b>	<b>Area</b>	<b>Density</b>
<b>Alfred Cove</b>	2,830	1,159	1.2 km sq	1.96
<b>Applecross</b>	7,228	3,304	3.2 km sq	6.93
<b>Ardross</b>	4,578	1,855	2.3 km sq	8.65
<b>Attadale</b>	6,638	2,630	3.1 km sq	6.91
<b>Bateman</b>	3,832	1,375	2.0 km sq	1.02
<b>Bicton</b>	6,961	3,074	3.2 km sq	2.23
<b>Booragoon</b>	5,684	2,407	3.1 km sq	5.92
<b>Brentwood</b>	2,153	832	0.9 km sq	2.69
<b>Bull Creek</b>	8,030	3,157	4.2 km sq	4.55
<b>Kardinya</b>	9,137	3,772	4.3 km sq	4.94
<b>Leeming</b>	8,219	4,039	6.0 km sq	1.46
<b>Melville</b>	6,204	2,546	2.4 km sq	1.07
<b>Mount Pleasant</b>	7,456	3,327	2.8 km sq	9.51
<b>Murdoch</b>	3,352	1,116	4.3 km sq	1.81
<b>Myaree</b>	2,169	855	1.4 km sq	1.10
<b>Palmyra</b>	7,585	3,694	3.1 km sq	7.89
<b>Willagee</b>	5,447	2,416	2.1 km sq	1.24
<b>Winthrop</b>	6,020	2,118	3.5 km sq	4.91

**\*\*Population and dwelling information based on 2021 Australian Bureau of Statistics Census\*\***

## **Purpose**

The purpose of these emergency management arrangements is to set out:

1. The City of Melville's preparedness and capacity to support the effective management of an emergency that may impact on the local community;
2. The roles and responsibilities of public authorities and other agencies/persons involved in emergency management in the City of Melville local government district;
3. Provisions about the coordination of emergency operations and activities relating the emergency management in the local government district;
4. A list of natural and technological hazards that may impact the local community;
5. Strategies and priorities for emergency management in the local government district; and
6. Other matter about emergency management in the local government district that the local government considers appropriate.



## Scope

The scope of this Plan is to ensure that appropriate strategies are in place to minimise the adverse effects on the community and ensure the best possible outcomes are delivered for the community in the long term.

In the case of the City of Melville, these plans and arrangements perform a multifaceted role in protecting the health, welfare, environment and economic well-being of the community. To ensure the best possible outcomes for the City of Melville, key stakeholders and the community, a comprehensive understanding of hazards likely to impact the community and/or environment and the interaction between consequences and resilience of the community are required.

The scope of this plan is limited to and includes:

- The geographical boundaries of the City of Melville;
- Existing Legislation, Plans and Local Laws;
- Statutory or agreed responsibilities;
- Support to and interface with other emergency management plans and agreements.

Furthermore:

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

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

## Existing Plans and Supporting Documents

To enable integrated and coordinated delivery of emergency management support within the City of Melville, this document is consistent with State Emergency Management Policies (State EM Policy) and Statement Emergency Management Plans (State Hazard Plans {Formally WestPlans}).

The flow chart in [Appendix B](#) indicates the relationship between State Plans and Legislation, the Local Emergency Management Arrangements for the City of Melville as well as other supporting plans and documents that together become the Local Emergency Management Arrangements for the City of Melville.



## State Plans and Policies

SEMC policy Statements guiding Local Government, Hazard Plans (WestPlans) and Support Plans, can be viewed on the SEMC Website: [www.semc.wa.gov.au](http://www.semc.wa.gov.au).

## Local Arrangements

The City of Melville has no specific policies in place for emergency management.

The following documents form the Local Emergency Management Arrangements for the City of Melville:

<b>REQUIRED</b> Local Emergency Management Arrangements (LEMA)	Location	Owner	Review Date
Local Emergency Management Arrangements <b>(this document)</b>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	Coordinator Rangers & Emergency Management	2028
Local Recovery Plan <b>(included in this document)</b>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	Coordinator Rangers & Emergency Management	2028
Contact and Resource Register <b>(included in this document – also available as stand alone document)</b>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	Coordinator Rangers & Emergency Management	
<a href="#">Operation Risk Register</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	Risk & Insurance Officer	
<a href="#">Strategic Risk Register</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	Risk & Insurance Officer	
LEMA for the Provisions of Welfare Support – Local Welfare Plan	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	Department of Communities	



<b>OPTIONAL</b> Local Emergency Management Arrangements (LEMA) Supporting Plans	Location	Owner	Review Date
<a href="#">Business Continuity Plan</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	Risk & Insurance Officer	
Vulnerability Policy	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	UNDER DEVELOPMENT Safer Melville Coordinator	
Crisis (Issue) Communication Plan	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	Marketing and Communications Coordinator	
Emergency Management Quick Reference handbook	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	UNDER DEVELOPMENT Coordinator Rangers & Emergency Management	
<a href="#">Emergency Plan – Civic Centre, 10 Almondbury Road, Booragoon</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON	Senior Business Partner (People Services)	
<a href="#">Emergency Plan – Operations Centre</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON & Operation Centre 13 Bramanti Road MURDOCH	Senior Business Partner (People Services)	
<a href="#">Emergency Plan – Bull Creek Community Centre</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON & Blue Creek Community Centre Hassell Crescent BULL CREEK	Senior Business Partner (People Services)	
<a href="#">Emergency Plan – Bull Creek Library &amp; Community Centre</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON & Bull Creek Library 24 Leichhardt Street BULL CREEK	Senior Business Partner (People Services)	



<a href="#">Emergency Plan – Heathcote Cultural Precinct</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON & Heathcote Cultural Centre 58 Duncraig Road APPLECROSS	Senior Business Partner (People Services)	
<a href="#">Emergency Plan – Leisurefit Booragoon</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON & 521 Marmion Street BOORAGOON	Senior Business Partner (People Services)	
<a href="#">Emergency Plan – Leisurefit Melville and AH Bracks Library</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON & 431 Canning Highway MELVILLE	Senior Business Partner (People Services)	
<a href="#">Emergency Plan – Piney Lakes Environmental Education Centre</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON & Piney lakes Environmental Centre Leach Hway & Murdoch Drive WINTHROP	Senior Business Partner (People Services)	
<a href="#">Emergency Plan – Point Walter Golf Course</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON & Point Walter Gold Course Honour Avenue BICTON	Senior Business Partner (People Services)	
<a href="#">Emergency Plan – Wireless Hill Park</a>	City of Melville Civic Centre 10 Almondbury Road BOORAGOON & Wireless Hill Telefunken Drive ARDROSS	Senior Business Partner (People Services)	



## Agreements Understandings and Commitments

Parties to Agreement		Summary of Agreement
City of Melville	City of Canning	Mutual Aid / Emergency Animal Welfare
City of Melville	City of South Perth	Provisions for Cat Welfare
City of Melville	Cat Haven	Mutual Aid / Provisions for Cat Welfare

### Financial Arrangements

While recognising the provisions of Section 5.2 of the [State Emergency Management Procedure – Emergency Management Funding](#), the City of Melville is committed to expending such necessary funds, within its current budgetary constraints, as is required to ensure the safety of its residents and visitors.

The Chief Executive Officer should be contacted immediately an emergency event requiring resourcing by the City occurs to ensure the desired level of support is achieved.

For further information relating to the City's expenditure capability for emergencies City finance personnel and contact details are published in the Contacts Register and Resource Register (Restricted access documents) under City of Melville after hours contacts – Funding for Emergencies.

### Local Government Responsibilities

#### Local Emergency Management Committee

Under Section 38 of the Emergency Management Act 2005, a local government is to establish one or more local emergency management committees for the local government district. The functions of a LEMC are described in [Part 4 – Preparedness of the State EM Policy](#).

The City of Melville has established a Local Emergency Management Committee (LEMC) under Section 38(1) of the Emergency Management Act 2005 to oversee, plan and test the local emergency management arrangements.

The LEMC includes representatives from agencies, organisations and community groups that are relevant to the identified risks and emergency management arrangements for the community.

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



The LEMC plays a vital role in assisting our communities become more prepared for major emergencies by:

- Developing, enhancing and testing preparedness planning from a multi-agency perspective having local knowledge of hazards, demographic and geographic issues they provide advice to HMA to develop effective localised hazard plans.
- Providing a multi-agency forum to analyse and treat local risk.
- Providing a forum for multi-agency stakeholders to share issues and learnings to ensure continuous improvement.

### **Local Government**

The responsibilities of the City of Melville under [section 36](#) of the Emergency Management Act 2005 are:

- Ensure that effective local emergency management arrangements are prepared and maintained for the district; and
- Manage recovery following an emergency affecting the community in the district; and
- Perform other functions given to the local government under the Emergency Management Act 2005.

### **Local Emergency Coordinator**

The responsibilities of the Local Emergency Coordinator (LEC) under [section 37](#) of the Emergency Management Act 2005 are:

- Provide advice and support to the local emergency management committee for the City of Melville in the development and maintenance of emergency management arrangements for the district;
- Assist HMAs in the provision of a coordinated response during an emergency;
- Carry out other emergency management activities in accordance with the directions of the State Emergency Coordinator.

### **Local Recovery Coordinator**

The role of the Local Recovery Coordinator (LRC) is to ensure the development and maintenance of effective recovery management arrangements for the local government. In conjunction with the local recovery committee to implement a post incident recovery action plan and manage the recovery phase of the incident.



### **Local Government Welfare Liaison Officer**

The role of the Local Government Welfare Liaison Officer (LWLO) during an evacuation where a City of Melville facility is utilised by the Department of Communities, is to provide advice, information and resources regarding the operation of the facility.

### **Local Government Liaison Officer**

The role of the Local Government Liaison Officer (LGLO) during a major emergency is to attend the ISG meetings to represent the City of Melville and provide local knowledge input and details in the LEMA.

### **LEMC Chair**

The role of the LEMC Chairperson is to provide leadership and support to the LEMC to ensure effective meetings and high levels of emergency management planning and preparedness for the local government district is undertaken.

### **LEMC Executive Officer**

The role of the LEMC Executive Officer is to provide support to the LEMC by:

- Provide executive support to the LEMC by providing secretarial support including meeting agendas, minutes and action lists, correspondence and committee membership contact register;
- Coordinate the development and submission of committee documents in accordance with legislative and policy requirements including annual report, annual business plan and Local Emergency Management Arrangements;
- Facilitate the provision of relevant emergency management advice to the Chair and committee as required; and
- Participate as a member of sub-committees and working groups as required.

### **Local Government Emergency Management Planning**

[Section 41](#) of the Emergency Management Act 2005 sets out the responsibilities of local government to prepare local emergency management arrangements for its district.

### **Hazard Management Agency Responsibilities**

The role of Hazard Management Agencies (HMA) is described in Sections 4 and 5 of the Emergency Management Act 2005.



## **Controlling Agency Responsibilities**

A controlling agency nominated to control the response activities to a specified type of emergency. Local Government will only be the nominated as the controlling agency for bushfire occurring on private land within the local government district or on land vested in the local government.

## **Public Information**

The HMA is responsible for disseminating public information during an emergency. Public information is to be dealt with under [State Emergency Management Policy 5.6 – Emergency Public Information](#).

Once a formal transition from Response to Recovery has been agreed between the HMA and the City of Melville, the City of Melville will assume responsibility for disseminating public information to the affected community in accordance to the provisions of the Local Government Act 1995, [Section 2.8](#) and 5.4(1)(f).

## **Local Government Communication Process**

All local government instituted public information must be approved by the Chief Executive Officer.

Direct communications with the public will only be through the Mayor, CEO or a person authorised by the Mayor.

The City of Melville will communicate with the local community in the following manner:

- Direct communication via public meetings;
- Posts on the official website;
- Mail outs to ratepayers;
- Periodical news letters;
- Social media (Official Facebook page);
- Via SMS where that system is available;



## Public Warning Systems and Local Media Avenues

During times of an emergency one of the most critical components of managing an incident is getting information to the public in a timely and efficient manner. The following table lists local systems that may be utilised to provide public information. Refer also Crisis Communication Plan [Appendix F\(2\)](#)

The City of Melville will communicate with the local community in the following manner:

Description	Contact
<b>RADIO</b>	
<ul style="list-style-type: none"><li><b>ABC Local Radio 720</b> Official emergency broadcasting station for the Perth region. Provides emergency updates, advice and information. Warnings will be replayed at regular intervals until the emergency is over.</li></ul>	ABC Local Radio (720 AM) 6PR and other news bulletins
<b>LOCAL NEWSPAPERS</b>	
<ul style="list-style-type: none"><li>Melville Times</li><li>Melville City Herald</li></ul>	Communication via City of Melville Marketing and Comms
<b>COMMUNITY LIAISON</b>	
<ul style="list-style-type: none"><li><b>DFES Community Liaison Officer</b> Depending on the size of the incident, a DFES Liaison Officer may be appointed to provide face to face communications between the IMT and the affected community</li></ul>	<a href="#">Refer Contact Register</a>
<b>CALL CENTRES / Public Information Lines</b>	
<ul style="list-style-type: none"><li>City of Melville</li><li>DFES public information line (current emergencies &amp; alerts)</li></ul>	First point of contact CSS 1300 653 643  www.dfes.wa.gov.au



<b>EMERGENCY WARNING SYSTEMS</b>	
<ul style="list-style-type: none"><li>• <b>DFES Emergency WA app</b> Provides information on current alerts and warnings about emergencies, fire danger ratings and declared total fire bans</li><li>• <b>Emergency Alert Telephone Warning System</b> National telephone warning system used during an emergency to send messages to landlines and mobile phones within a defined area where lives and homes are considered under threat.</li></ul> <p>Emergency Alert is not used for every incident DFES responds to and activation and area is determined by the DFES Incident Controller.</p> <p>All landline and mobile phone (including silent numbers) are automatically registered based on their service address.</p> <p>N.B: Emergency Alert relies on telecommunications networks to send messages and delivery cannot always be guaranteed.</p>	<p><a href="http://www.emergency.wa.gov.au">www.emergency.wa.gov.au</a></p> <p><a href="http://www.emergencyalert.wa.gov.au">www.emergencyalert.wa.gov.au</a></p>
<ul style="list-style-type: none"><li>• <b>Standard Emergency Warning Signal (SEWS)</b> Is a distinctive siren sound to alert the community to the broadcast of an urgent safety message relating to a mayor emergency or disaster. The signal is intended for use as an alert signal to be played on public media such as radio, TV or PA systems.</li></ul> <p>What should I do if I hear the SEWS Broadcast?</p> <ul style="list-style-type: none"><li>• Stop what you are doing.</li><li>• Listen carefully to the information provided.</li><li>• Act as directed.</li></ul>	<p><a href="#">SEWS Signal Alert</a></p> 



<b>SOCIAL MEDIA AVENUES</b>	
<b>City of Melville</b> <ul style="list-style-type: none"><li>• Twitter</li><li>• Facebook</li><li>• Melville eNews</li><li>• Instagram</li></ul>	City of Melville Marketing and Communications Coordinator
<b>DFES</b> <ul style="list-style-type: none"><li>• Twitter</li><li>• Facebook</li></ul>	DFES
<b>INTERNET / WEB SITES</b>	
<ul style="list-style-type: none"><li>• City of Melville website</li><li>• DFES</li><li>• OEM (Office of Emergency Management)</li><li>• Emergency WA</li><li>• BOM (Bureau of Metrology)</li></ul>	<ul style="list-style-type: none"><li>• <a href="http://melville.wa.gov.au">melville.wa.gov.au</a></li><li>• <a href="http://dfes.wa.gov.au">dfes.wa.gov.au</a></li><li>• <a href="http://oem.wa.gov.au">oem.wa.gov.au</a></li><li>• <a href="http://emergency.wa.gov.au">emergency.wa.gov.au</a></li><li>• <a href="http://bom.wa.gov.au">bom.wa.gov.au</a></li></ul>
<b>COMMUNITY INFORMATION TEMPLATES</b>	
<ul style="list-style-type: none"><li>• What we know</li><li>• What we don't know</li><li>• What we are going to do</li><li>• What we want you to do</li></ul>	City of Melville Marketing and Communications



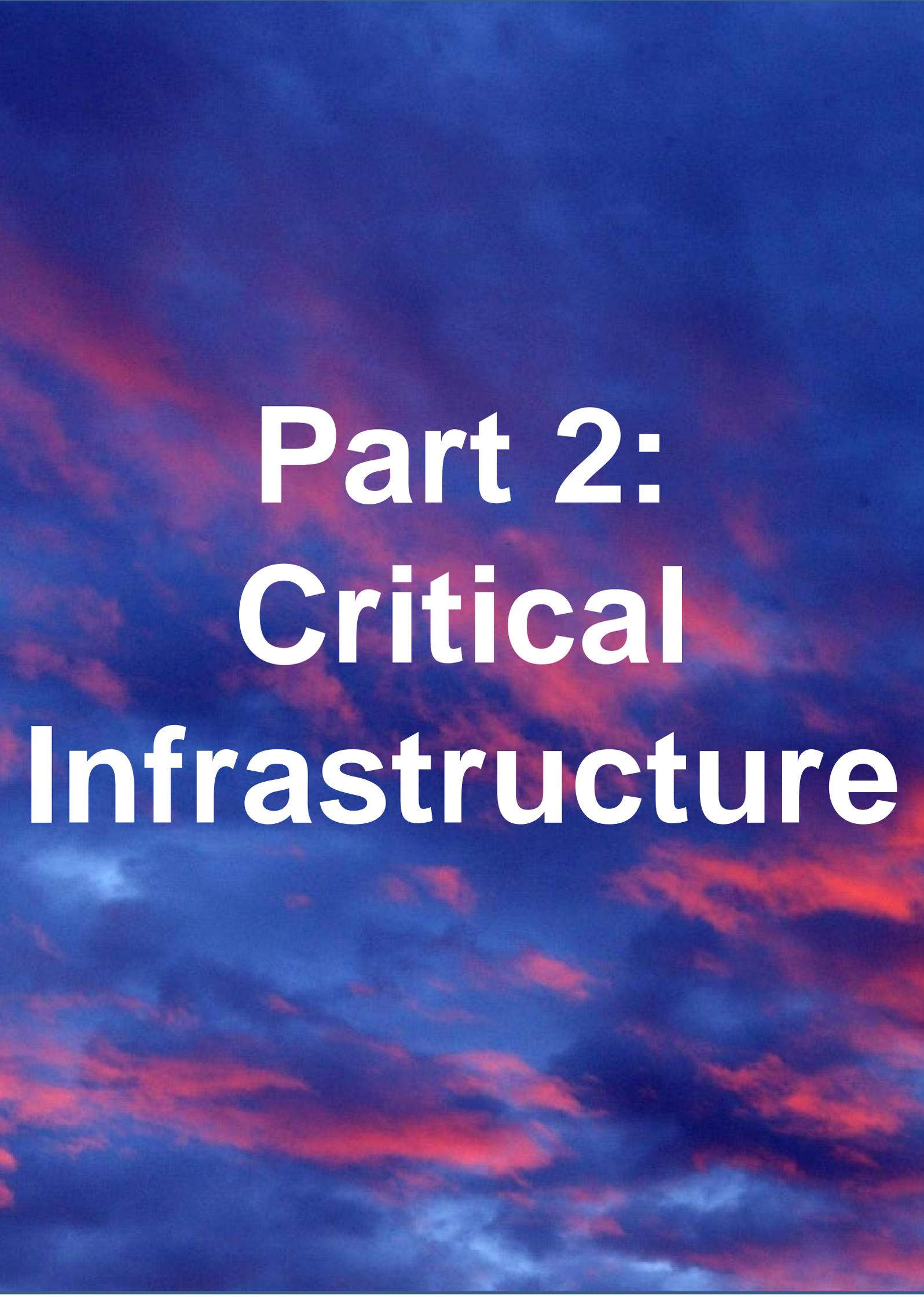
## High Risk Sites

At this current time the City of Melville has no sites within its local government area that would be considered hazardous such that they may present a risk to responders to an emergency event. Should any such site be identified in the future this section will be updated accordingly.

Site name and location	Risk factor



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**Part 2:  
Critical  
Infrastructure**



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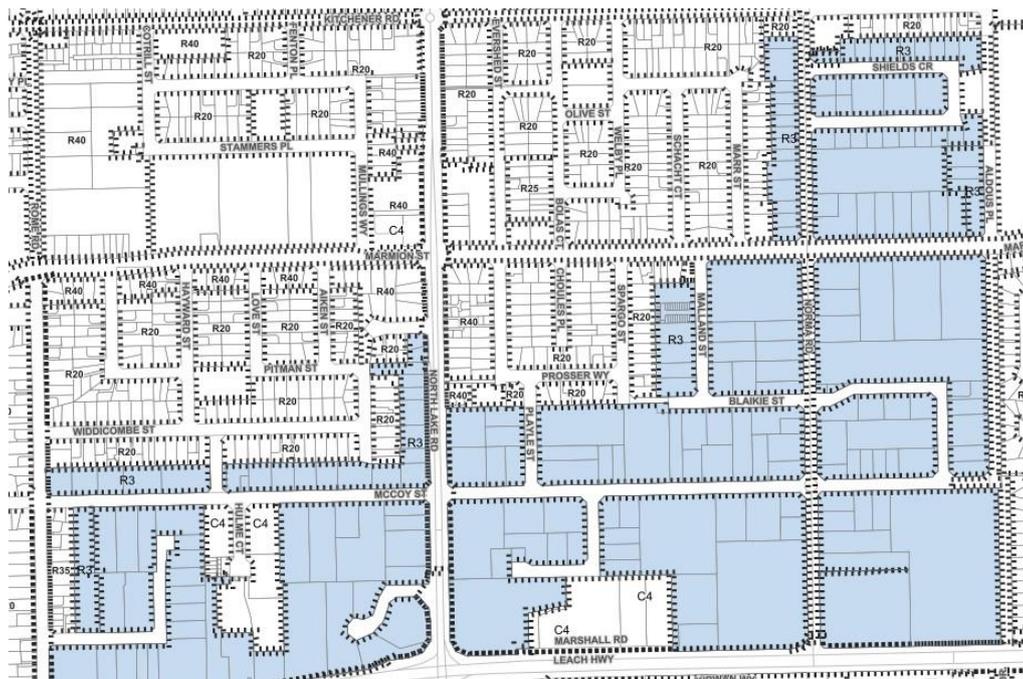


## Part 2: Critical Infrastructure

### Major Commercial / Industrial Areas

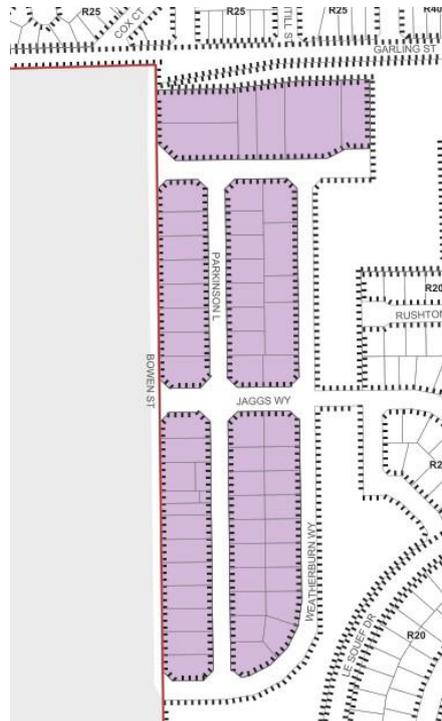
Industry and Business play a key role in the Melville Community. Industrial areas within the City include:

- Myaree, bordered by Leach Highway, North Lake Road, Kitchener Road and Bob Crawford Reserve. As well as Leach Highway, McCoy Street and Rome Road (see area marked within map below in blue)

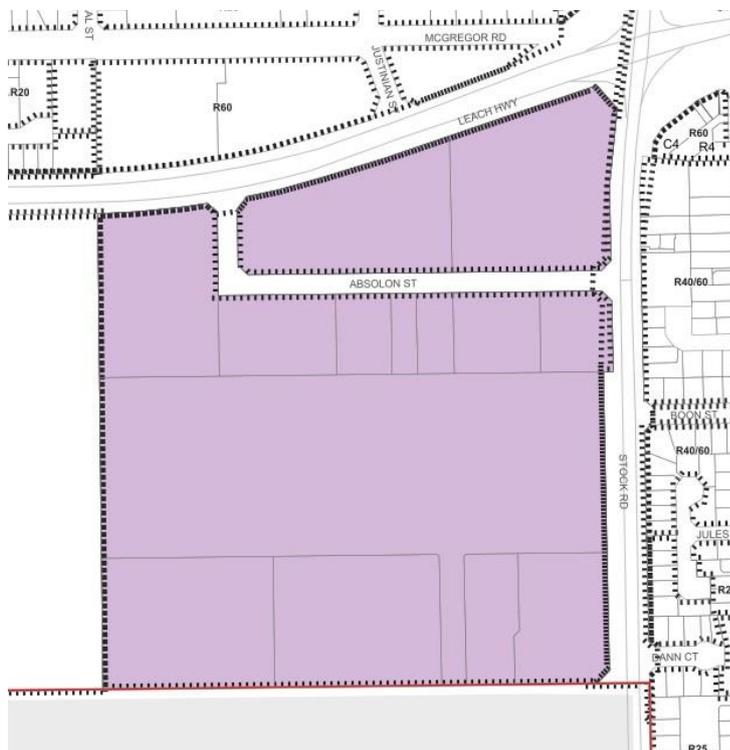




- Kardinya / O'Connor, bordered by Garling Street, Bowen Street and Weatherburn Way. (as indicated in purple in below map)



- Palmyra, bordered by Stock Road, Leach Highway and the City of Fremantle border (as indicated in purple in below map)





## Major Facilities

There are eight major shopping centres or precincts within the City of Melville. The largest of these centres being Westfield Booragoon Shopping Centre. These include:

- Westfield Booragoon Shopping Centre (previously Garden City Shopping Centre)
- Melville Plaza Shopping Centre
- Leeming Forum Shopping Centre
- Kardinya Park Shopping Centre
- Myaree Shopping Centre
- Winthrop Village Shopping Centre
- Riseley Precinct, Kearns Crescent, Ardross
- Canning Bridge Precinct

## Major Hospital and Educational Facilities

- Fiona Stanley Hospital Precinct
- St John of God Hospital
- Attadale Rehabilitation Hospital
- Murdoch University
- South Metropolitan TAFE, Murdoch
- Wandoo Reintegration Centre, Murdoch

## City of Melville Buildings

- City of Melville Civic Centre, Almondbury Road, Booragoon
- City of Melville Operations Centre, Bramanti Road, Murdoch
- Leisurefit Melville, Canning Highway, Melville (Evacuation Welfare Centre)
- Leisurefit Booragoon, Marmion Street, Booragoon (Evacuation Welfare Centre)

## Major Transport Arteries

The main transport routes within the City of Melville are:

- Canning Highway
- Leach Highway
- South Street
- North Lake Road
- Stock Road
- Murdoch Drive

Leach Highway is the major heavy transport route between Welshpool and the Fremantle Port. Leach Highway divides the City in an east/west direction and connects commercial traffic from rural areas and eastern states to the Port of Fremantle.

Two major road bridges lie at the boundaries of the City of Melville, being the Mount Henry Bridge (part of the Kwinana Freeway) and Canning Bridge on Canning Highway, Applecross.



The Public Transport Authority (PTA) rail network runs the City with two major rail stations, Bull Creek Station and Murdoch Station. The Canning Bridge Station lies outside the City of Melville to the upper north eastern boundary.

### **Air Services / Terminals**

The Jandakot airport lies just outside the City of Melville lower south eastern boundary. Jandakot airport produces a high volume of light aircraft activity from this location.

### **Critical Supplies, Water, Sewerage, Electricity and Gas**

Some residents within the City of Melville maintain onsite rainwater tanks and / or groundwater bores for gardening purposes. The Water Corporation provides the City of Melville with mains scheme water.

Sewerage is available throughout the City of Melville and is serviced and maintained by Water Corporation.

Electricity is supplied to the City of Melville by Western Power.

The majority of the City of Melville is supplied natural gas serviced and maintained by ATCO Gas.

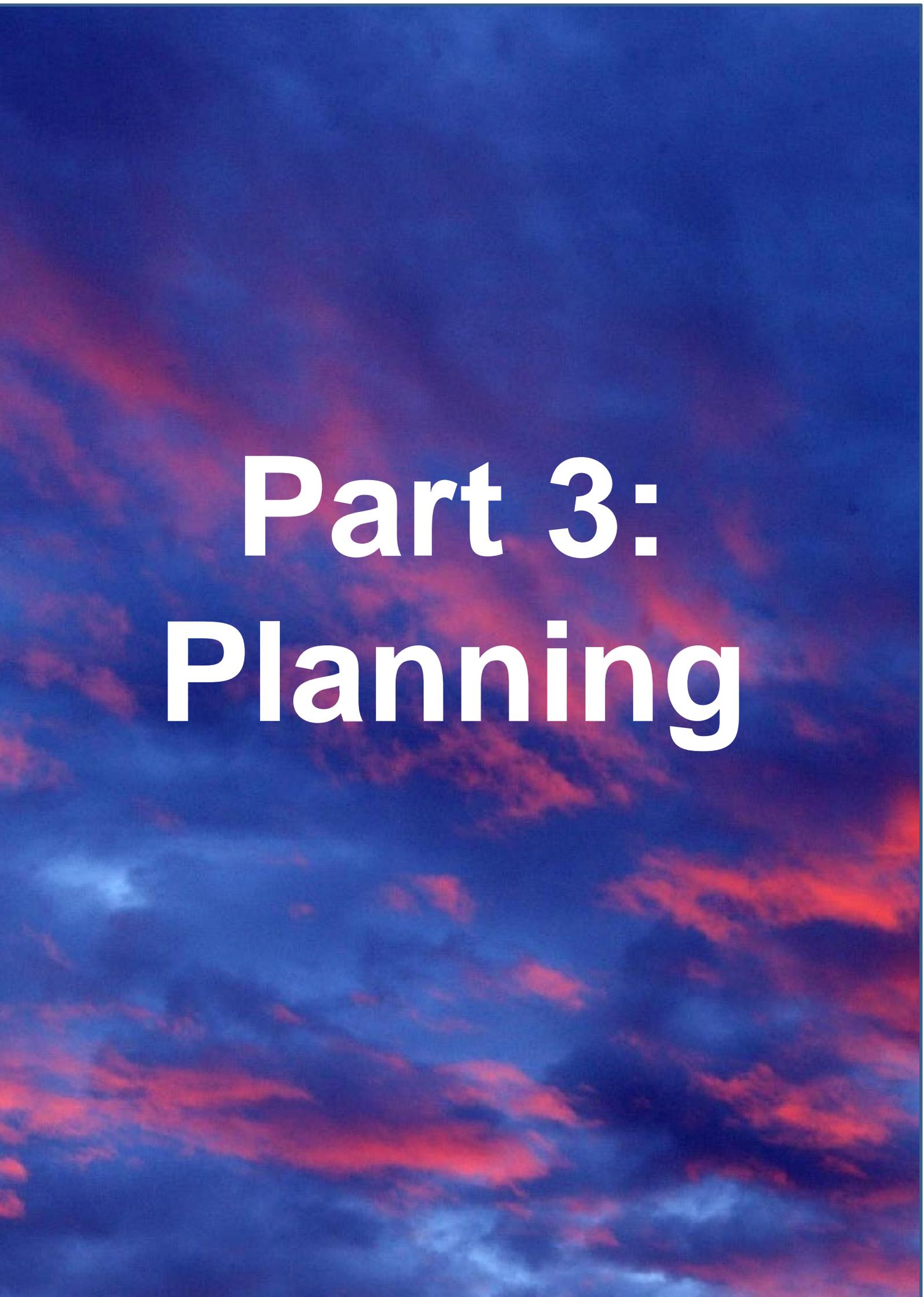
Maps of the locations of all critical infrastructure can be obtained by either contacting the owner of the infrastructure or for smaller area searches via [Dial Before You Dig](#) website.

### **Waste Services / Recycling Plants**

The City of Melville does not have any waste or recycling plants or centres within its boundaries.

The closest facilities are located:

- City of Canning Ranford Road Waste Facility, 81 Ranford Road Canning Vale
- Southern Metropolitan Regional Council (SMRC), 350 Bannister Road, Canning Vale
- AMCOR Recycling Plant, 3 Maddison Street, Canning Vale
- City of Cockburn Henderson Waste Recovery Park, 920 Rockingham Road, Henderson (includes disposal of hazardous waste)



# Part 3: Planning



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## Part 3: Planning

### **Local Emergency Coordinator (LEC)**

Under the *Emergency Management Act 2005* section 37, the LEC is appointed by the State Emergency Coordinator and is based in the Local Government district.

At the local level the LEC has responsibility for providing advice and support to the LEMC in the development and maintenance of Emergency Management (EM) Arrangements, and assisting the Hazard Management Agency in the provision of a coordinated multi-agency response during an emergency in the district.

*The Local Emergency Coordinator (LEC) for the City of Melville district is the Officer in Charge (OIC) Palmyra Police Station*

### **Local Emergency Management Committee (LEMC)**

The City of Melville has established a LEMC to plan, administer and test these emergency management arrangements and other plans and documents that make up the local emergency management arrangements.

Membership of the LEMC is representative of agencies, community groups, nongovernment organisations and other persons having been identified as possessing relevant emergency management knowledge or the agency or group they represent may have a role in resolving emergency events. For a complete list of LEMC member agencies refer to [CONTACT LIST – APPENDIX F](#)

### **LEMC Functions and Responsibilities**

The LEMC should follow a meeting and business cycle as recommended in State Emergency Management Procedure 7 or section 39 *Emergency Management Act 2005*.

The LEMC is to advise and assist the local government in ensuring LEMA are established for its district.

The LEMC is to liaise with public authorities and other persons in the development, review and testing (through exercise or activation) of LEMA. The LEMC will also carry out other emergency management activities as directed by the SEMC or as prescribed in the EM Regulations.



Other duties of the LEMC include:

- Prepare and submit to the DEMC for the district an annual report on its activities undertaken during the financial year
- Liaise with local governments within LEMC in relation to exercising
- Consult with relevant local governments, HMAs, emergency management agencies and controlling agencies to identify and document in the LEMA refuge sites and evacuation centres appropriate for the hazards identified as having a high risk to the area
- Ensure LEMA identify appropriate facilities and existing infrastructure within the boundaries are available for use by emergency management agencies (including Department of Communities) or note where there are no facilities **LEMC Executive**

**Chair** Local Recovery Coordinator (Manager Parks and Natural Areas – COM). Alternatively, the OIC Palmyra or Murdoch Police Station may be called upon.

**Deputy Chair** Deputy Recovery Coordinator (Manager Resource Recovery & Waste – COM)

**Executive Officer** Coordinator Rangers & Emergency Management

## **Risk Management**

The LEMC has oversight of the Local Risk Register and Treatment Schedule. Risk from natural and technological hazards identified by the LEMC is considered at each meeting which ensures an ongoing program of identification, analysis and treatment of risks and the planning and maintenance of mitigation activities is monitored. The Risk Register and Treatment Schedule are regularly updated and reported to the DEMC.



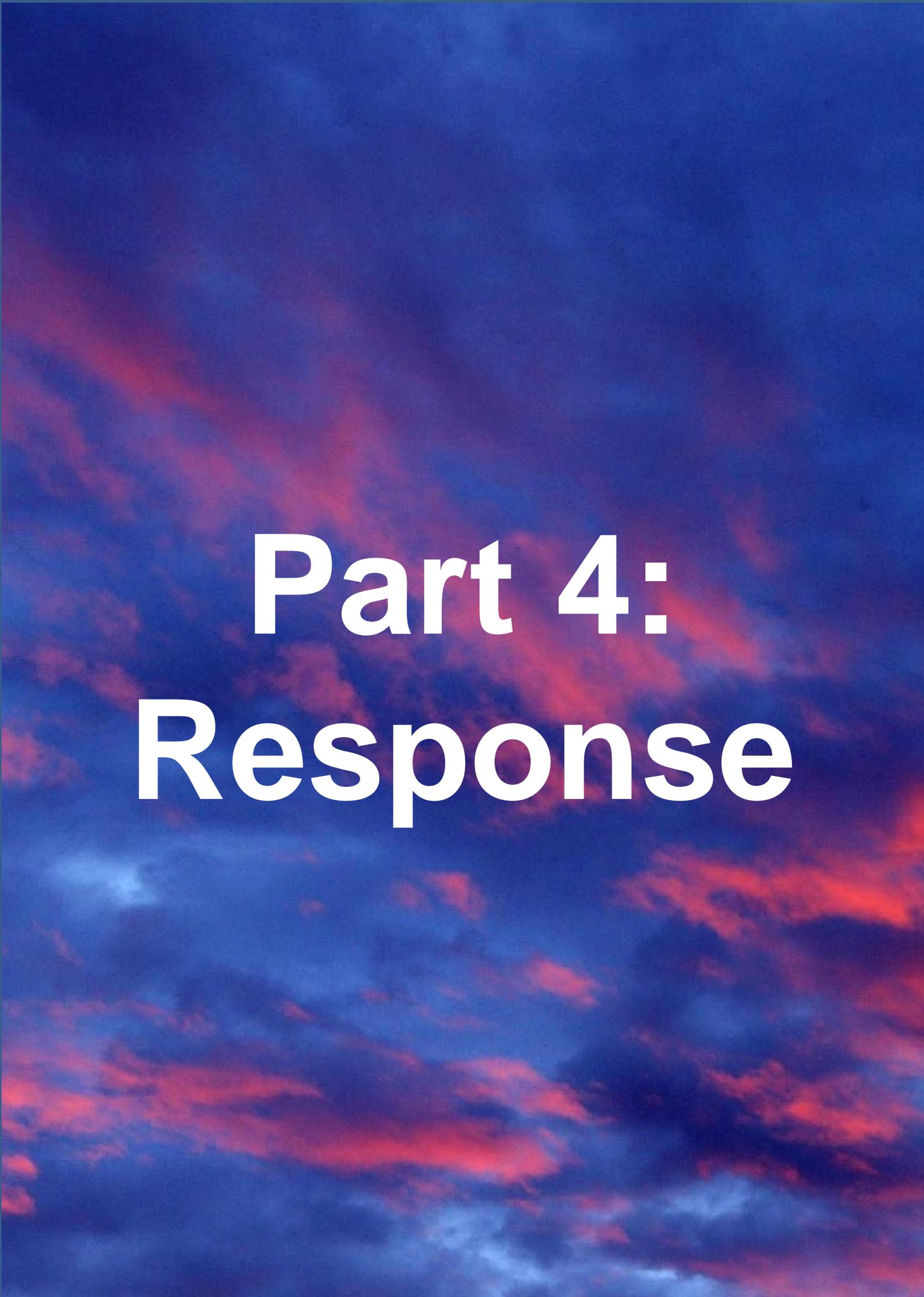
## Hazards Identified

Hazard	HMA	Local Combat Role	Local Support	State Plans	Local Plan
Road Transport Crash / Emergency	WA Police	WA Police DFES Melville SEWS	LGA	State Hazard Plan - Road Crash	
Fire	DFES	DBCA Melville SES WA Police	LGA DOC DBCA	State Hazard Plan - Fire	City of Melville Bushfire Risk Management Plan
Storm	DFES	Melville SES	LGA DOC	State Hazard Plan - Storm	City of Melville Local Recovery Plan
Earthquake	DFES	DFES WA Police Melville SES	LGA DOC	State Hazard Plan - Earthquake	City of Melville Local Recovery Plan City of Melville Business Continuity Plan
Human Epidemic	Department of Health	WA Police Dept of Health	LGA DOC Dept of Health	State Hazard Plan - Human Epidemic	City of Melville Local Recovery Plan City of Melville Business Continuity Plan
HAZMAT	DFES	WA Police Melville SES DFES Dept of Health	LGA DOC	State Hazard Plan - HAZMAT	

All State Hazard Plans can be located on [SEMC website](#)



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# Part 4: Response



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## Part 4: Response

### Emergency Management Structure and Response levels

The City of Melville Emergency Management Plan is consistent with the Emergency Management Act 2005 and the Emergency Management Regulations 2006, State Policy and plans as appropriate to local governments.

When an emergency event occurs, (storm, earthquake or other incident) the HMA will make an assessment of the severity of likely impact of the event and make an informed assessment of the level to be assigned as identified in the chart below.

Local response refers to the level of support required by the event level assigned. The City is committed to providing the appropriate level of support as is required by the Hazard Management Agency where reasonably practicable.

Event Level	Local Response
<b>Level 1</b>  No significant issues, single agency response, minimal community impact	Provide such assistance as may be required to support the resolution of an incident at the local level including: <ul style="list-style-type: none"><li>• Personnel</li><li>• Equipment</li><li>• Local knowledge and advice</li></ul>
<b>Level 2</b>  Multi agency response, protracted duration, requires coordination of multi-agency resources, medium impact, may be declared an Emergency Situation	Provide such assistance as may be required to support the resolution of an incident at the local level including: <ul style="list-style-type: none"><li>• Personnel</li><li>• Equipment</li><li>• Local knowledge and advice</li></ul> Where an ISG is formed <ul style="list-style-type: none"><li>• Provide a Local Government Liaison Officer</li><li>• Make available to the HMA local facilities designated in this plan as evacuation centres</li></ul>
<b>Level 3</b>  Requires significant multiagency response, significant impact on community, declaration of Emergency Situation or State of Emergency	Provide such assistance as may be required to support the resolution of an incident at the local level including: <ul style="list-style-type: none"><li>• Personnel</li><li>• Equipment</li><li>• Local knowledge and advice</li></ul> Where an ISG or OASG is formed: <ul style="list-style-type: none"><li>• Provide Local Government Liaison Officers</li><li>• Make available to the HMA local facilities designated in this plan as evacuation centres.</li></ul>



## **Emergency Actions**

The City of Melville will receive warnings in the form of weather alerts information from the Hazard Management Agency relating to emergency events occurring in or likely to impact the district of the local government.

The local government officers responsible for emergency management will ensure that the local government reacts to emergencies in a timely and purposeful way in-line with State Emergency Management plans, policy and procedure.

To ensure a timely response to any of the hazards, local or district contact details for HMA, Combat and Supporting Agencies are listed within the Contacts and Resources Register (non-public document).

HMA's, Controlling and Supporting Agencies may require resources held by the local government and assistance to manage the emergency.

The City is committed to providing assistance/support if the required resources are available.

## **Local Government Involvement in Response**

The City of Melville ensures that all staff members who have a designated role in emergency management receive adequate training to equip them for the role they are designated to undertake in an emergency situation.

Depending upon the incident, the City of Melville will provide a Local Government Liaison Officer (LGLO) to attend the Incident Support Group (ISG) should one be called and to attend all subsequent meetings.

The LGLO (usually the Recovery Coordinator or Deputy Recovery Coordinator) designated to attend will hold managerial status and be able to provide expert knowledge relevant to the incident.

## **City of Melville Incident Management**

The successful resolution of any incident whether internal or external affecting the City of Melville is of paramount importance and must be responded to and resolved in a coordinated way.

Senior personnel within the City of Melville must take responsibility for ensuring the City's response to an emergency event is coordinated and informed.



## Responsibilities

- Ensuring planning and preparation for emergencies is undertaken;
- Implementing procedures that assist the community and emergency services deal with incidents;
- Ensuring that all personnel with emergency planning and preparation, response and recovery responsibilities are properly trained in their role;
- Reporting any matters likely to impact the City's internal systems and resources;
- Keep appropriate records of incidents that have occurred to ensure continual improvement of the City's emergency response capability.

## Agency Roles and Responsibilities – Response

In the event of an emergency, the local government will need to liaise with a range of state agencies who will be involved in the operational aspects of the emergency.

The following table summarises the key roles

Refer [APPENDIX G](#) for a complete list of WA Hazard Management Agencies.

Agency Roles	Description of Responsibilities
<b>Controlling Agency</b>	<p>A Controlling Agency is an agency nominated to control the response activities to a specified type of emergency.</p> <p>The function of a Controlling Agency is to:</p> <ul style="list-style-type: none"><li>• Undertake all responsibilities as prescribed in Agency specific legislation for Prevention and Preparedness</li><li>• Control all aspects of the response to an incident.</li></ul> <p>During Recovery the Controlling Agency will ensure effective transition to recovery.</p>
<b>Hazard Management Agency</b>	<p>A hazard management agency is “to be a public authority or other person who or which, because of that agency’s functions under any written law or specialised knowledge, expertise and resources, is responsible for emergency management, or the prescribed emergency management aspect, in the area prescribed of the hazard for which it is prescribed” <i>[EM Act 2005, s4]</i></p> <p>The HMA is prescribed in the Emergency Management Regulations 2006. Their function is to:</p> <ul style="list-style-type: none"><li>• Undertake responsibilities where prescribed for these aspects <i>[EM Regulations]</i></li><li>• Appoint Hazard Management Officers <i>[s55 EM Act]</i></li><li>• Declare / revoke emergency situation <i>[s50 and s53 EM Act]</i></li><li>• Coordinate the development of the State Hazard Plans for that hazard <i>[State EM Policy s1.5]</i></li><li>• Ensure effective transition to recovery by the local government.</li></ul>



<b>Combat Agency</b>	A Combat Agency as prescribed under subsection (1) of the Emergency Management Act 2005 is to be a public authority or other person who or which, because of the agency's function under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.
<b>Support Organisation</b>	A public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources is responsible for providing support functions in relation to that agency. <i>[State EM Glossary]</i>

### **Incident Support Group (ISG)**

The ISG consists of a group of agencies or organisation liaison officers, including the designated Emergency Coordinator, convened and chaired by a person appointed by the Controlling Agency to provide agency specific expert advice and support in relation to the response to an incident.

The Incident Support Group's main function is to coordinate resources to assist the Incident Management Team/s responsible for direct combat of the emergency.

The makeup and duties of the of the ISG are established and described in the State EM Policy s5.2.

Upon the request of the appointed Incident Controller, a representative from the City will attend all meetings of the ISG as a Liaison Officer. Agencies supplying staff for the ISG must ensure that the representative have the authority to commit resources and/or direct tasks.

ISG agency representation may change regularly depending upon the nature of the incident, agencies involved and the consequences caused by the emergency.

However, it is recommended that the Recovery Coordinator be a member of the ISG from the onset, to ensure consistency of information flow, situational awareness and handover to recovery.

The role of the nominated Liaison Officer is to liaise with the Incident Controller (HMA) as described in [APPENDIX D](#)

### **Frequency of ISG Meetings**

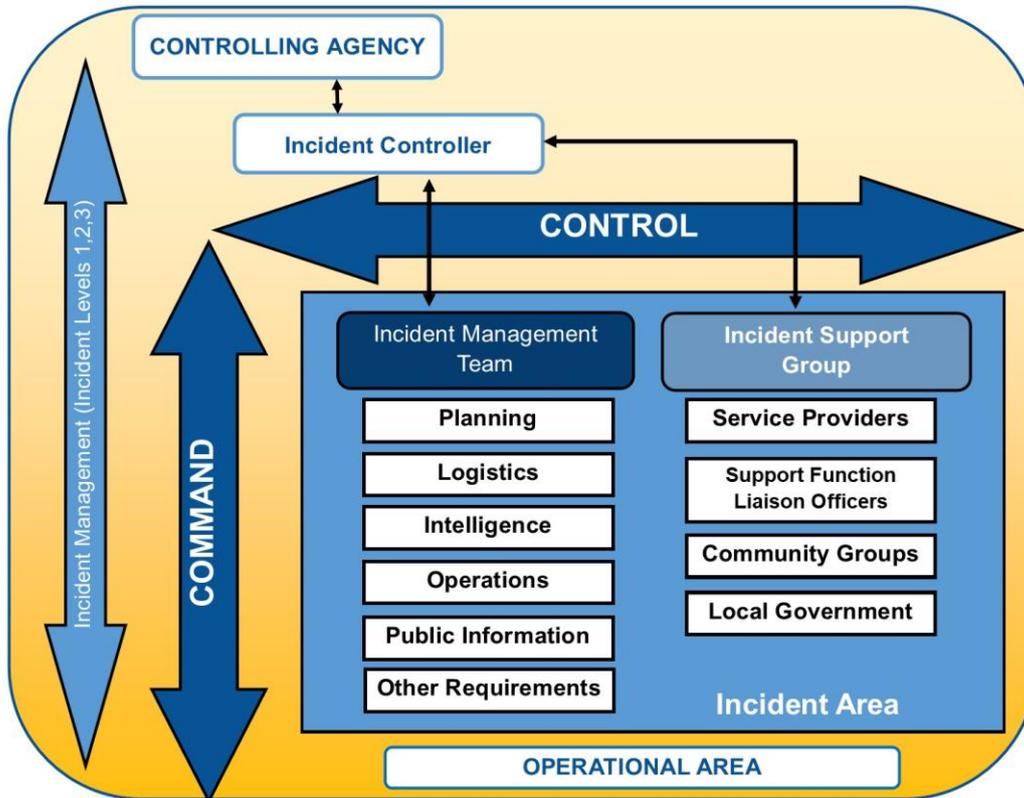
The frequency of meetings will be determined by the Incident Controller and will generally depend on the nature and complexity of the incident.

As a minimum, there should be at least one meeting per incident. Coordination is achieved through clear identification of priorities and objectives by agencies sharing information and resources.

*Also refer to Emergency Management Quick Reference Handbook "Response".*



## Incident Management

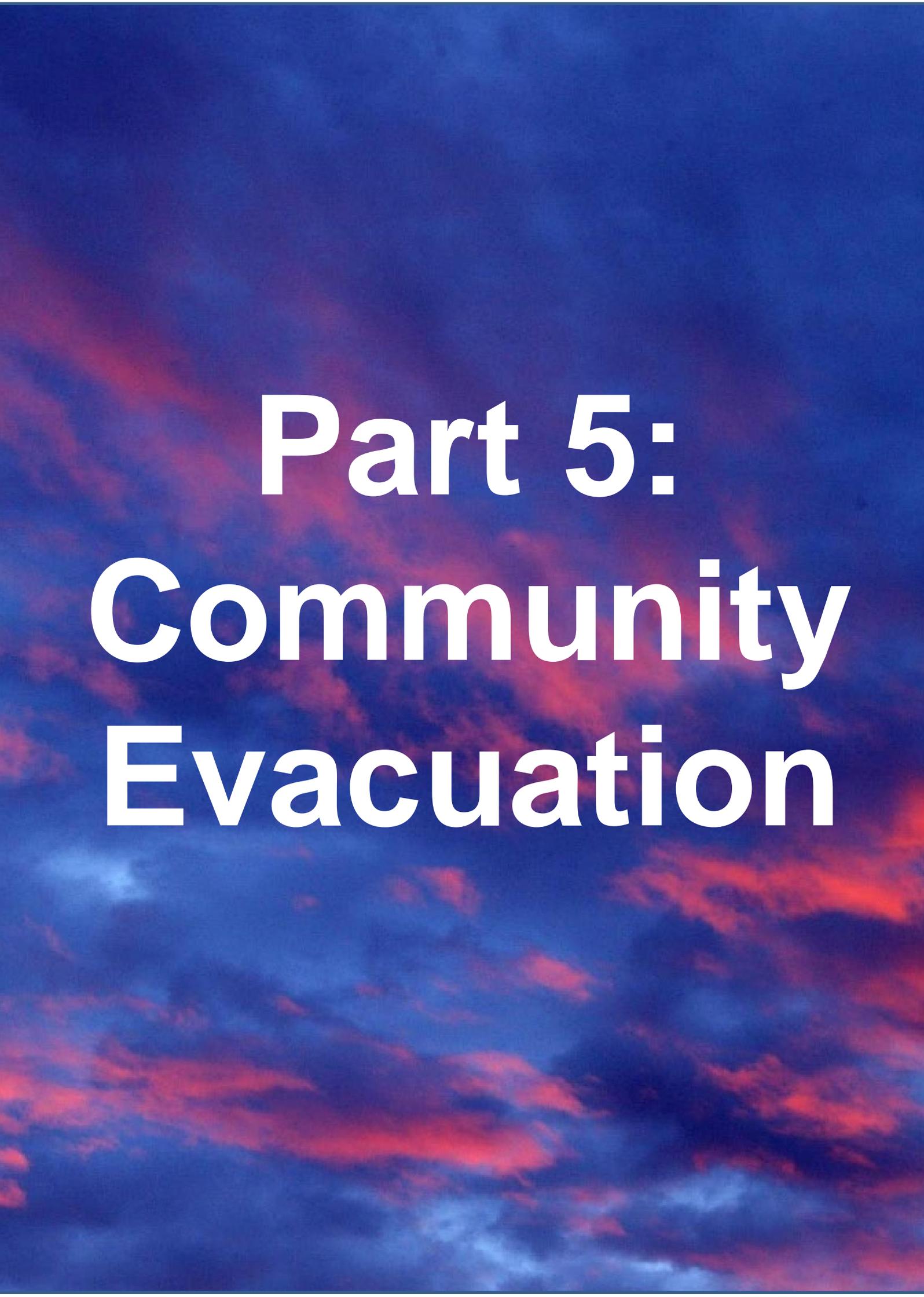




## Local Emergency Operations Centres

All Emergency Operations Centres (EOC) Emergency Coordination Centres (ECC) will be designated by the HMA. Where the HMA requests an alternate location for the EOC or where the primary location is non-operational, the following facilities are available if deemed appropriate for use.

Emergency Operations Centres		
<b>Primary (Response)</b>	City of Melville Operations Centre 13 Bramanti Road MURDOCH WA 6150	<b>Contact 1</b> Community Safety Service (CSS) 1300 653 643
		<b>Contact 2</b> ██████████ ██████████ ██████████ ██████████
<b>Alternative (Response/Recovery)</b>	City of Melville Civic Centre (Recovery) 10 Almondbury Road BOORAGOON WA 6154	<b>Contact 1</b> Community Safety Service (CSS) 1300 653 643



**Part 5:  
Community  
Evacuation**



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## Part 5: Community Evacuation

Circumstances may arise where there may be the need to partially or totally evacuate or relocate the population of a particular area or areas within the district of the local government.

Evacuation is the managed movement of people from a threatened area to a place of safety. The decision to undertake an evacuation will be made by the Controlling Agency (where authorised by the HMA) or an authorised officer who will determine if the evacuation is to be recommended (voluntary) or directed (compulsory).

<b>Types of Evacuation</b>	
<b>Self-Evacuation</b>	Self-evacuation is the self-initiated, spontaneous movement of individuals, families or community groups when threatened by an emergency. As far as is practicable, the IC should provide sufficient, timely and relevant information to assist community members in making an informed decision to self-evacuate.
<b>Recommended Evacuation (Voluntary)</b>	A recommended evacuation (voluntary) will be made the Controlling Agency or other authorised officer when there is a possible threat to lives or property but it is not believed to be imminent or significant and the community is considered to have the capacity and capability to make an informed decision. Once a decision has been made to evacuate an area, the IC in consultation with the HMA, ensures effective communication strategies are implemented.
<b>Directed Evacuation (Compulsory)</b>	A directed evacuation may only be made by a HMO, Authorised Officer or Police Officer during an emergency situation or state of emergency using powers under the EM Act. Refer to State EM Plan Section 5.3.2 for other relevant legislation that may be used to allow for the movement of people and animals.

All evacuations shall be managed in accordance with section 5.3.2 of the [State Emergency Plan](#) with reference to sections 5.7.8 and 5.7.9 of the [State Emergency Management Policy](#).

Also refer to [WA Community Evacuation in Emergencies Guideline](#)



## Evacuation Management and Planning

The decision to evacuate during an emergency rests with the Incident Controller appointed by the HMA / Controlling Agency.

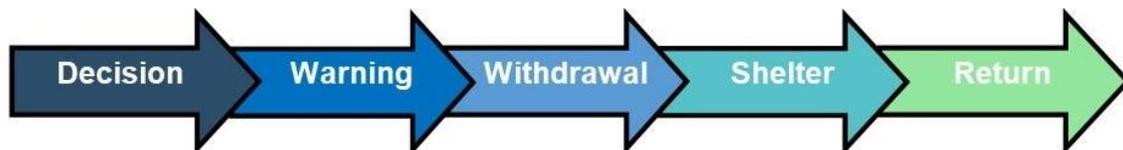
The Emergency Management Act 2005 allows the Hazard Management Officer or an authorised officer to direct the evacuation and removal of persons and animals from the emergency area or any part of the emergency area during an emergency situation or state of emergency as outlined in Section 67 of the Act.

In all other circumstances a HMA can only recommend that evacuation take place.

When evacuation or relocation is being considered, the Hazard Management or Controlling Agency will consult with the Department of Communities to support an informed decision on evacuation and its management.

A decision on the need for evacuation will be made by the HMA. Evacuation will occur in a planned and safe manner. Local police will be requested to assist in the evacuation process.

In accordance with State EM Policy section 5.7, evacuation planning should include all five stages of an evacuation as illustrated below;



### Stage 1: Decision

The decision to evacuate rests with the Controlling Agency, HMO, Authorised Officer or Police Officer as applicable. Criteria to be considered prior to a decision to evacuate are outlined in the SEMC's Western Australian Community Evacuation in Emergencies Guideline.

The Controlling Agency (where authorised by the HMA) will determine if the evacuation is to be recommended (voluntary) or directed (compulsory). A directed evacuation may only be made by a HMO, Authorised Officer or Police Officer during an emergency situation or state of emergency using powers under the EM Act.



## **Stage 2: Warning**

The IC is responsible for providing community warnings and timely advice on the likely threat of an emergency and the required actions of the community to assist community members in recognising a threat and being able to make an informed decision as to whether to move to another location.

Where considered necessary the Controlling Agency may request, through the HMA, the use of warning systems such as the SEWS or the Emergency Alert Telephone Warning System (emergency alert). Procedures to activate SEWS are contained with the State EM Policy section 5.6 and State EM Response Procedure section 4..3.

## **Stage 3: Withdrawal**

The act of an evacuation is the immediate and urgent movement of people away from a threat or actual occurrence of a hazard or emergency to a place of safety.

Refer to above table of **Types of Evacuation**.

A directed evacuation is most likely to occur where member of the community at extreme risk do not have capacity to make an informed decision or when injury or loss of life is imminent.

For either a recommended or directed evacuation, the IC or person carrying out the evacuation will advise community member of the most suitable location that they should evacuate to, based on the prevailing situation.

For further reference and details refer to the SEMCs Western Australian Community Evacuation in Emergencies Guidelines.

The Controlling Agency is to provide clear instruction to persons conducting the evacuation with respect to what action should be taken where a person refuses to evacuate.

It is an offence to refuse to evacuate once directed to do so. There is however discretion regarding whether to force a person to evacuate once directed to do so, or to take punitive action for failing to comply with the direction.

Examples of factors that may be taken into account, in deciding whether to remove a person failing to comply with a direction to evacuate, may include:

- The resources that would need to be diverted from responding to the emergency; and the safety of personnel.
- The controlling agency should advise individuals about the risks of staying and of potential prosecution.
- The Controlling Agency should manage any additional risks that arise from 'non-prescribed hazards' (i.e.: those not defined under the EM Act and prescribed under the EM Regulations), such as structural integrity, before allowing a community to return following evacuation.



#### **Stage 4: Shelter**

Shelter is a dynamic social process providing for the temporary respite of evacuees, including immediate sheltering, temporary sheltering and temporary housing.

When the Controlling Agency / HMA establishes an evacuation centre, they must ensure evacuees are properly received and supported via welfare agencies or other relevant organisations coordinated by the Department of Communities. The Department of Communities, representing these agencies and organisations, should be included as a member of the ISG and OASG, if formed.

#### **Stage 5: Return**

The IC, in consultation with the HMA, is responsible for the provision of timely and accurate situational information to the displaced community (e.g.: current activities being undertaken, timeframe for return of community and assistance available to evacuees) and should ensure there is an effective plan in place for returning the displaced community, including provision for at risk persons.

The return phase of evacuation may be executed in stages and should be subject to planning. This should include issues such as community safety, restoration of essential services and provision of welfare support services.

The Controlling Agency should manage any risk from other (non-prescribed) hazards (e.g.: structural integrity, site contamination, hazardous materials and health threats) arising from the emergency, before returning a community following evacuation.

#### **Access and Egress Routes**

The major transport artery of the City of Melville is Leach Highway, running from Carrington Road, Palmyra to the Tonkin Highway. Leach Highway while carrying heavy private traffic, carries significant numbers of heavy commercial vehicles as it connects the Port of Fremantle to outlying commercials, industrial and interstate freight depots including the interstate rail freight network at Forrestfield and Welshpool.

Canning Highway carries mostly light vehicular traffic commencing in Fremantle and continuing west to Victoria Park.

Passenger rail services run through the City of Melville with stations located at Murdoch, Bull Creek and Canning Bridge.



## Media Management and Public Information

Communities threatened or impacted by emergencies have an urgent and vital need for information and direction relevant to their personal circumstances. There is the need for accurate, timely and accurate information that enables the community members to take appropriate actions to safeguard life and property. The provision of this information is the responsibility of the HMA. It is likely that individual agencies will want to issue media releases for their areas of responsibility (e.g.; Water Corporation on water issues, Western Power on power issues etc) however, the release times, issues identified and content shall be coordinated through the ISG to avoid conflicting messages being given to the public.

## Public Warning Systems

The HMA controlling the response to the emergency will direct the release of public information via various sources and tools as listed below:

**SEWS:** Standard Emergency Warning Signal. This is an electronic signal transmitted via radio immediately preceding an “Emergency Warning Message”.

**Telephone Warning System (TWS):** A telephone based warning system which can capture all telephones within a specific geographic area.

**Emergency Warning Messages** Verbal messages transmitted by the electronic media.

## Local Systems

- Website: [www.melvillecity.com.au](http://www.melvillecity.com.au)
- Crisis Communications Process Plan
- DFES Public Information Line
- ABC Radio
- Telephone Warning System
- Public Meetings

**\*\*NOTE: All external correspondence to media need to be controlled centrally by the HMA for the specific incident\*\***

## Vulnerable Groups

Vulnerable groups may include the sick, elderly, children, First Nation people, culturally and linguistically diverse (CaLD) people, FIFO workers and tourists. In addition suburban based organisations catering for the most vulnerable in the community must come under consideration. For a comprehensive list of these community based vulnerable groups refer to [APPENDIX E](#)



## Community Evacuation Organisations and Responsibilities

Agency / Task	Responsible Person / Position / Agency
<b>HMA/Controlling Agency</b>  Has overall responsibility for any evacuation	<ul style="list-style-type: none"><li>• Management of the emergency incident</li><li>• Warning messages to the affected community</li><li>• Decisions affecting the evacuation of locations likely to be impacted by the emergency</li><li>• The decision to evacuate a community or portions thereof</li><li>• Evacuation route planning and traffic management</li><li>• Road closures during emergencies</li><li>• Identification of evacuation centres</li><li>• Return of the evacuated community</li></ul>
<b>WA Police</b>  WA Police are commonly requested to assist a Controlling Agency with an evacuation, ranging from undertaking specific activities during the withdrawal phase of an evacuation, to undertaking the full operational evacuation planning process on behalf of the Controlling Agency	<ul style="list-style-type: none"><li>• Assist with evacuating the affected community</li><li>• Assist with traffic management</li><li>• Establish and maintain an appropriate cordon to the affected area as requested</li><li>• Support the orderly evacuation of persons to the nominated evacuation centre(s)</li><li>• Maintain road safety in the access and egress routes for the withdrawal and around the evacuation centre</li><li>• Assist with security of the evacuated area as requested</li></ul>
<b>City of Melville</b>  The City is to provide a liaison officer to support DC.  Liaise with Incident Controller and attend ISG as required	<ul style="list-style-type: none"><li>• Liaise with Incident Controller</li><li>• Participate in ISG and provide local support</li><li>• Where an identified evacuation centre is a building owned and operated by the City, the City is to provide a liaison officer to support Department of Communities</li><li>• Provide relevant local information with regard to vulnerable communities</li><li>• Keep informed during the response phase to effect a smooth transition to recovery when appropriate</li></ul>
<b>Department of Communities</b>  Is a crucial partner in the shelter phase of an evacuation process, as they will coordinate welfare and support for evacuees at agreed evacuation centres by accessing a number of organisations and volunteer groups. Of these, Red Cross has a key role in providing a registration and reunification service, where requested by DC	<ul style="list-style-type: none"><li>• Identify appropriate evacuation centres in consultation with Incident Controller and LGA</li><li>• Receive evacuees and coordinate the provision of welfare support services for evacuees</li></ul>
<b>Traffic Management</b>	<ul style="list-style-type: none"><li>• WA Police initially</li><li>• Traffic contractors as appointed by MRWA</li><li>• Local Government may be called to assist</li></ul>
<b>Welfare</b>	<ul style="list-style-type: none"><li>• Department of Communities</li><li>• City of Melville</li></ul>
<b>Animal Welfare</b>	<ul style="list-style-type: none"><li>• City of Melville Ranger Services</li></ul>



<p><b>Main Roads WA (MRWA)</b></p> <p>MRWA has an important role to play in any traffic management plan for the withdrawal phase, though the provision of information about road networks and infrastructure capabilities, staffing and/or contractors to assist with vehicle control points or undertaking detailed traffic management plans for extended emergencies.</p>	<ul style="list-style-type: none"><li>• Assist the Controlling Agency and/or WA Police with the development of traffic management plan and/or activities supporting its implementation, as requested</li></ul>
<p><b>Department of Health (WA Health)</b></p> <p>Health will coordinate medical support, including the services of organisations such as St John Ambulance and the Royal Flying Doctor Service, for those evacuees requiring medical care, in accordance with State Health Emergency Response Plan.</p>	<ul style="list-style-type: none"><li>• Coordinate the medical evacuation of severely injured persons to major medical centres as appropriate</li><li>• Assist welfare agencies in crisis counselling and critical stress management</li></ul>
<p><b>Department of Education</b></p>	<ul style="list-style-type: none"><li>• Liaise with DC and relevant local governments in relation to use of educational facilities as evacuation centres during an emergency</li><li>• Provide up to date information about schools in the affected area to be available to Controlling Agencies and WA Police, including appropriate contact information</li><li>• Ensure evacuation plans are in place for each which extend beyond the car park</li></ul>
<p><b>Organisations responsible for educational and care facilities and other specialist sites for at risk persons</b></p>	<ul style="list-style-type: none"><li>• Provide up to date information about their location and appropriate contact information to the appropriate governing body and/or Local Government</li><li>• Ensure evacuation plans are in place which extend beyond the car park for any emergency. This may include reciprocal arrangement with other like facilities for accommodation and transportation arrangements if required</li></ul>



## Evacuation Centres

Local Government buildings suitable for use as evacuation centres have been identified and listed in this plan in the event an incident occurs.

The following table details the welfare centres owned by the City of Melville available and deemed suitable for the purpose. The 'number of persons' figures indicates the number of evacuees that could comfortably sleep in the welfare centre and the registered building capacity has been used to identify the number of people either sitting or sleeping.

The Department of Communities will activate the Local Welfare Plan should the need for activation of a welfare centre be deemed necessary by the Incident Controller (IC). The Local Government Liaison Officer (LGLO) dispatched to the Emergency Operations Centre will arrange for the opening of an Evacuation Centre when requested to do so by the IC and/or Department of Communities.

NAME	CAPACITY	ADDRESS	CONTACT
City of Melville Civic Centre	600 persons	10 Almondbury Road BOORAGOON WA 6154	<b>City of Melville</b>  <b>Community Safety Service (CSS)</b> <b>24 hours / 7 days</b>  <b>Ph: 1300 653 643</b>
Blue Gum Community Centre	350 persons	27 Moolyeen Road BRENTWOOD WA 6153	
Willagee Community Centre	350 persons	41 Winnacott Street (cnr Archibald Street) WILLAGEE WA 6163	
Melville Recreation Centre	600 persons	431 Canning Highway (cnr Stock Road) MELVILLE WA 6156	

The above local government owned buildings have been identified by the City of Melville as suitably constructed and equipped evacuation centres for use in emergencies meeting the requirements for sheltering of persons for up to 600 persons.

For other welfare centres refer to the Department of Communities (DC) Local Emergency Management Arrangements for the Provision of Welfare Support.

**Note: The Department of Communities is to be contacted whenever an evacuation is considered as the Department has responsibility for the provision of welfare services to evacuees and management of registration and inquiry services using the Red Cross "Register. Find. Reunite" system and associated forms which can be located at <https://register.redcross.org.au>**

The Department of Communities Local Welfare Plan contains details of all local government controlled Welfare Centres.



## **Welfare Support**

Welfare provisions are outlined in the [State EM Plan 5.5.4 Welfare](#)

The provision of welfare services shall be based on a two-tier response, local resources (Local Welfare Coordinator) followed by State support (State Welfare Coordinator).

## **Provision of Welfare Support**

The provision of welfare services shall be based on a two-tier response; local resources (Local Welfare Coordinator) followed by State support (State Welfare Coordinator)

The following State plans and supporting plans apply:

- [State Support Plan – Welfare](#)
- [State Support Plan – Emergency Public Information](#)

## **Department of Communities (DC)**

### **Local Welfare Coordinator (DC)**

The SC shall appoint a Local Welfare Coordinator who will liaise with the City of Melville Local Welfare Liaison Officer and coordinate the provision of resources detailed in the above mentioned support plans.

The Local Welfare Coordinator is appointed by the DC Director to:

- a. Establish, chair and manage the activities of the Local Welfare Emergency Committee (LWEC), where determined appropriate by the District Director;
- b. Prepare, promulgate, test and maintain the Local Welfare Plans;
- c. Represent the department and the emergency welfare function on the Local emergency Management Committee and Local recovery Committee;
- d. Establish and maintain the Local Welfare Emergency Coordination Centre;
- e. Ensure personnel and organisations are trained and exercised in their welfare responsibilities;
- f. Coordinate the provision of emergency welfare services during response and recovery phases of an emergency; and
- g. Represent the department of the Incident Management Group when required.

### **Local Welfare Liaison Officer (LGA)**

The City of Melville will provide an officer to be Liaison/support between the DC and the local government where a welfare centre has been established within the local government district. This role will provide assistance to the Local Welfare Centre, including the management of emergency evacuation centres such as building opening, closing, security and maintenance.

The duties to be performed by the Local Government Welfare Liaison Officer are described in [APPENDIX D](#)



## **Welfare Activation Kits**

Welfare Activation Kits contain Red Cross registration and reunification forms and other items to assist with the initial set up of a centre in the event that Department of Communities is delayed and/or temporarily unavailable.

Welfare Centre Activation kits are located in the basement storeroom of the City of Melville Civic Centre, 10 Almondbury Road, Booragoon.

For a full list of items available within the kits refer to [APPENDIX H](#)

## **Welfare Centres Designated Agency Functions**

### Department of Communities (DC)

- Overall Welfare Centre Coordination
- Emergency Accommodation
- Emergency Catering
- Emergency Clothing and Personal Requisites
- Personal Support Services
- Financial Assistance

### City of Melville

- Coordination Assistance – take lead role at Welfare centre until DC arrive
- Assist with Emergency Accommodation by providing facilities to use as welfare centres
- Financial Assistance/Appeals – via Lord Mayor’s Appeal as part of the recovery
- Assistance with animals

### Red Cross

- Registration of evacuees – using green registration forms
- Registration of enquiries – using pink enquiry forms
- Manage enquiry – matching of external enquiries to registered evacuees
- Personal Support Services – in support of DC

### Department of Human Services

- Financial Assistance – information and assistance with Centrelink payments and services
- Manage Australian Government Disaster Recovery (AGDR) Payments – for Commonwealth Government declared natural disasters
- Personal Support Services – in support of DC

### WA Police

- Maintain public order at welfare centres as required



Department of Health

- Provide a comprehensive response to mental health effects of an emergency as outlined in the mental Health Disaster Sub Plan
- Provide health response as outlined in the State Hazard Plan – Health
- Assist with the functional area of Personal Support Services – in support of DC

Department of Education (and independent schools)

- Personal Support Services in relation to children evacuated from a school
- Assist with Emergency Accommodation by providing facilities for Welfare Centres

Disability Services Commission

- Assist with the functional area of personal Support Services – in support of DC
- Providing strategic advice in providing welfare services to people with disabilities

Department of Fire and Emergency Services (DFES) & State Emergency Services (SES)

- Logistics Support at the Welfare Centres in support of DC

DFES Community Liaison Unit (CLU)

- Provide 'face to face' two way communications between the Incident Management Team (IMT) and the affected community at the Welfare Centre
- Support the facilitation of public meetings and other community based communications with timely, accurate and relevant information

Department of Aboriginal Affairs

- Provide strategic advice in relation to Aboriginal issues

Office of Multi-Cultural Interests

- Provide strategic advice in relation to multi-cultural issues

Department of Housing

- Provide strategic advice in relation to Housing Issues

Service Clubs (e.g. – Lions, Rotary, Zonta)

- Emergency catering
- Personal Support – in support of DC
- Practical Assistance – in setting up local welfare centre – managing vehicle parking



## **Allowing people back and supporting their return**

The evacuation process cannot be considered complete until the return of the affected community, assuming this is possible. In most circumstances, the return of evacuees will be the responsibility of the Controlling Agency and/or HMA that determined the need for the evacuation in the first place.

However, in some circumstances, particularly where the impacts of a hazard have had lasting effects, the incident may have been handed over to the Recovery Coordinator and/or Recovery Committee (at either Local or State level).

The responsible person or agency should ensure that an appropriate assessment has been carried out to confirm that the area is safe and possible to return to and identify if any special conditions need to be applied.

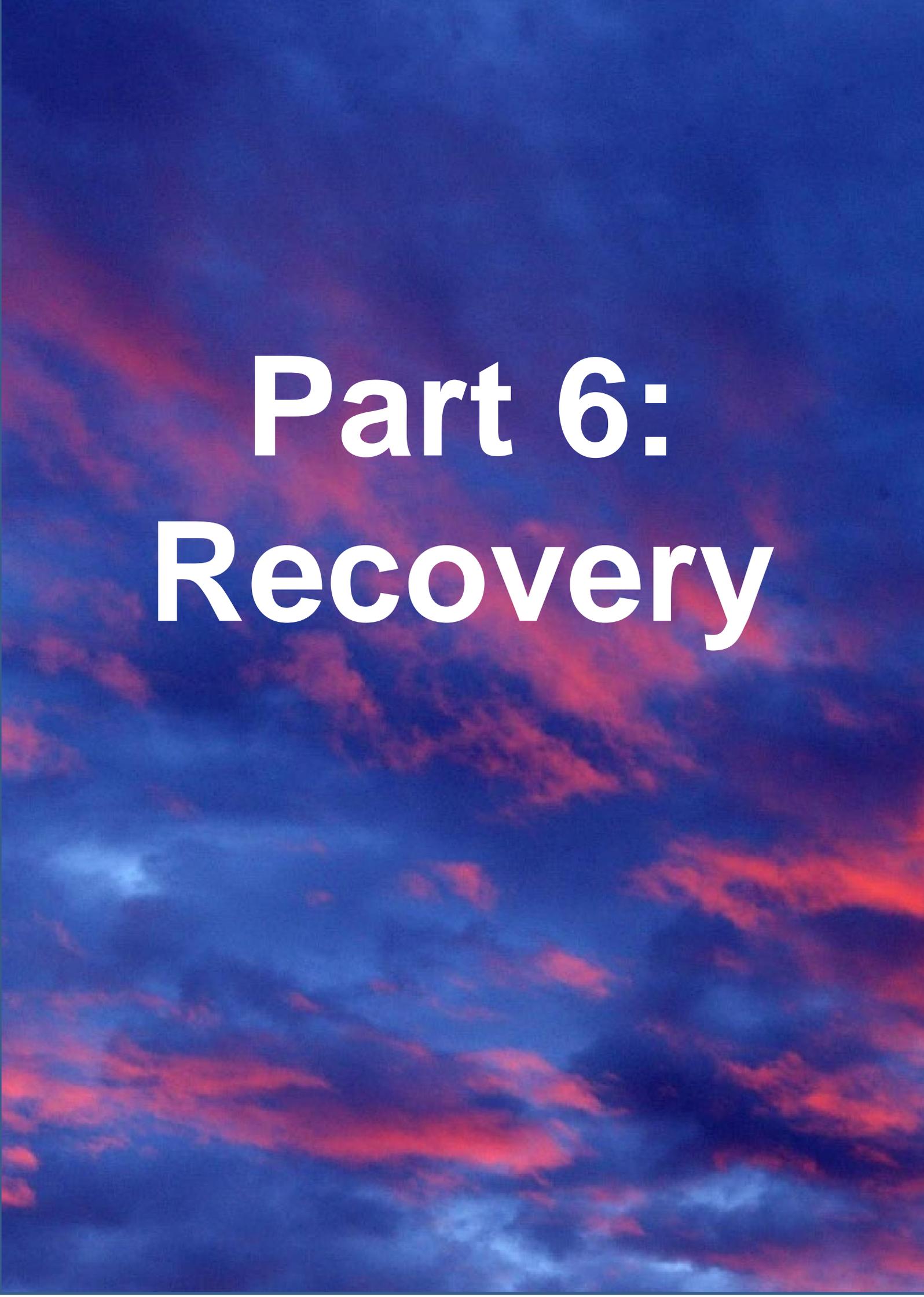
Factors to be considered include:

- The hazard itself (or any consequential hazards)
- The conditions to which evacuees would be returning, such as water, food, sanitation and health
- A consideration of the physical and emotional wellbeing and capacity of evacuees
- Economic factors relating to short term and long term viability of the evacuated area
- Support services for those returning
- Continuing need for public information, particularly with regard to essential services
- Whether or not the area is a protected forensic area or a restricted access area
- The return of a community is most appropriate after an “All Clear” for the emergency warning has been issued

## **Staged Return of Evacuees**

The return phase of evacuation may be executed in stages and the operational plan for this stage should consider issues such as community safety, restoration or essential services and provision of welfare support services. There may be other reasons to delay or restrict access to an evacuated area, such as the preservation of a crime scene or as part of a coronial investigation.

Conflict may arise where evacuees and people who were outside of the evacuated area at the time of the evacuation, are prevented from entering or re-entering before the area has been formally re-opened and those residents that have remained against either a recommendation or direction to leave.



# Part 6: Recovery



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## Part 6: Recovery

Recovery is a complex operation which requires the full attention of the local government. It is not the purpose of this document to fully explain those activities as they are dealt with in more details in the Local Recovery Plan. This section identifies the key roles and responsibilities of those assigned a recovery role and outlines activities to be undertaken to ensure recovery processes are commenced in a timely manner.

### Local Recovery Coordinator

The City of Melville has appointed the following key personnel to lead the community recovery process, and may appoint more than one person to the position of Local Recovery Coordinator in accordance with the requirements of the *Emergency Management Act 2005, Section 41(4)*. By appointing and training more than one person to undertake the role of the LRC coverage is assured in the event the primary appointee is unavailable when an emergency occurs.

*For further information refer to City of Melville Local Recovery Plan, roles and responsibilities*

LRCG Position	
LRCG Chair	Mayor
Recovery Coordinator	Manager Natural Areas and Parks
Deputy Recovery Coordinator	Manager Resource Recovery and Waste
Support Officer	Coordinator Rangers & Emergency Management

### State Plans and Policy for Recovery

The State Emergency Management Plan in conjunction with the following supporting plans and guides:

Document Title	Document Owner
<a href="#">State Support Plan – Emergency Welfare</a> (State Hazard Plan {Westplan} – Welfare)	SEMC
5.12 State Emergency Policy – Funding for Emergency Response	SEMC
6.10 State Emergency Management Plan – Financial Assistance	SEMC
State EM Recovery Procedure 1 – Management of Public Fundraising and Donations	SEMC
State Emergency Management Procedure 2 – Emergency Management Funding	SEMC



Recovery Procedure 4 – Comprehensive Impact Assessment	SEMC
Disaster Recovery Funding Arrangements WA (DRFAWA) Guide for Local Government	DFES
Lord Mayor’s Distress Relief Fund	LMDRF Board

### **Activation of Recovery**

Recovery is considered at every meeting of the ISG formed for a specific emergency event. The nominated Local Recovery Coordinator will liaise directly with the Incident Controller on aspects affecting recovery and the compilation of the Comprehensive Impact Assessment supported by nominated officers of local government.

The Comprehensive Impact Assessment process and documentation is outlined in the State Emergency Management Procedure 4.

The LRC is responsible for implementing the recovery processes including the activation of the Local Recovery Coordination Group (LRCG).

### **Level of State Involvement**

In conjunction with the City of Melville, 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:

- The capacity of the local government involved to manage the recover;
- The number of local governments affected

The complexity and duration of the recovery are likely to determine whether state support is provided through the State Recovery Coordinator and whether the State Recovery Coordination Group is established. If extraordinary arrangements are required for a specific emergency, the State Recovery Coordinator may recommend to the Premier the need for the appointment of a State Recovery Controller.

For further information refer to section 6.4 of the [State EM Plan](#).



## **Cessation of Response**

Recovery activities commence immediately following the impact of an event whilst response activities are still in progress. Key decisions and activities undertaken during the response may directly influence and shape the recovery process.

To ensure that appropriate recovery activities are initiated as soon as possible after the impact of the event the HMA Incident Controller is to ensure that the LRC is notified of the event and is included as a member of the ISG.

During the response phase, many of the agencies with recovery roles may be heavily committed, therefore the inclusion of the LRC at ISG meetings will ensure:

- The alignment of response and recovery priorities;
- Liaison with key agencies;
- An awareness of the key impacts and tasks;
- Identification of the recovery requirements and priorities as early as possible;
- The full LRCC including sub-committees shall be called together as soon as possible for a briefing of the emergency situation even during the response stage to detail the extent of contingencies to allow for smooth transition from response to recovery.

During the process of cessation of response and the full implementation of recovery activities, the following shall occur:

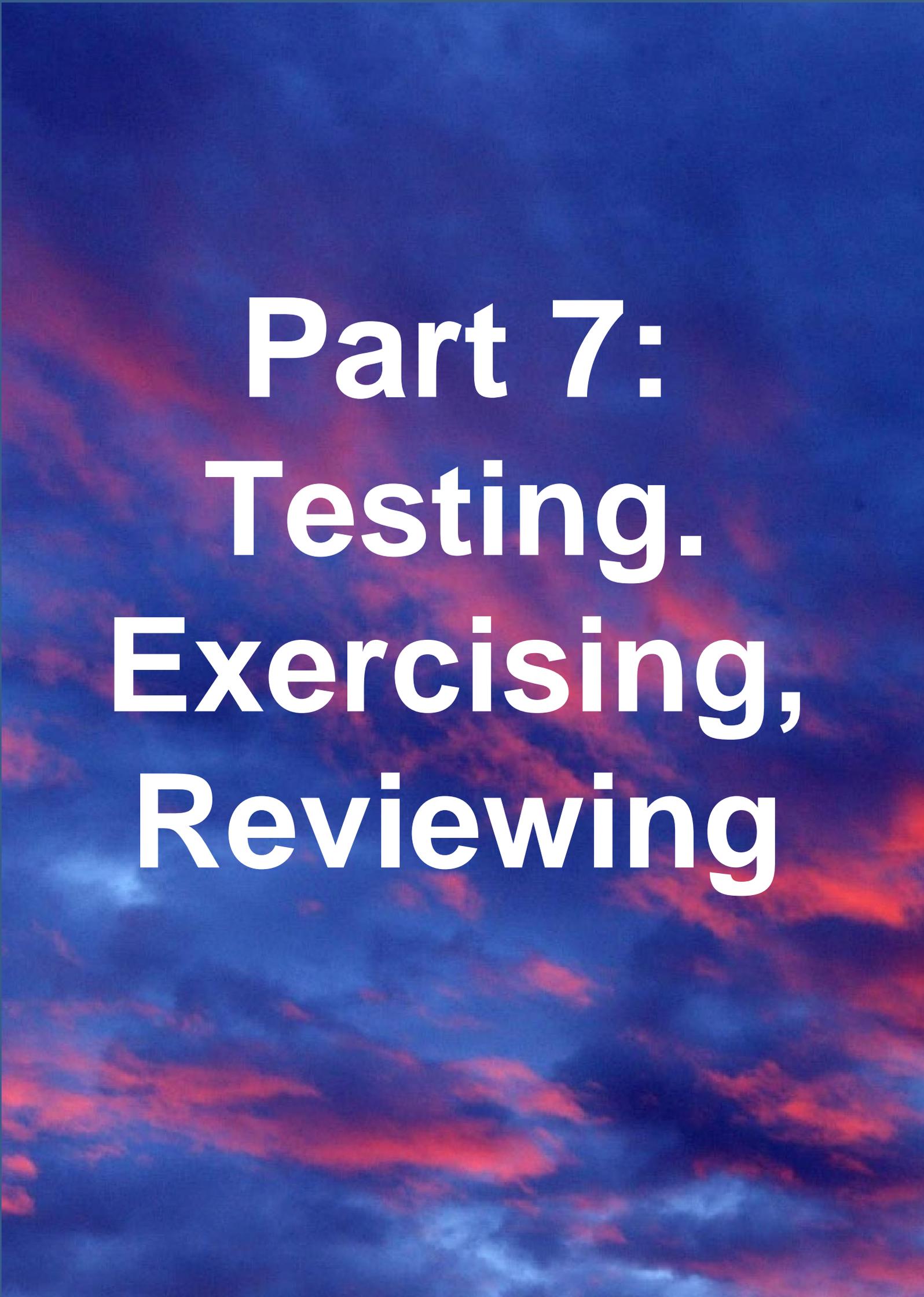
- IC shall include the LRC in critical response briefings;
- LRC will ensure the IC is aware of recovery requirements and tasks prior to the termination of the response phase;
- LRC shall ensure that agencies with response and recovery obligations are aware of their continuing role;
- The LRC to ensure that the HMA delivers to the local government the Comprehensive Impact Assessment Tool;
- LRCC shall initiate key recovery arrangements including full LRCC subcommittee briefing during the response phase and ensure formalization of handover takes place.

## **Further Information**

For further information on recovery activities and guidance, refer to the City of Melville Local Recovery Plan.



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**Part 7:  
Testing.  
Exercising,  
Reviewing**



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## Part 7: Testing, Exercising, Reviewing

### Testing and Exercising

The State EM Pan 4.7: Preparedness; identifies that there are essentially three levels of multi-agency exercises of relevance to the SEMC, Local, State and District level.

At the local level, exercises are confined to testing Local Emergency Arrangements and Plans and may involve a coordinated response and the activation of an Incident Support Group (ISG) either actual or notional.

- Discussion (seminars, workshop or desktops)
- Functional (drills or game style)
- Field or Full Deployment (large scale)

Other exercises may include:

- Phone tree recall exercise (testing response of emergency contacts)
- Opening and closing procedures for evacuation centres or facilities that might be operating in an emergency
- Operating procedures of an Emergency Coordination Centre
- Locating and activating resources on the Emergency Resources Register

### Schedule of Exercises

The State Emergency Management Policy 4.8 deals with the requirement for exercises to be conducted by the LEMC and by reported to the DEMC.

The LEMC should prepare a Schedule of Exercises and should aim to complete at least one exercise per annum.

Where possible the community should be encouraged to participate in and/or observe the exercise.

The benefits of testing these arrangements allows the LEMC to:

- Test the effectiveness of the local arrangements and plans
- Bring together members of emergency management agencies and give them knowledge of, and confidence in their roles and responsibilities
- Help educate the community about local arrangements and programs
- Allow participating agencies an opportunity to test their operational procedures and skills in simulated emergency conditions
- Test the ability of separate agencies to work together on common tasks, and to assess effectiveness of co-ordination between them
- Improve the arrangements in accordance with the results of the exercise debriefings. It should be remembered that as the primary role of local government in emergency management is “recovery”, programs that exercise recovery activities and preparedness are to be foremost.



## Annual Reporting

The annual report of the LEMC is to be completed and submitted to the DEMC within two weeks of the end of the financial year for which the annual report is prepared.

The LEMC is required to submit a signed hard copy of the annual report to the Executive Officer of the DEMC.

The information provided by the LEMC annual report is collated into the SEMC Annual Report, which is tabled in Parliament. The SEMC issue the annual report template.

## Review of this Plan

The Local Emergency Management Arrangements will be reviewed in accordance with Part 8 of the State Emergency Management Procedure.

It is the local government's responsibility to ensure that its local emergency management arrangements are reviewed in accordance with this procedure. LEMA must be exercised every year to ensure details remain up to date and accurate (State EM Policy Section 4.8).

The local government must ensure the review of the LEMA on the following basis:

- Every five years; or whenever the local government considers it appropriate
- After an event or incident requiring significant recovery co-ordination
- After an event or incident requiring activation of an Incident Support Group (ISG)

If a major review takes place, a full approval process is required. If the amendments are minor, the local government is to make the amendments and ensure that these are distributed to members of its LEMC, the SEMC, the DEMC and DFES.

## Appendices

- [Appendix A: Glossary of Terms and Acronyms](#)
- [Appendix B: State and Local Emergency Arrangements](#)
- [Appendix C: Map of the City of Melville district](#)
- [Appendix D: Aide Memoirs](#)
- [Appendix E: Community Based Vulnerable Groups](#)
- [Appendix F: LEMC Members and Contact list](#)
- [Appendix F\(1\): Emergency Contacts](#)
- [Appendix F\(2\): Crisis Communication Plan](#)
- [Appendix G: WA Hazard Management Agencies](#)
- [Appendix H: Welfare Activation Kit Contents](#)
- [Appendix I: Suggested LEMC Meeting and Business Cycle](#)



# Appendices



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## Appendix A: Glossary of Terms and Acronyms

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

**District Emergency Management Committee (DEMC)** A district emergency management committee established under section 31(1) of the Emergency Management Act 2005.

**Emergency** The occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response (s.3 EM Act).

**Emergency Management** Emergency Management means the management of the adverse effects of an emergency including;

1. Prevention – the mitigation or prevention of the probability of the occurrence of, and the potential adverse effects of, an emergency;
2. Preparedness – preparation for response to an emergency;
3. Response – the combatting of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage, and help to speed recovery; and
4. Recovery – the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing.

**Emergency Risk Management** A systematic process which contributes to the wellbeing of communities and the environment. The process considers the likely effects of hazardous events and the controls by which they can be minimised.

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

**Hazard Management Agency (HMA)** A public authority, or other person, prescribed by the Emergency Management Regulations 2006 to be a hazard management agency for the emergency management, or an aspect of emergency management, of a hazard. The term “HMA” is used in the context of identifying the agency responsible for specific actions as detailed with the EM Act.

**Incident** The occurrence or imminent occurrence of a hazard.

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

**Local Emergency Management Arrangements** refers to this document and may also be referred to as “these arrangements” or “local arrangements”.



**Local Emergency Management Committee** A local emergency management committee established under section 38 of the Emergency Management Act 2005.

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

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

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

**Risk Management** Coordinated activities of an organisation or a government to direct and control risk.

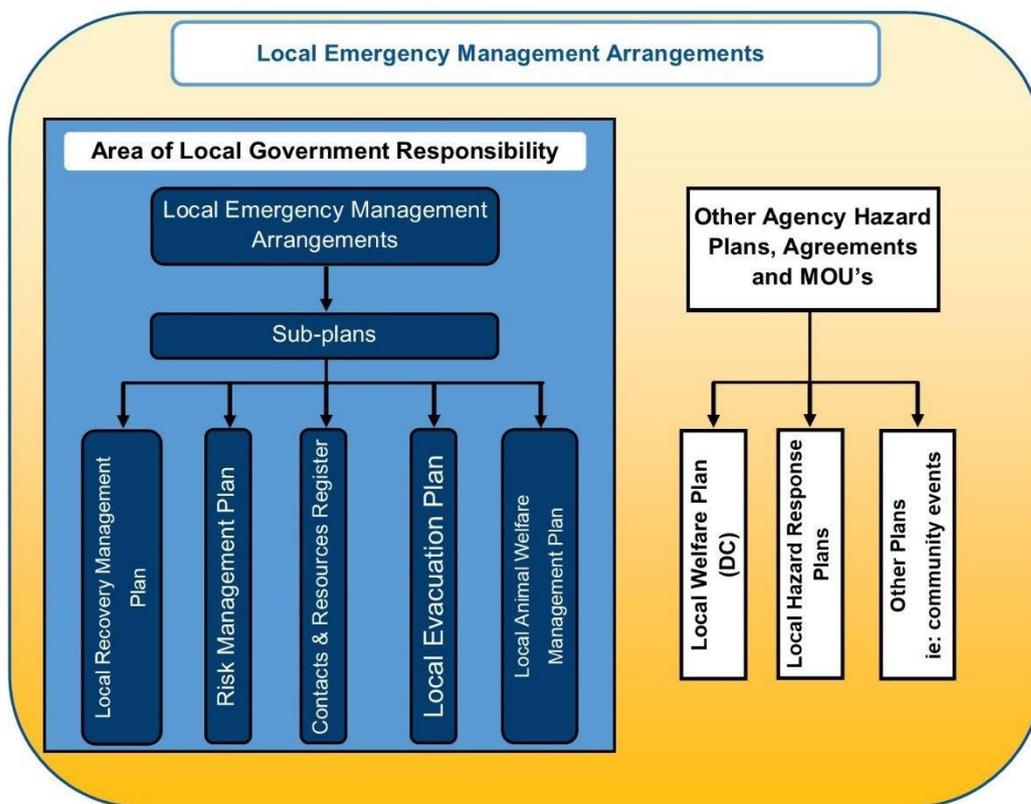


## Acronyms

<b>CaLD</b>	Culturally and Linguistically Diverse
<b>CEO</b>	Chief Executive Officer
<b>DC</b>	Department of Communities
<b>DBCA</b>	Department of Biodiversity, Conservation and Attractions
<b>DEC</b>	District Emergency Coordinator
<b>DEMC</b>	District Emergency Management Committee
<b>DFES</b>	Department of Fire and Emergency Services
<b>DLRC</b>	Deputy Local Recovery Coordinator
<b>DRFAWA</b>	Disaster Recovery Funding Arrangements Western Australia
<b>EM</b>	Emergency Management
<b>EM Act</b>	Emergency Management Act 2005
<b>EM Regulations</b>	Emergency Management Regulations 2006
<b>HMA</b>	Hazard Management Agency
<b>HMO</b>	Hazard Management Officer
<b>IC</b>	Incident Controller
<b>IMT</b>	Incident Management Team
<b>ISG</b>	Incident Support Group
<b>LEC</b>	Local Emergency Coordinator
<b>LEMA</b>	Local Emergency Management Arrangements
<b>LEMC</b>	Local Emergency Management Committee
<b>LGA</b>	Local Government Agency
<b>LGLO</b>	Local Government Liaison Officer
<b>LGWLO</b>	Local Government Welfare Liaison Officer
<b>LRC</b>	Local Recovery Coordinator
<b>LRCG</b>	Local Recovery Coordination Group
<b>OAM</b>	Operational Area Manager
<b>OASG</b>	Operations Area Support Group
<b>OIC</b>	Officer in Charge
<b>RP</b>	Recovery Plan
<b>SEC</b>	State Emergency Coordinator
<b>SECG</b>	State Emergency Coordination Group
<b>SEMC</b>	State Emergency Management Committee
<b>SES</b>	State Emergency Services
<b>SEWS</b>	State Emergency Warning Signal
<b>SRC</b>	State Recovery Controller
<b>SRCG</b>	State Recovery Coordination Group
<b>WAPOL</b>	Western Australia Police



## Appendix B: State and Local Emergency Management Arrangements





## Appendix C: Map of the City of Melville district





## **Appendix D: Aide Memoirs**

The aide memoire documents listed under the Appendix have been specifically designed to be printed and laminated for circulation to specific officers and groups within the City of Melville in order that they may be in possession of a ready reference to their assigned duties and obligations under this plan and the Recovery Plan. In relation to this plan the aide memoire include:

1. Local Recovery Coordinator (LRC)
2. Local Government Liaison Officer (LGLO to the ISG)
3. Local Government Welfare Government Welfare Liaison Officer (LWLO assisting in the management of evacuation centres)



## Local Recovery Coordinator (LRC)

### Roles and Responsibilities

The Local Recovery Coordinator is responsible for the development and implementation of recovery management arrangements for the local government, in conjunction with the Local Recovery 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 requirement for each event, in conjunction with the HMA, Local Emergency Coordinator (LEC) and other responsible agencies
- Provide advice to the Mayor 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 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 Coordinating 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
- Arrange for an evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency



## Local Government Liaison Officer (LGLO to the ISG)

### **Aide Memoir – ISG Attendance**

This Aide Memoir provides City of Melville Officers charged with attendance at the ISG with a quick reference to the process of local response activities relating to Incident Support Groups. The Aide Memoir is by no means comprehensive and you are encouraged to be fully conversant with State EM Plan Part 5 Response.

### **Role and Responsibilities**

The City of Melville will provide a Local Government Liaison Officer on every occasion that an Incident Support Group (ISG) is formed by the Hazard Management Agency (HMA) or the Controlling Agency (CA). This role could also be filled by the Local Recovery Coordinator. It is essential for the successful determination of the response to any emergency that the LGLO be available to advise the Incident Controller (IC) and provide local resources where required. The specific roles and responsibilities of the LGLO are explained below.

### **Role**

The LGLO is essentially an Officer of the local government holding either a managerial or executive position within the local government. This person could be the Local Recovery Coordinator.

### **Key Responsibilities**

State EM Plan Part 5 which sets out the structure and responsibilities of the Incident Support Group (ISG). The ISG is headed by the Incident Controller (IC) nominated by the Hazard Management Agency (HMA) or the Controlling Agency to manage the response to the emergency. The ISG consists of liaison officers from local organisations involved in the incident.

The key responsibilities of the LGLO are to:

- Make contact with the HMA or Controlling Agency Incident Controller.
- Represent the local government at all ISG meetings.
- Provide the IC with timely information on local issues and key factors affecting response activities.
- Provide the IC with a copy of the Local Emergency Management Arrangements;
- Identify vulnerable groups within the local government area.
- Provide information relating to community evacuation, welfare centres and community safe places.
- Coordinate local government resources.



- Gather information required to formulate an impact assessment of local government assets (bridges, roads, public buildings etc.).
- Coordinate the transition from response to recovery on behalf of the local government in partnership with the Local Recovery Coordinator.

### **Reporting to the ISG (LGLO)**

The LGLO is responsible for providing the following information to the ISG:

- Local government response activities.
- Local government impact assessment (if known)
- Local government resource status.
- Significant issues.

### **Responsibilities of the IC**

The IC of the HMA or Controlling Agency will provide the following information:

- A current situation report
- Outcomes of the previous meeting (if not the first meeting)
- Details of significant issues
- Assistance required
- Record of outcomes of the meeting
- Details of the next scheduled meeting



## Local Government Welfare Liaison Officer (LGWLO)

### **Aide Memoir**

This Aide Memoir provides City of Melville officers charged with attendance at evacuation centres with a quick reference to their role as the appointed liaison officer assisting the Department of Communities (DC). Officers appointed to this duty have the following roles and responsibilities. Essentially you are the conduit between DC and the City of Melville.

### **Roles and Responsibilities**

The Local Welfare Plan for the Provision of Welfare Support (Local Welfare Plan) will be activated by the DC where welfare support is required for the community. The support plan designated that the local government will provide a liaison / support at welfare centres activated as a result of an emergency.

The City of Melville will provide a Local Government Welfare Liaison Officer (LGWLO) who will liaise between the local government and the DC Local Welfare Coordinator (LWC).

### **Duties of the LGWLO:**

- Report to the DC Local Welfare Coordinator;
- Where a local government owned building has been identified as a Welfare Centre, advise local groups booked to use the centre have been notified and their planned activities cancelled or moved to another location;
- Facilitate access to the Welfare Centre by the DC;
- Facilitate the setup of the building;
- Organise cleaning and building maintenance requirements for the centre through the City of Melville;
- Liaise with all key support agencies located at the building to ensure all needs where possible are met;
- Liaise with and assist organisations present at the centre as requested by the Local Welfare Coordinator;
- Manage vehicle access and general traffic/parking issues and request support if required;
- Coordinate and source additional resources (tables, chairs, paper, computers) as requested by the LWC;
- Assist the LWC in managing conflict at the centre;
- Identify and organise personnel and additional resources through the Local Recovery Coordinator as required;
- Attend all necessary briefings as requested by the LWC;
- Keep a log of activities conducted at the Welfare Centre;
- Carry out other duties as requested by the LWC.

## Appendix E: Community Based Vulnerable Groups

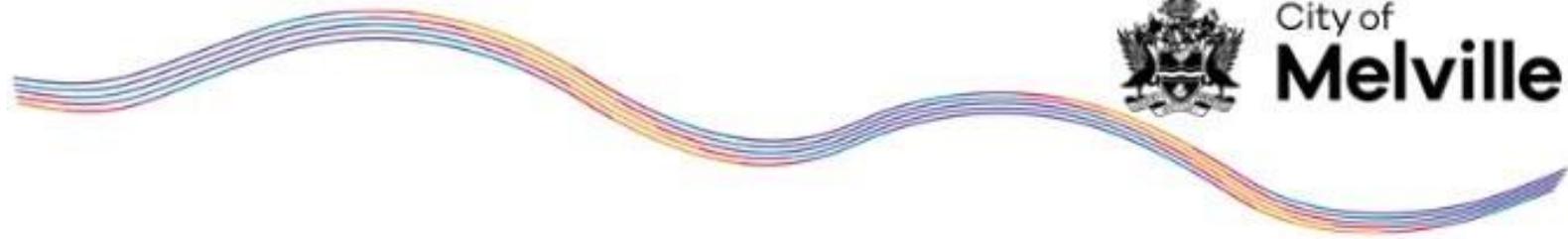
### Child Care Centres

Organisation	Address	Suburb	Phone	Email / Web
Goodstart Early Learning Centre - Alfred Cove	541 Canning Hwy	Alfred Cove	[REDACTED]	[REDACTED]
P Boonsong	3 Cowan Street	Alfred Cove	[REDACTED]	[REDACTED]
Growin Early Education Centre	817 Canning Hwy	Applecross	[REDACTED]	[REDACTED]
Indigo Montessori Childcare & Kindy-Applecross	2c Matheson Road	Applecross	[REDACTED]	[REDACTED]
Great Beginnings	17 Riseley Street	Ardross	[REDACTED]	[REDACTED]
Growin Early Education Centre Ardross	43 Simpson Street	Ardross	[REDACTED]	[REDACTED]
Sonas Early Learning and Care - Ardross	30 Willcock Street	Ardross	[REDACTED]	[REDACTED]
Annie's Family Day Care	6 Farrin Street	Attadale	[REDACTED]	[REDACTED]
Jellybeans Childcare Attadale	432-434 Canning Hwy	Attadale	[REDACTED]	[REDACTED]
Bateman Family Day Care	5 Adams Street	Bateman	[REDACTED]	[REDACTED]
Ivanna Family Day Care	6 Marsengo Road	Bateman	[REDACTED]	[REDACTED]
Lalita Agarwalla Family Day Care	34 Arcadia Crescent	Bateman	[REDACTED]	[REDACTED]
Le Petit Studio	21 Ripple Way	Bateman	[REDACTED]	[REDACTED]
Wonder and Awe Family Day Care	11 Stuart Court	Bateman	[REDACTED]	[REDACTED]
Booragoon Family Day Care	20 Ainsworth Loop	Booragoon	[REDACTED]	[REDACTED]
Booragoon Occasional Child Care Centre	525 Marmion Street	Booragoon	[REDACTED]	[REDACTED]
Melody Education Family Day Care	5 Leece Place	Booragoon	[REDACTED]	[REDACTED]
Starbright Early Learning Centre	2 Worthington Road	Booragoon	[REDACTED]	[REDACTED]
The Secret Garden Family Day Care	21 Marcus Avenue	Booragoon	[REDACTED]	[REDACTED]
Leeming Out of School Care Centre	21 Oberthur Crescent	Bull Creek	[REDACTED]	[REDACTED]
Limetree Family Day Care	15 Hertford Close	Bull Creek	[REDACTED]	[REDACTED]
Sangita Rana Family Day Care	6 Aherne Court	Bull Creek	[REDACTED]	[REDACTED]
Sonam Goplani Family Day Care	1 Durham Place	Bull Creek	[REDACTED]	[REDACTED]
Dancing Whale Day Care	48 le Souef Drive	Kardinya	[REDACTED]	[REDACTED]
Masuma Family Day Care	43 Saw Road	Kardinya	[REDACTED]	[REDACTED]
Noahs Ark Day Care	70 Davies Crescent	Kardinya	[REDACTED]	[REDACTED]

Leeming Child Care Centre	73 Calley Drive	Leeming	██████████	████████████████████
Mulberry Tree Care Leeming	92 Farrington Road	Leeming	██████████	████████████████████
Bella Boo Day Care	55a Rome Road	Melville	██████████	████████████████████
Scola Early Learning	371 Marmion Street	Melville	██████████	████████████████████
The Children's Garden	369 Marmion Street	Melville	██████████	████████████████████
Blue Gum Child Care Centre	33 Moolyeen Road	Mt Pleasant	██████████	████████████████████
Sonia Family Day Care	12 Dunstan Place	Murdoch	██████████	████████████████████
Susan Teather Early Learning Centre	19 Jennalup Street	Murdoch	██████████	████████████████████
Goodstart Early Learning Centre – Myaree	54 North Lake Road	Myaree	██████████	████████████████████
Happy Tone Children Wonderland	65 Norma Road	Myaree	██████████	████████████████████
Myaree Family Day Care	10a Hayward Way	Myaree	██████████	████████████████████
Nido Early School Palmyra	56 Carrington Street	Palmyra	██████████	████████████████████
Tiny Beez Educations and Care	70 Carrington Street	Palmyra	██████████	████████████████████
Birra-Li Child Care Centre	1 Stacey Street	Willagee	██████████	████████████████████
Busy Bees at Willagee	14 Webber Street	Willagee	██████████	████████████████████
Wool and Thimble School of Early Learning	227 Leach Hwy	Willagee	██████████	████████████████████
Creative Kidz	43 Sandover Crescent	Winthrop	██████████	████████████████████
Piney lakes Child Care	1 Winthrop Drive	Winthrop	██████████	████████████████████

### Primary Schools

School Name	Address	Suburb	Phone	Email
St Benedict's Primary School	70 Alness Street	Applecross	[REDACTED]	[REDACTED]
Applecross Primary School	65 Kintail Road	Applecross	[REDACTED]	[REDACTED]
Ardross Primary School	46b Links Road	Ardross	[REDACTED]	[REDACTED]
Mel Maria Catholic Primary School	33 Davidson Road	Attadale	[REDACTED]	[REDACTED]
Attadale Primary School	Wichmann Road	Attadale	[REDACTED]	[REDACTED]
Bateman Primary School	2 Bartling Crescent	Bateman	[REDACTED]	[REDACTED]
Yidarra Catholic Primary School	Marsengo Road	Bateman	[REDACTED]	[REDACTED]
Bicton Primary School	View Terrace	Bicton	[REDACTED]	[REDACTED]
Booragoon Primary School	10 Clements Road	Booragoon	[REDACTED]	[REDACTED]
Bull Creek Primary School	32 Hardy Street	Bull Creek	[REDACTED]	[REDACTED]
Oberthur Primary School	Nicholls Crescent	Bull Creek	[REDACTED]	[REDACTED]
All Saints College	Ewing Avenue	Bull Creek	[REDACTED]	[REDACTED]
Kardinya Primary School	30 Ochiltree Way	Kardinya	[REDACTED]	[REDACTED]
Banksia Park Primary School	Hicks Street	Leeming	[REDACTED]	[REDACTED]
Leeming Primary School	10 Meharry Road	Leeming	[REDACTED]	[REDACTED]
West Leeming Primary School	50 Westall Terrace	Leeming	[REDACTED]	[REDACTED]
Melville Primary School	70 Curtis Road	Melville	[REDACTED]	[REDACTED]
Mount Pleasant Primary School	29 Queens Road	Mt Pleasant	[REDACTED]	[REDACTED]
Palmyra Primary School	60 McKimmie Road	Palmyra	[REDACTED]	[REDACTED]
Our Lady of Fatima Primary School	3 Harris Street	Palmyra	[REDACTED]	[REDACTED]
Caralee Community School	24 Winnacott Street	Willagee	[REDACTED]	[REDACTED]
Winthrop Primary School	70-80 Jackson Avenue	Winthrop	[REDACTED]	[REDACTED]



### High Schools

School	Address	Suburb	Phone	Email
Applecross Senior High School	Links Road	Ardross	[REDACTED]	[REDACTED]
Santa Maria College	18 Stoneham Road	Attadale	[REDACTED]	[REDACTED]
Corpus Christi College	Murdoch Drive	Bateman	[REDACTED]	[REDACTED]
All Saints College	Ewing Avenue	Bull Creek	[REDACTED]	[REDACTED]
North Lake Senior Campus	188 Winterfold Road	Kardinya	[REDACTED]	[REDACTED]
Leeming Senior High School	4 Aulberry Parade	Leeming	[REDACTED]	[REDACTED]
Melville Senior High School	Potts Street	Melville	[REDACTED]	[REDACTED]
Kennedy Baptist College	Farrington Road	Murdoch	[REDACTED]	[REDACTED]

### Universities

School	Address	Suburb	Phone	Email
South Metropolitan TAFE	130 Murdoch Drive	Murdoch	[REDACTED]	[REDACTED]
Murdoch University	90 South Street	Murdoch	[REDACTED]	[REDACTED]

### Hospitals

Hospital	Address	Suburb	Phone	Website
Attadale Rehabilitation Hospital	21 Hislop Road	Attadale	[REDACTED]	[REDACTED]
Fiona Stanley Hospital	11 Robin Warren Drive	Murdoch	[REDACTED]	[REDACTED]
St John of God Hospital	1 Barry Marshall Parade	Murdoch	[REDACTED]	[REDACTED]

## Aged Care Facilities

Facility	Address	Suburb	Phone	Beds / Units
Opal Alfred Cove	94 Kitchener Road	Alfred Cove	██████████	
Alchera Living – Applecross Village	750 Canning Highway	Applecross	██████████	24 Units
Applecross Shore Care Community	Riverway	Applecross	██████████	90 Units
Olive Sacred Heart Hospital and Aged Care	28 Hislop Road	Attadale		
Regents Garden Residential Aged Care	2 Amur Place	Bateman	██████████	74 Beds
Carinya of Bicton	220 Preston Point Road	Bicton	██████████	92 Beds
Carinya Care Services Braemar Gardens	41 Bristol Avenue	Bicton	██████████	12 Units
Arcadia Waters Craigview Grove	153 Stock Road	Bicton	██████████	70 Units
Four Seasons Regents Gardens	495 Marmion Street	Booragoon	██████████	69 Units / 98 Beds
Parkland Villas Booragoon	510 Marmion Street	Booragoon	██████████	185 Units
RAAFA Air Force Memorial Estate	2 Bull Creek Drive	Bull Creek	██████████	363 Units and Beds
RAAFA Alice Ross-King Care Centre	Bull Creek Drive	Bull Creek	██████████	61 Beds
Frederick Guest Hostel	25 Gleddon Way	Bull Creek	██████████	41 Beds
Lefroy Care Centre	22 Lefroy Road	Bull Creek	██████████	36 Beds
Bull Creek Village	14/18 Hassell Crescent	Bull Creek	██████████	23 Units
Leeming Retirement Village	2 Theakston Green	Leeming	██████████	60 Villas
Aegis Melville	1 French Road	Melville	██████████	92 Beds
St Ives Retirement Community	22 Windelya Road	Murdoch	██████████	306 Units
St Ives Murdoch Residential Care	Discovery Drive	Murdoch	██████████	141 Beds
Melville Aged Care	15 Cottrill Street	Myaree	██████████	49 Units
Kitchener Gardens	4 Kitchener Road	Myaree	██████████	
St Ives Murdoch	444 Marmion Street	Myaree	██████████	69 Units
St Ives Retirement Living	44 Rome Road	Myaree	██████████	
Braemar Cooida Lodge	31 Moorhouse Street	Willagee	██████████	140 Beds
Braemar Village	32/24 Charsley Street	Willagee	██████████	53 Beds
Webber Gardens Retirement Village	67/65 Bawdan Street	Willagee	██████████	35 Units
Weeronga Village	40/44 Worley Street	Willagee	██████████	73 Units

## Appendix F: LEMC Members and Contact List

\*\* Not for public distribution \*\*

Organisation	LEMC Member	Position	Phone	Email
City of Melville	[REDACTED]	Local Recovery Coordinator / Chairperson	[REDACTED]	[REDACTED]
City of Melville	[REDACTED]	Deputy Local Recovery Coordinator	[REDACTED]	[REDACTED]
City of Melville	[REDACTED]	Recovery Welfare Coordinator	[REDACTED]	[REDACTED]
City of Melville	[REDACTED]	Executive Manager Communications	[REDACTED]	[REDACTED]
City of Melville	[REDACTED]	Coordinator Environmental Health	[REDACTED]	[REDACTED]
City of Melville	[REDACTED]	LEMC Executive Officer	[REDACTED]	[REDACTED]
WAPOL	[REDACTED]	OIC Palmyra Police Station	[REDACTED]	[REDACTED]
WAPOL	[REDACTED]	OIC Murdoch Police Station	[REDACTED]	[REDACTED].v.au
DFES	[REDACTED]	District Officer South Coast Metropolitan Operations	[REDACTED]	[REDACTED]
DFES	[REDACTED]	District Officer Beeliar	[REDACTED]	[REDACTED]
DFES	[REDACTED]	Superintendent South Coastal Metro Region	[REDACTED]	[REDACTED]
DFES	[REDACTED]	District Emergency Management Advisor Metropolitan Operations	[REDACTED]	[REDACTED]
Melville SES	[REDACTED]	Unit Manager Melville SES	[REDACTED]	[REDACTED]
Melville SES	[REDACTED]	Melville SES	[REDACTED]	[REDACTED]
Department of Communities	[REDACTED]	Senior District Emergency Services Officer	[REDACTED]	[REDACTED]
Department of Communities	[REDACTED]	Aboriginal Practice Leader	[REDACTED]	[REDACTED]
Fiona Stanley Hospital	[REDACTED]	Operations Manager	[REDACTED]	[REDACTED]
Fiona Stanley Hospital	[REDACTED]	Emergency Management Advisor	[REDACTED]	[REDACTED]
Fiona Stanley Hospital	[REDACTED]	Safety & Incident Management Control Room	[REDACTED]	[REDACTED]
St John WA	[REDACTED]	Area Manager	[REDACTED]	[REDACTED]
Silver Chain	[REDACTED]	Director State Operations Support	[REDACTED]	[REDACTED]

## Appendix F(1): Emergency Contacts

TITLE	ORGANISATION	ROLE	PHONE NUMBERS	
			WORK	A/HRS
<b>Community Safety Service (CSS)</b>	<b>City of Melville</b>	<b>24/7 first point of contact</b>	<b>1300 653 643</b>	<b>1300 653 643</b>
Manager Parks & Environment	City of Melville	Local Recovery Coordinator	██████████	██████████
Manager Resource Recovery & Waste	City of Melville	Deputy Recovery Coordinator	██████████	██████████
Manager Neighbourhood Development	City of Melville	Welfare Coordinator	██████████	██████████
Coordinator Resource Recovery & Waste	City of Melville	Sanitation (Household & Domestic Waste)	██████████	██████████
Manager Healthy Melville	City of Melville	Public Health	██████████	██████████
Coordinator Environmental Health	City of Melville	Health Services	██████████	██████████
Ranger Services	City of Melville	General, Vehicle and Animal assistance	██████████	██████████
Coordinator Ranger Services	City of Melville	LEMC Executive Officer	██████████	
Officer in Charge	WAPOL – Murdoch Station	Coordinate & direct	██████████	131 444
Officer in Charge	WAPOL – Palmyra Station	Coordinate & direct	██████████████████	██████████
District Manager Beeliar	DFES	District Officer	██████████	██████████
District Officer	SES Metro South Coastal Region	SES District Officer	██████████	██████████
District Emergency Coordinator	Mandurah District Office, 24 Sutton Street, Mandurah	Coordinate and direct	██████████	██████████
Duty Officer	Melville SES	First Point of Call	██████████	██████████
Local Manager	Melville SES	Various	██████████	██████████
District Emergency Services Officer	Department of Communities	Welfare / Financial Counselling	██████████	██████████
On Call Duty Officer	Department of Communities	District Emergency Services Officer	██████████████	██████████
Emergency Services Manager	Australian Red Cross	Welfare	██████████	██████████
On Call Duty Officer	Department of Health	Medical Toxicology, Communicable Disease Control, Radiation, Environmental, Mental Health	██████████	██████████
Safety & Incident Management Control Room	Fiona Stanley Hospital	Hospital	██████████████████ (24hrs, 7 Days)	
Duty Manager	SJOG Health Care	Hospital	██████████	



## Appendix F(2) – Crisis Issue Communication Plan

**Latest Revision Details** (Earlier Revision History is listed at end of document)

Date amended	Description of Change	Revised by (Document Owner)	Reviewed by MLT (Date)	Endorsed by ELT for Approval (Date)
17/08/2020	<ul style="list-style-type: none"> <li>Align with Business Continuity Plan</li> <li>Updated Contact Information - People Services, marketing and communications, and media</li> <li>Updated Template and document is now a plan and requires MLT review &amp; ELT endorsement</li> </ul>	██████ ██████	17/09/2020	07/10/2020

<b>Authorisation</b>
<b>Procedure Owner</b> – Strategic Communications Advisor
<b>Directorate</b> – Management Services
<b>Reviewer</b> – MLT
<b>Approver</b> – ELT

**Other References that may be applicable to this Plan**

Legislative Requirements:	Emergency Management Act 2005
Delegated Authority:	N/A
Plan / Policy / Framework:	OP-024 Business Continuity Management Business Continuity Plan Marketing and Communications Framework Local Recovery Plan Emergency Plans Pandemic Action Plan
Procedure:	SP-008 Emergency Preparedness and Response SP-021 Risk Management
Work Instructions / Process Maps:	Power, Water or Information Technology (ICT) Outage
Forms / Supporting Documents (internal):	Emergency Escalation Contact Numbers Local Emergency Management Arrangements Disruptive Incident Report
Supporting Documents (external):	N/A



## Table of Contents

<b>1. INTRODUCTION</b>	<b>3</b>
<b>2. DEFINITIONS</b>	<b>4</b>
<b>3. KEY PRINCIPLES OF CRISIS COMMUNICATION</b>	<b>6</b>
<b>4. CRISIS COMMUNICATION MANAGEMENT</b>	<b>7</b>
4.1 Step One: Establish a Crisis Communication Management Team (CCMT) and Structure.....	7
4.2 Step Two: Determine roles and responsibilities of the crisis communication management team.	9
4.3 Step Three: Identify and List Potential Crises that the City Could Face .....	11
4.4 Step Four: Determine and List Stakeholders of the City of Melville .....	12
<b>5. COMMUNICATIONS ROLE IN CRISIS MANAGEMENT</b>	<b>13</b>
5.1 Before a Crisis .....	13
5.2 When a Crisis Occurs .....	14
5.3 After the Crisis .....	14
<b>6. ACTION PLAN FOR CRISIS COMMUNICATION MANAGEMENT TEAM</b>	<b>15</b>
<b>7. ATTACHMENTS</b>	<b>17</b>
Attachment 1: Contact Log .....	17
Attachment 2: Contacts .....	18



## 1. Introduction

Managing an issue or a crisis is a core communication function for any organisation – irrespective of size. In recognising the importance of this core function, the City has developed this Crisis (Issues) Communication Plan.

It should be noted that this plan concentrates on the communication aspect of crisis management and all actions recommended are from a communications perspective. It does not give directions on what actions need to be taken in the event of a crisis. The City has a number of Emergency Plans for the various operational areas that provide this direction and the Crisis (Issues) Communication Plan should link into these plans. However, in writing this plan, certain assumptions with regard to crisis management may have been made, in order to effectively demonstrate how the communications aspect will work.

A crisis can occur at any time without any notice or warning. In order to deal with a crisis efficiently, an organisation should have an effective Crisis (Issues) Communication Plan in place, as insurance to protect the organisation's corporate image or reputation. Having such a plan in place will most likely minimise the impact of the crisis on the organisation.

The most challenging part of dealing with a crisis is to ensure that the organisation reacts quickly and appropriately with the right response to the crisis. An incident can very quickly turn into a crisis if not managed properly, so an organisation must be prepared to deal with the unpredictable.

It is also important for the management team and the communications team to work together to ensure that appropriate stakeholders and relevant parties are communicated with throughout the period of the crisis. This will demonstrate that the organisation is coping with the issue and has everything under control.

This plan provides an overview of how the Communications team will deal with a crisis and defines the roles and responsibilities of the communications team. It also lists the Crisis Communication Management Team (CCMT), their responsibilities and an action plan which should be followed during a crisis.

The Crisis Communication Plan is designed to:

- Provide the organisation with communication processes to use during a crisis.
- Provide guidance to the Incident Response Team (Business Continuity) in relation to communications.
- Define the roles and responsibilities of individual Crisis Communication Management Team members.
- Cover all aspects of the communications required during a crisis.
- Assist the spokespeople with key messages when responding to stakeholders.
- List all current media contacts, key stakeholders, etc.
- List other key personnel that need to be part of the CCMT.
- Outline strategies to demonstrate the City is in control of the situation and sensitive to concerns of key stakeholders and other interested parties.



## 2. Definitions

It is important to define the terms 'issue' and 'crisis' although they are generally used interchangeably. In order to write an effective communications strategy, it is essential to understand the difference between the two.

*An issue is:*

An external or internal factor, usually lasting over a mid-to-long timeframe, and usually involving an organisation within an industry, topic or situation. It can represent a serious obstacle to achieving the organisation's objective and cause damage to not only its reputation, but its fundamental business.

An issue is usually something that can be identified, monitored and managed as it emerges. It can be brought into the public arena (or at least fuelled) by protagonists or activists and reported on by the media.

An example of some issues are:

Impact of new technologies  
Industry-wide corporate practices – e.g. Director or management corporate remuneration  
*Source: (Network Communications Australia Pty Ltd – 'PR Influences')*

*A crisis is:*

An actual event or occurrence, which can put an organisation, and its methods of operation, under intense public and media scrutiny and which can, if not handled properly, materially impact on the business.

A crisis is usually an emergency or event that is unforeseen or seen as only a remote possibility that impacts on a single organisation or community as a whole. A crisis in its first immediate response usually short-lived (but depending on the particular crisis, can last longer and later require ongoing proactive response). A crisis can sometimes attract significant and sometimes hostile media attention and/or can require urgent ongoing communications for the community with the added media attention. In some cases, a crisis can be 'championed' by media.

An example of some crises are:

Accidents that kill, maim or injure people (e.g. industrial accidents, fire, explosions, etc)  
Environmental concerns (e.g. discharge of waste, not meeting environmental standards, OH&S practices leading to injury or death)  
Organisational specific corporate malpractice (e.g. fraud, embezzlement etc.)  
Health outbreaks in the community  
*Source: (Network Communications Australia Pty Ltd – 'PR Influences')*

In simplistic terms, it is often the case that an issue is an implied or potential event which can be proactively managed, while a crisis is an actual event or occurrence which requires a reactive response.  
*Source: (Network Communications Australia Pty Ltd – 'PR Influences')*

The City defines a crisis as:

*An event or series of events that seriously threatens the ability of the Organisation, staff, or elected members, to carry out the charter of the organisation on a daily and practical basis, or*

*An event or series of events that seriously threatens the safety and security of the community.*



### 3. Key Principles of Crisis Communication

The following key principles form the basis of the City's Crisis Communication strategy:

When the crisis involves a death, serious injury, or serious health scare, a **"people first"** approach must be taken in all items actioned and key public messages. The financial impact on the organisation must be considered a second priority.

The first concern when dealing with a crisis is the protection of life and limitation of property damage.

The organisation will be open and transparent with all information that is permissible and act with integrity and honesty while displaying leadership and maintaining credibility.

The organisation will ensure that all relevant parties and key stakeholders will be effectively communicated with during the period of the crisis.

The organisation will listen to any major concerns that arise as a consequence of a crisis and through its key messages will advise how these concerns have been addressed, demonstrating the 'care' factor.

The City's actions align with its organisational values of Relationships, Wellbeing, Vibrancy and Excellence.

*The only spokespeople will be the Mayor and or the CEO, with the Strategic Communications Advisor to manage all media inquiries and communications needs with the Digital Communications Advisor. All media inquiries that are received by the CCMT or staff must be forwarded directly to the Strategic Communications Advisor for action.*



## 4. Crisis Communication Management

### 4.1 Step One: Establish a Crisis Communication Management Team (CCMT) and Structure

The CCMT attempts to reduce the impact of the crisis on the organisation's reputation, employees, elected members, assets and earnings.

The CCMT will be responsible for anticipating any business related crisis, and planning and implementing strategies to deal with a crisis across the organisation.

Specifically, the role of the CCMT is to:

Gather all of the facts together as quickly as possible when a crisis occurs

Agree on the organisation's response to stakeholders

Communicate with key stakeholders, particularly media, if required. See Attachments 3, 6 and 7.

Prioritise stakeholders on a 'need to know basis'

Develop key messages, speech notes, media releases, briefing notes and additional material that will assist the designated spokesperson. See Attachment 4 and 5.

Agree on an action plan and key responsibilities. See Page 15 and 16 and Attachment 1.

Manage internal communications

Monitor and evaluate

Follow up and action as required

There are five key people in a CCMT. They are as follows:

CEO

Mayor

Crisis Coordinator or relevant Director/Manager

Strategic Communications Advisor (Media Manager)

Legal Services

#### **CEO (Team Leader)**

As the ultimate decision-maker for the organisation during a crisis the CEO is the team leader and the key person in the CCMT. The Team Leader is responsible for chairing and leading the CCMT in a crisis.

#### **Mayor (Spokesperson)**

As outlined by the City's Public Relations Policy, the Mayor is the spokesperson for the City of Melville. The CEO is also authorised to speak on behalf of the organisation. The CEO will address operationally based messages whilst the Mayor will speak on community focused messages.



**Local Recovery Coordinator or Relevant Manager/Director**

The Local Recovery Coordinator is the key person involved in coordinating the crisis response and is appointed by the Team Leader (CEO). They assume the principle co-ordination role for the duration of the crisis, and as such, must inform the CCMT immediately when a crisis occurs (or even when an emerging issue could become a crisis). The Local Recovery Coordinator makes an initial evaluation of the seriousness of an issue when it is first identified.

In the event that the City is facing a reputational crisis, which does not require the mobilisation of the CCMT, and can be handled from purely a communications perspective the relevant director/manager will form part of the CCMT as opposed to the Local Recovery Coordinator.

**Strategic Communications Advisor**

The Strategic Communications Advisor provides direction and leadership to the CCMT regarding internal and external communication and ensures the key messages are conveyed to all stakeholders.

Below is a list of the members of the City’s CCMT and their proxy’s in the event that they are unavailable:

**Legal Services**

The Executive Manager Governance & Legal Services provides legal guidance to the CCMT in relation to the legal implications of the situation which has occurred.

<b>Crisis communication management team member</b>	<b>Alternative (proxy) member</b>
Chief Executive Officer (Team Leader)	Relevant Director
Mayor (Spokesperson)	Deputy Mayor or Chief Executive Officer
Manager Operations Services (Local Recovery Coordinator) or Relevant Manager/Director	Officer Acting in Role
Strategic Communications Advisor (Media Manager)	Marketing and Communications Coordinator, or, Officer Acting in Strategic Communications Advisor
Executive Manager Governance & Legal Services (Legal Services)	Officer Acting in Executive Manager Governance & Legal Services

In addition to the above key people that make up the CCMT other areas that need to be considered as part of the CCMT depending on the particular crisis can be:

- People Services
- Finance
- Risk Management
- Community Safety Service and Rangers
- Legal and Regulatory
- Operations
- Information & Communication Technology (ICT)
- Sustainability Coordinator



#### 4.2 Step Two: Determine roles and responsibilities of the crisis communication management team

Shown below is a list of the CCMT members and their individual responsibilities.

Person/division or department or organisation	Roles and responsibilities of crisis communication management team
Chief Executive Officer	<p><b>Crisis Team Leader</b>            Principal decision maker            Chair of the CCMT            Severity classification and notification            Response team configuration and mobilisation            Determines threats going forward            Sets priorities            Coordinates response strategy            Allocates resources            Statutory notifications            Up-line management communications</p>
Mayor/CEO	<p><b>Crisis Spokesperson</b>            Speaks on behalf of City            Manages stakeholder relations and political contacts at all levels            Communicates with all relevant parties</p>
Strategic Communications Advisor	<p><b>Crisis Media Manager</b>            Brings together support marketing and communications teams as required            Manages all aspects of media relations – monitor media, manage on-site media, organise media conference etc. (Attachment 3)            Manages stakeholder relations and political contacts at all levels            Works with marketing and communications team to develop key messages and media statements for release(Attachment 4)            Briefs and prepares media spokesperson            Becomes the central information point for dissemination of information and messages internally to staff, working with marketing and communications team to achieve this            Communicates with all relevant parties            Ensures appropriate information is distributed via relevant communication channels – web site, call centre, 1800 number, on-line etc.            Maintain up-to-date information on media and stakeholder contacts</p>

Person/division or department or organisation	Roles and responsibilities of crisis communication management team
Manager Natural Areas & Parks or relevant Manager/Director	<b>Local Recovery Coordinator</b> Gathers information, maintains contact with crisis site Keeps CCMT informed of crisis Keeps a log of events with details of time, event, action taken and issues arising from event
Executive Manager Governance & Legal Services	<b>Legal Services</b> Establishing legal and regulatory requirements and obtaining legal advice if required. Vetting external and internal communications Incident recording Managing the regulator interfaces
Appropriate Director/Manager/Officer or external consultant/body as may be required	<b>Team Member</b> Strategic advice Financial advice Stakeholder Engagement/Community Consultation advise Insurance and Risk Management advice Security and Emergency advice Commercial advice Operational advice
Manager People Services, Risk & Insurance Officer, Workplace Health & Safety Coordinator – where appropriate/required	<b>Team Member</b> People Services related advice Employee and next of kin welfare Employee and next of kin rehabilitation Employee compensation issues Employee and next of kin counselling Communication of news to employees and next of kin Risk Management, Insurance and Workplace Health & Safety advice



### 4.3 Step Three: Identify and List Potential Crises that the City Could Face

The following is a list of potential crises that the **City** could face (in no particular order of importance):

- Fraud
- Fire
- Disaster that effects multiple employees or elected members
- Serious breach of Duty of Care
- Contagious Disease i.e. SARs
- Bomb threat
- Mass resignations of key staff in the organisation i.e. loss of corporate knowledge on a wide scale
- Mass resignation of Elected Members
- Permanent disablement of document servers, inclusive of back up tapes i.e. virus or loss of corporate data
- Mayor or CEO or staff in fatal accident
- Serious management issues
- Power failure for an inordinate period
- Inquiry and appointment of Commissioners
- Fatalities i.e. drowning at LeisureFit Booragoon
- Hold up
- Civil unrest
- Disputed Election results
- Industrial action

The following is a list of potential crises that the City's **Community** could face:

- Leaching of sewerage or chemicals in water mains, river or storm water drains
- Chemical spill
- Total black out
- Gas explosion
- Serious/major accidents at key locations such as roads or highways, freight terminal, etc.
- Major event that would require road closure
- All traffic lights out of order
- Any of the Service Stations in the area exploding
- Serious outbreak of disease
- Natural Disasters – flooding, cyclone, earthquake, bushfire, storm
- Loss of any vital resource – water, electricity, gas etc.
- Serious Environmental Issues
- Serious health outbreak/pandemic

The City's Local Emergency Management Arrangements should have in place systems and procedures on how to deal with a number of these potential crises.



#### 4.4 Step Four: Determine and List Stakeholders of the City of Melville

Stakeholders of the City include, but are not limited to:

Elected Members  
Local, State and federal representatives and other appropriate government officials  
Media – includes all TV, Radio and Newspaper contacts  
Management  
Employees  
Major businesses located in or affiliated with the City  
Perth Transport Authority  
Schools  
Main Roads WA  
Police  
Home and Community Care Service Providers  
Department of Health  
Resident Associations  
Friends Groups  
Neighbouring Councils  
Western Australian Local Government Association  
Education Department  
People with Disabilities  
Office of Seniors Interest  
Department of Planning  
**Department of Biodiversity, Conservation and Attractions (DBCA)** Community Organisations  
Fire and Emergency Services  
Crisis Care  
Department of Community Development  
Sporting Associations  
State Emergency Services  
Appropriate transport and utility providers  
Insurance Provider (LGIS)

These stakeholders must be prioritised according to the type of crisis and the communication tools required during the crisis. The level of prioritisation will of course vary depending on the type of crisis.



## 5. Communications Role in Crisis Management

Communications play a critical role in crisis management. It is the role of the communications team to identify possible or potential crises and put in place plans and systems to deal with them. The communications team also needs to ensure that management understands that the key to successfully dealing with a crisis depends on how communications are handled, particularly with the media.

In order for effective communications to take place during a crisis, it is necessary to ensure that the organisation has the following steps in place so that it is prepared to deal with a crisis, should it occur:

### 5.1 Before a Crisis

The organisation has a well-documented Business Continuity Plan and a Crisis (Issues) Communication Plan that align. The organisation has determined an Incident Response Team and a Crisis Communication Management Team and structure and that the team members are aware of their roles and responsibilities.

The organisation has identified and analysed major threats and has assessed their impacts to the best of its ability (prepare a threat assessment chart show high, medium and low impacts).

The organisation has considered its crisis management capacity in the following areas:

Commercial and marketing

Security and emergency

Control centre

Human resources and next of kin

Media and stakeholder communications

Legal and regulatory

Finance and insurance

Other roles as required – e.g. environment, data recovery, indigenous issues, etc.

Appropriate areas are designated to be used as a Control Centre and that these areas are fully equipped with the necessary communication technologies.

An up-to-date list is maintained of all relevant stakeholders and their contact details.

Spokespeople and key executives have the appropriate media training to prepare them when dealing with a crisis.

A management notification system is in place to deal with a crisis if it occurs out of normal business hours.

A notification system in place to contact Elected Members, employees and relevant stakeholders of the crisis so that they can be informed directly from management rather than through the media if the matter affects them (password protected page on web-site, email alert or toll free number with voice recording).

Advance authority and approval processes are put in place to manage critical functions and communications – it's too late to do that in the middle of a crisis!

Customer Relations Team are briefed on dealing with media calls and visits.



## 5.2 When a Crisis Occurs

Be prepared! If the above steps are in place, then the communications team has a much better chance of dealing with the crisis effectively.

Ensure media control centre is fully equipped with necessary equipment.

Ensure that there is proper co-ordination between management, operations and the communications team.

Ensure that staff are made aware of the crisis and the facts through one centre point and understand the communication protocols in place – i.e. staff not to comment on issues – queries to be directed to appropriate spokesperson.

Gather all information as soon as possible ensuring that it is factual. If necessary, get advice from legal or human resources teams to determine information that is suitable for release to the media and general public.

Provide a rapid response to the situation, even if unsure of all facts – advise that the matter is being investigated and be prepared to talk about what you don't know.

Ensure all relevant internal and external stakeholders are informed as soon as possible – e.g. Elected Members, employees, media, general public, government departments, businesses, etc. so that it demonstrates that the organisation is in control of the situation.

Do not understate the risk, sound and look concerned.

Acknowledge that a problem exists and that the organisation is addressing the situation and where appropriate, accept responsibility.

Be open and honest in all communications and maintain trust and credibility.

Set up call registers for media calls.

Refer to and act on media strategy as appropriate – remember the following – CLARITY, CONTROL, CONCERN, CONFIDENCE and COMPETENCE when dealing with the media.

Instigate media monitoring and log all media calls/activity.

Determine City's 'position', prepare media strategy and holding statements.

Prepare key messages and media statements and brief and rehearse spokespersons - control the message not the messengers.

Prepare backgrounders, media strategies, key messages, Q&As and dedicated digital presence

Prepare for media conference or media presence if necessary.

Assign appropriate staff to deal with administration issues – photocopying, sorting media kits, etc.

Involve Media/Communications Officers to chaperone media when on site.

Prepare media summaries for Elected Members and management.

Prepare and place media statements/scripts on web site, social media, toll free telephone number etc. – consider questions that will be most frequently asked and prepare responses.

## 5.3 After the Crisis

Continue to update media and relevant stakeholders

Release recovery plans

Review performance and monitor effect of crisis on organisation

Review Business Continuity Plan and Crisis (Issues) Communication Plan and amend if necessary

## 6. Action plan for crisis communication management team

In the event of a crisis which requires the CCMT to act, these are the steps that should be followed by the Media Manager/s (It should be remembered that a plan needs to be fluid to a certain extent and some steps may need modification, depending on the circumstances of and during a crisis).

Ensure that this issue or potential issue has been reported to the Chief Executive Officer, Mayor and ELT.

Enable Control Centre if necessary.

In the majority of cases, if a Control Centre is necessary, this will be the area within Management Services. This area is located on the first level of the Civic Centre and has easy access to phones, photocopiers, etc. Any interviews that need to be conducted can be in the CEO Boardroom.. Ensure the City's pull-up banners are use where possible.

The main phone numbers for the City of Melville switchboard are <b>1300 635 845</b> or <b>9364 0666</b> TTY machine is <b>133 677</b> and speech relay is <b>1300 555 727</b> .
--

If for any reason, the above area is unavailable (due to damage to the building etc.), the alternative site for the Control Centre will be at an external location defined within the Business Continuity Plan.

Contact appropriate members of CCMT and assemble in Control Centre.

If applicable, set up structure to manage organisation whilst CEO is off-line dealing with crisis.

Assess the situation - make contact with crisis scene or involved personnel and gather information and establish crisis details.

Try to anticipate media interest and then commence media management and coordinate communication channels.

Refer to the Crisis (Issues) Communication Plan and where appropriate Communications Strategy and Stakeholder Management Plan for contact details.

Apply communications protocols to Action Plan and Contingency Plan.

Develop key messages and determine information to be communicated.

Develop media brief for spokesperson.

Establish spokesperson.

Prepare and brief spokesperson.

Establish media briefing process.

Establish communication readiness for all digital channels.

Ensure all scheduled posts for digital channels are assessed for sensitivity and cancel as needed



Communicate key messages to media and key stakeholders. Prioritise stakeholders according to the type of crisis.

Maintain contact and update media and stakeholders throughout the crisis.

Report outcome to all relevant parties – i.e. Council, media, staff, stakeholders etc.

Debrief and evaluate performance and media outcomes.



## 7. Attachments

### Attachment 1: Contact Log Phone Calls

Name	Phone Number	Comments

### Emails

Name	Email address	Comments



## Attachment 2: Contacts

### Media Contacts

Newspapers – Press and Online	
The Australian	Main phone: 08 9326 9860 Reporters phone: 9326 9035 Email: <a href="mailto:wa@theaustralian.com.au">wa@theaustralian.com.au</a>
Sunday Times/Perth Now	Phone: 08 9482 3380 Email: <a href="mailto:news@perthnow.com.au">news@perthnow.com.au</a>
The West Australian	Phone: 08 9482 3111 Fax: 08 94823 177 Email: <a href="mailto:cos@wanews.com.au">cos@wanews.com.au</a>

Community Papers	
Melville Gazette	Generic Phone: 08 9237 1000 Reporter Phone: 08 9237 1534 Email: <a href="mailto:south@communitynews.com.au">south@communitynews.com.au</a>
Melville City Herald	Phone:Email: 08 9430 7727 <a href="mailto:news@fremantleherald.com">news@fremantleherald.com</a>
Radio	
ABC	Phone: Talkback: 08 9220 2700 SMS: 1300 222 720 Email: <a href="mailto:abcradioperth@abc.net.au">abcradioperth@abc.net.au</a>
ABC Radio National	Perth Office Phone: Network (08) 9220 2700 TV (02) 8333 1500
Triple J	Phone:Email: (02) 9333 2905 <a href="mailto:triplejradio@abc.net.au">triplejradio@abc.net.au</a>
6PR / 96FM (Shared Newsroom)	Email: Phone: <a href="mailto:news@6pr.com.au">news@6pr.com.au</a> 08 9489 1800
6PR (Shared Newsroom)	Open Line 08 9221 1882 Reception SMS (08) 9220 1400 FeedbackEmail: 0487 999 882 <a href="mailto:news@6pr.com.au">news@6pr.com.au</a>
MIX 94.5 / 92.9 (Shared Newsroom)	Phone (both) 08 9382 0160 Email: <a href="mailto:news@mix.com.au">news@mix.com.au</a> / <a href="mailto:perth.newsroom@sca.com.au">perth.newsroom@sca.com.au</a>
Nova 93.7	Phone:Email:: 08 9489 1800 <a href="mailto:news@nova937.com.au">news@nova937.com.au</a>
Sonshine FM	Phone:SMS: 9313 0800 Email: 0429 985 985 <a href="mailto:reception@98five.com">reception@98five.com</a>



<b>Television</b>	
ABC News	Phone: 08 9220 2700/ 13 99 94
Channel 7 News	Phone:Email: 08 9344 0777 <a href="mailto:news@7perth.com.au">news@7perth.com.au</a>
Channel Ten News	Phone: 08 9380 1010
Channel 9 News	Phone:Email: (08) 6168 5999 <a href="mailto:ninenewspert@nine.com.au">ninenewspert@nine.com.au</a>
SBS TV	<b>General – Media Publicity</b> Email: <a href="mailto:mediacentre@sbs.com.au">mediacentre@sbs.com.au</a> / <a href="mailto:comments@sbs.com.au">comments@sbs.com.au</a> .

### **After hours Crisis Communication Management Team Contact List**

The list of after hours contact details for the CCMT is available on the Business Intelligence site for authorised officers.

### **Key Messages**

In the event of a crisis, the communications team need to determine what key messages need to be conveyed to the media, stakeholders and general public.

In developing key messages, the communications team should determine the facts and decide on the appropriate course of action and on what Council's 'position' will be. Refer also to Section 3 of this Plan which outlines the City of Melville's key principles of Crisis Communication.

Ensure that all communications include the key messages and that appropriate spokespersons are aware of what these messages are so that they include them when asked for public comment.

Key messages will also need to be highlighted at any media briefing.

#### **(This section needs to be completed at the time of the crisis)**

{insert corporate messages}

- 
- 
- 
- 

{insert key messages relevant to crisis}

- 
- 
-



### Revision History

Date document amended	Description of Change	Revised by (Process Owner)	Approved by (Process Owner supervisor)	Date approved
10/03/2012	Document creation	[REDACTED]	[REDACTED]	21/03/2012
26/05/2014	Media Contacts Updated	[REDACTED]	[REDACTED]	26/05/2014
10/9/2015	Changed title and level of document to Work Instruction Updated Directorate of Wlowner Updated 'Other Referencesthat May be applicable' section Removed 'Crisis Communications Management Process Map' for document control purpose as is a separate document on the BMS	[REDACTED]	[REDACTED]	11/09/2015
25/10/2018	Updated Directorate of WI owner Updated Owner of WI Updated to reflect new rolesof Strategic Communications Advisor, Digital CommunicationsAdvisor and MarketingTeam Updated City contact details Updated Action plan forcrisis communication management team section to include reference to Digital channels Updated Media Contacts	[REDACTED]	[REDACTED]	07/01/2019

\*\*\*\*\* End of Document \*\*\*\*\*



## Appendix G: WA Hazard Management Agencies

<b>Hazard</b>	<b>HMA</b>	<b>Organisation</b>
Animal and Plant Biosecurity	Agriculture Director General	Department of Primary Industries and Regional Development (DPIRD)
Air Crash	Commissioner of police	WA Police
Collapse	Fire and Emergency Services Commissioner (FES Commissioner)	Department of Fire and Emergency Services (DFES)
Cyclone	FES Commissioner	DFES
Earthquake	FES Commissioner	DFES
Electricity Supply Disruption	Coordinator of Energy	Public Utilities Office, Department of Finance
Fire	FES Commissioner	DFES
Flood	FES Commissioner	DFES
Gas Supply Disruption	Coordinator of Energy	Public Utilities Officer
Biological Hazard	CEO Department of Health	Department of Health (WA Health)
HAZMAT	FES Commissioner	DFES
Heatwave	CEO Department of Health	Department of Health (WA Health)
Human Epidemic	CEO Department of Health	Department of Health (WA Health)
Land Search	Commissioner of Police	WA Police
Liquid Fuel Supply Disruption	Coordinator of Energy	Public Utilities Office
Maritime Environmental Emergency	CEO Department of Transport	Department of Transport
Rail Crash	Managing Director	Public Transport Authority
Road Crash	Commissioner of Police	WA Police
Storm	FES Commissioner	DFES
Terrorist Act	Commissioner of Police	WA Police
Tsunami	FES Commissioner	DFES



## Appendix H: Welfare Activation Kit Contents

### Emergency Welfare Centre Kit 1 of 6 – Personal Requisites

Item	Quantity	Remarks
Toilet Rolls	6	20 per pack
Chux Rolls	1 packet	
Matches	1 box	
Family First Aid Kit	1	
Large Garbage Bags	1 roll	
Facial Tissues	6 boxes	
Tampons	1 packet	20 per pack
Sanitary Napkins	1 packet	
Bath Towels	4	
Hand Towels	4	
Face Washer Towels	4	
Soaps	4 packets	
Toothbrushes	6	
Disposable Mens Razors	5	
Disposable Womens Razors	5	
Mens Spray Deodorant	1 can	
Ladies Spray Deodorant	1 can	
Hair Combs	1 packet	
Childrens Activity Pack	1	1pkt textas, 1pkt colour pencils, colour-in book
Emergency Blanket	2	
Rubber Gloves	1 pair	
Male Hygiene Kit	5	Lynx body spray, Rexona Antiperspirant, shower gel, shampoo
Ladies Hygiene Kit	5	Sunsilk shampoo/conditioner, Rexona antiperspirant, shower gel, body lotion
Dental Hygiene Kit	10	Toothbrush, toothpaste, dental floss, mouthwash
Anti-Bacterial Handwash	3 bottles	500ml



**Emergency Welfare Centre Kit 2 of 6 – Tabards and Department of Communities Documents**

<b>Item</b>	<b>Quantity</b>	<b>Remarks</b>
“Recovery Coordinator” Tabard	1	(Held By Officer)
“Deputy Recovery Coordinator” Tabard	1	(Held By Officer)
“Liaison Officer” Tabard	1	(Held By Officer)
“Welfare Coordinator” Tabard	1	(Held By Officer)
“Welfare Support” Tabard	1	
“Welfare Support” Tabards	4	
High Vis Safety Vest	1	
Copy of Local Emergency Management Arrangements	1	
Copy of Local Recovery Plan	1	
Copy of Contacts and Resource List	1	
Laminated copy “Recovery Process Map”	1	
A3 Laminated “Welcome to Our Welfare Centre” sheets	4	
A3 laminated “For Your Information” sheets	2	
Registration Forms	200	
“Welcome to our Welfare Centre” sheets	30	
Department of Communities Disaster Relief Application forms	100	
“Offers of Assistance” form	20	
“Enquiry Form”	20	
“Disaster and Emergency Support Services – Dealing with Trauma” Brochure	20	
“Disaster and Emergency Support Services” Brochure	20	
First Aid Kit	1	



### Emergency Welfare Centre Kit 3 of 6 – Stationery

Item	Quantity	Remarks
A4 Photocopy Paper	2 Reams	
Permanent Markers	6	
Wide Sticky Rolls	2	
Writing Pads	5	
Black Pens	1 Pkt	
A4 Clipboards	5	
Telephone Message Pad	1	
Pencils	7	
Erasers	4	
Pencil Sharpeners	3	
Paper Punch	1	
Post It Notes	2	800 sheets each
Scissors	2	
Glue Stick	1	
Whiteboard Markers	6	
Whiteboard Erasers	2	
Stapler with Staples	1	
Strips Blu Tak	2	
Masking Tape	2	
Self Adhesive Labels	2	



### Emergency Welfare Centre Kit 4 of 6 – Equipment

Item	Quantity	Remarks
Radio Player	1	
Batteries "C"	4	
Torch With Batteries	1	
Extension Cords	3	
Power Boards	2	
Ponchos (Disposable)	2	
Street Directory	1	
Megaphone	1	
Raffle Books	2	



### Emergency Welfare Centre Kit 5 of 6 – Baby Requisites

Item	Quantity	Remarks
Can Opener	1	
Baby Wipes	2	
Baby Bibs	1	
Newborn Nappies	15	Up to 5kg
Crawler nappies	20	6-11kg
Walker Nappies	14	12-17kg
Junior Nappies	11	15-25kg
Baby Cream (Bepanthen)	1	
Baby Soothers	3	
Tins Baby Formula		Buy as Required
Baby Bottles	3	
Baby Sip Cups	2	
Tin Baby Food		Buy as Required
Box Nursing Pads	1	
Nappy Change Mats	1Pkt	

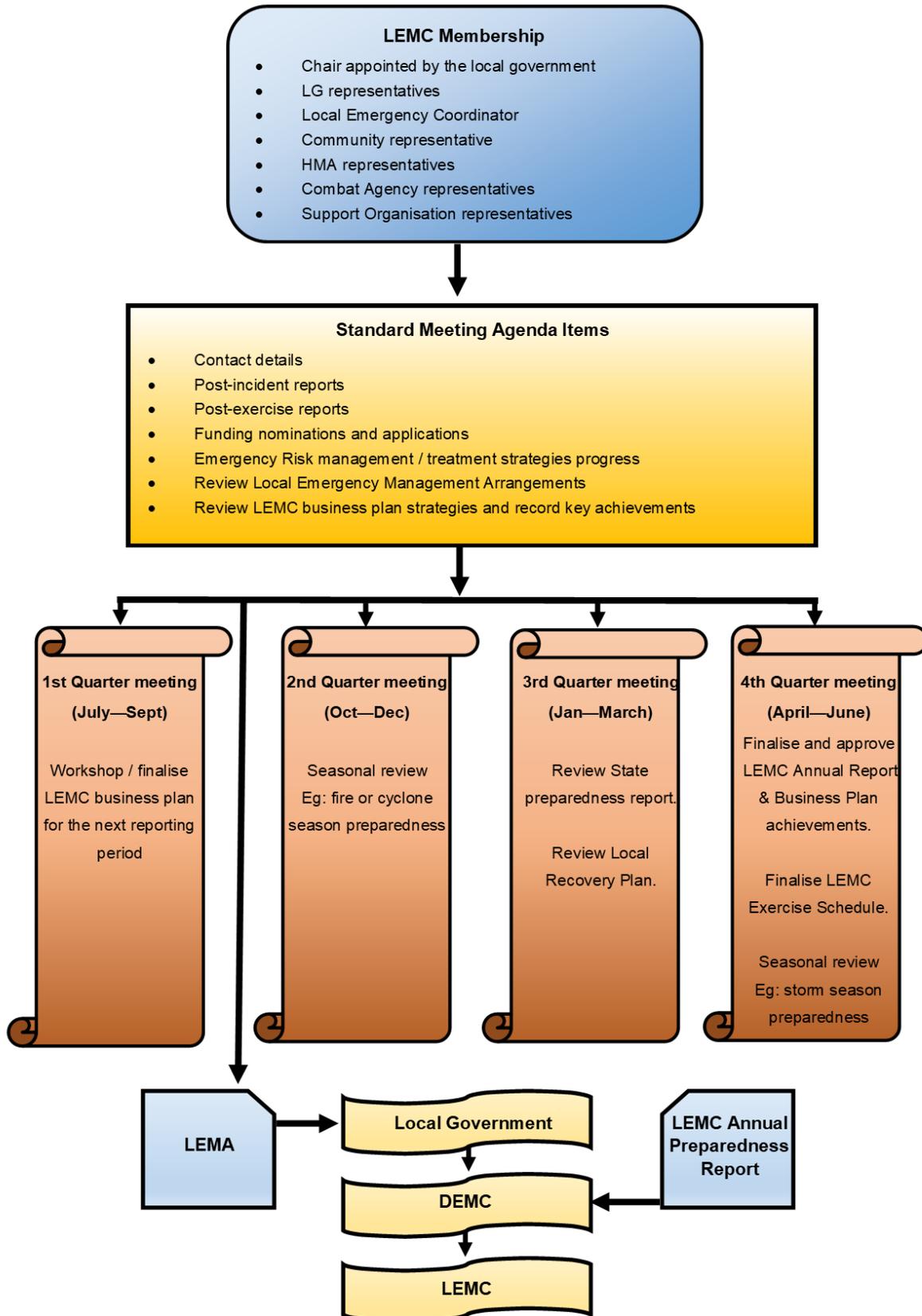


### Emergency Welfare Centre Kit 6 of 6 – Support Officer PPE

Item	Quantity	Remarks
Dog Leashes	4	
Dog Bowls	4	
Safety Glasses	6	
Masks 50's	1 box	
Gloves	1 box	
Stretcher / Air Beds	2	
Blankets for LG Staff		

Note: Consider getting some Core Flute Signs (Evacuation Centre) to be used to direct evacuees to and into the centre (Other heavier duty styles can also be considered)

## Appendix I: Suggested LEMC Meeting and Business Cycle





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City of  
**Melville**

# Local Recovery Plan 2023

**LEMC Endorsement Date:**  
**Last Review:**  
**Full Review Required: 2028**  
**Maintained by: Executive Officer to LEMC**  
**Document Owner: Coordinator Rangers and  
Emergency Management**

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**Email: [melinfo@melville.wa.gov.au](mailto:melinfo@melville.wa.gov.au)**



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# Part 1: Introduction



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### **Authority**

The Local Recovery Plan (The Plan) has been prepared in accordance with Section 41(4) of the *Emergency Management Act 2005 (WA)* and forms part of the LEMA for the City of Melville. This plan has been endorsed by the City of Melville.

This Plan was endorsed by the City of Melville LEMC on **4 July 2023**

The Plan has been tabled for information and comment with the DEMC and SEMC.

This Plan has been approved by the City of Melville Council.

### **Disclaimer**

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



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For contact details of LEMC membership and other officers please refer to the City of Melville Contact Register or City of Melville Emergency Management Quick Reference Handbook (**controlled documents**).

<b>Copies provided to</b>	<b>No. of copies</b>
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Chief Executive Officer	1
Mayor	1
City of Melville Directors	5
Local Recovery Coordinator / Chairperson	1
Deputy Local Recovery Coordinator	1
Welfare Coordinator	1
Executive Officer	1
<b>LEMC Membership</b>	
WA Police (WAPOL) – Murdoch and Palmyra Stations	2
Department of Fire and Emergency Services (DFES)	1
Department of Communities (DC)	1
Fiona Stanley Hospital	1
St John of God Hospital	1
St John Ambulance	1
Silver Chain	1
Australian Red Cross	1
Murdoch University	1
South Metropolitan TAFE	1
Westfield Garden City Shopping Centre	1
<b>Other committees</b>	
South Metropolitan District Emergency Management Committee (DEMC)	1
State Emergency Management Committee (SEMC)	1



## **LEMA / LRP Review**

It is the responsibility of the City of Melville to ensure that its Local Emergency management Arrangements and Local Recovery Plan are reviewed in accordance with Section 4.8 of the State Emergency Management Policy.

The Local Emergency Management Plan must be exercised and tested every year to ensure details remain up to date and accurate.

The City of Melville must ensure the review of the LEMA on the following basis:

- After an event or incident requiring the activation of an Incident Support Group or after an incident requiring significant recovery coordination;
- Every five years; and
- Whenever the City of Melville considers it appropriate.

If a major review takes place, a full approval process is required. If the amendments are minor, the City of Melville is to make the amendments and ensure that these are distributed to members of the LEMC, SEMC Secretariat and the DEMC.



## Terms and Acronyms Used Within this Plan

<b>CaLD</b>	Culturally and Linguistically Diverse
<b>CEO</b>	Chief Executive Officer
<b>City</b>	City of Melville
<b>DC</b>	Department of Communities
<b>DBCA</b>	Department of Biodiversity, Conservation and Attractions
<b>DEC</b>	District Emergency Coordinator
<b>DEMC</b>	District Emergency Management Committee
<b>DFES</b>	Department of Fire and Emergency Services
<b>DLRC</b>	Deputy Local Recovery Coordinator
<b>DRFAWA</b>	Disaster Recovery Funding Arrangements Western Australia
<b>EM</b>	Emergency Management
<b>EM Act</b>	Emergency Management Act 2005
<b>EM Regulations</b>	Emergency Management Regulations 2006
<b>HMA</b>	Hazard Management Agency
<b>HMO</b>	Hazard Management Officer
<b>IC</b>	Incident Controller
<b>IMT</b>	Incident Management Team
<b>ISG</b>	Incident Support Group
<b>LEC</b>	Local Emergency Coordinator
<b>LEMA</b>	Local Emergency Management Arrangements
<b>LEMC</b>	Local Emergency Management Committee
<b>LGA</b>	Local Government Agency
<b>LGLO</b>	Local Government Liaison Officer
<b>LGWLO</b>	Local Government Welfare Liaison Officer
<b>LRC</b>	Local Recovery Coordinator
<b>LRCG</b>	Local Recovery Coordination Group
<b>LRP</b>	Local Recovery Plan
<b>OAM</b>	Operational Area Manager
<b>OASG</b>	Operations Area Support Group
<b>OIC</b>	Officer in Charge
<b>RP</b>	Recovery Plan
<b>SEC</b>	State Emergency Coordinator
<b>SECG</b>	State Emergency Coordination Group
<b>SEMC</b>	State Emergency Management Committee
<b>SES</b>	State Emergency Services
<b>SEWS</b>	State Emergency Warning Signal
<b>SRC</b>	State Recovery Controller
<b>SRCG</b>	State Recovery Coordination Group
<b>WAPOL</b>	Western Australia Police



## **Purpose**

The purpose of this plan is to describe the Arrangements for effectively managing recovery at a local level, including accountability and responsibility.

## **Objectives**

The objectives of the Plan are to:

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

## **Scope**

The scope of this recovery plan is limited to the boundaries of the City of Melville and forms a part of its LEMA. It details the Recovery Plan for the community.

## **Recovery Process and Aim of Recovery**

Recovery is defined as the coordinated support given to emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing.

During, and following, an emergency event, the City of Melville is the closest form of government to the local community and is in the best position to lead, manage and coordinate community recovery. State Government departments, supporting agencies, community members, community groups and community service organisations cooperate with and directly support the City of Melville.

The aim of recovery is to restore, as quickly as possible, quality of life to affected areas so that it is able to continue to function as part of the wider community. The City of Melville recognises recovery is more than simply replacing what has been destroyed and the rehabilitation of those affected.

## **Local Government Responsibility for Recovery**

The City of Melville is required by State legislation (Section 41(4) – Emergency Management Act 2005) to ensure that a Local Recovery Plan (LRP) is prepared for its local government district. This plan herein referred to as the Local Recovery Plan is a sub-plan of the Local Emergency Management Arrangements (LEMA).



## City of Melville Local Government Boundaries





## Principles of Recovery

The City of Melville's recovery activities are aligned by the National Principles for Disaster Recovery.

### UNDERSTANDING THE CONTEXT

Successful recovery is based on an understanding of community context, with each community having diverse history, values and dynamics.

Recovery should:

- Acknowledge existing strengths and capacity within the community;
- Appreciate the risks and stressors faced by the community;
- Be respectful of and sensitive to the culture and diversity of the community;
- Support those who may be vulnerable;
- Recognise the importance of the environment to people and to their recovery;
- Be acknowledged as requiring a long term sustained effort as needed by the community; and
- Acknowledge that the impact upon the community may extend beyond the City of Melville boundaries or where the event occurred.

### RECOGNISING THE COMPLEXITY

Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.

Recovery should recognise that:

- Disasters lead to a range of effects and impacts that require a variety of approaches as they can also leave long term legacies;
- Information on impacts is limited at first and changes over time;
- Affected individuals and the community have diverse needs, wants and expectations, which can evolve rapidly;
- Responsive and flexible action is crucial to address immediate needs
- Existing community knowledge and values may challenge the assumptions of those outside of the community;
- Conflicting knowledge, values and priorities among individuals, the community and organisations may create tensions; and
- Over time, appropriate support for individuals and communities, from within and outside, can cultivate hope and individual and collective growth.



## **USE OF COMMUNITY-LED APPROACHES**

Successful recovery is community centred, responsive and flexible, engaging with the community and supporting them to move forward.

Recovery should:

- Assist and enable individuals and the community to actively participate in their own recovery;
- Recognise that individuals and the community may need different levels of support at various times;
- Be guided by the community's priorities;
- Channel effort through pre-identified and existing community assets, including local knowledge, existing community strengths and resilience;
- Build collaborative partnerships between the community and those involved in the recovery process;
- Recognise that new community leaders often emerge during and after an event or disaster, who may not hold formal positions of authority; and
- Recognise that different communities may choose different paths to recovery.

## **COORDINATE ALL APPROACHES**

Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and needs.

Recovery should:

- Have clearly articulated and shared goals based on desired outcomes;
- Be flexible, taking into account changes in community needs or stakeholder expectations;
- Be guided by those with experience and expertise, using skilled, authentic and capable community leadership;
- Be at the pace desired by the community, and seek to collaborate and reconcile different interests and time frames;
- Reflect well-developed community planning and information gathering before, during and after an event or disaster;
- Have clear decision making and reporting structures and sound governance which are transparent and accessible to the community;
- Demonstrate an understanding of the roles, responsibilities and authority of organisations involved and coordinate across agencies to ensure minimal service provision disruption; and
- Be inclusive, availing of and building upon relationships created before, during and after the emergency.

## COMMUNICATE EFFECTIVELY

Successful recovery is built on effective communication between the affected community and other partners.

Recovery should:

- Recognise that communication should be two-way, and that input and feedback should be encouraged;
- Ensure that information is accessible to audiences in diverse situations, addresses a variety of communication needs and is provided through a range of media and networks;
- Establish mechanisms for coordinated and consistent communications between all service providers, organisations and individuals and the community;
- Ensure that all communication is relevant, timely, clear, accurate, targeted, credible and consistent; and
- Identify trusted sources of information and repeat key recovery messages to enable greater community confidence and receptivity.

## RECOGNISE AND BUILD CAPACITY

Successful recovery recognises, supports and builds on individual, community and organisations capacity and resilience.

Recovery should:

- Assess capability and capacity requirements before, during and after an event;
- Support the development of self reliance, preparations and emergency mitigation;
- Quickly identify and mobilise community skills, strengths and resources;
- Develop networks and partnerships to strengthen capacity, capability and resilience;
- Provide opportunities to share, transfer and develop knowledge, skills and training;
- Recognise that resources can be provided by a range of partners and from community networks;
- Acknowledge that existing resources may be stretched and that additional resources may be sought;
- Understand that additional resources may only be available for a limited period and that sustainability may need to be addressed;
- Understand when and how to step back while continuing to support individuals and the community as a whole to be more self sufficient when they are ready; and
- Be evaluated to provide learning for future and improved resilience.





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# Part 2: Related Documents



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## Related Documents and Arrangements

The following documents are related to this Plan:

- City of Melville Local Emergency Management Arrangements (LEMA)
- City of Melville Contacts and Resources Register
- City of Melville Emergency Management Quick Reference Handbook
- City of Melville Business Continuity Plan
- LEMA for the Provisions of Welfare Support (Department of Communities)

## Agreements Understandings and Arrangements

The following agreements / memorandum of understandings are currently in place:

- City of Melville / City of Canning – Agreement of provision of Welfare of Animals in an Emergency
- City of Melville / City of South Perth – Agreement for provision of Welfare of Cats
- City of Melville / Cat Haven – Mutual Aid / Provisions for Cat Welfare

## State Plans and Policies

The following documents relate to this Plan:

Document Title	Document Owner
State Support Plan – Emergency Welfare (State Hazard Plan {WestPlan} - Welfare)	SEMC
5.12 State Emergency Policy – Funding for Emergency Response	SEMC
6.10 State Emergency Management Plan – Financial Assistance	SEMC
State EM Recovery Procedure 1 – Management of Public Fundraising and Donations	SEMC
State Emergency Management Procedure 2 – Emergency Management Funding	SEMC
Recovery Procedure 5.4 – Impact Statement	SEMC
Disaster Recovery Funding Arrangements WA (DRFAWA) Guide for Local Government	DFES
Lord Mayor's Distress Relief Fund	LMDRF Board



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# Part 3: Resources



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The LRC for the City of Melville in conjunction with the HMA and supporting agencies are responsible for certain resources and should determine which are required to combat the hazard.

A comprehensive list of available resources are identified within the City of Melville Resource Register. The register contains a wide range of information including, but not limited to:

- First point and key contacts
- Local Emergency Coordination Centres
- Evacuation and Welfare Centres
- Public Utilities Contacts
- Local Hospitals
- Correctional Facilities
- Child Care Centres
- Primary, Secondary and Tertiary Schools
- Aged Care Facilities
- Major Shopping Facilities
- Emergency Catering and Supermarkets
- City of Melville Plant and Equipment

The LRC is responsible for coordinating the effective provision of activities, resources and services for the City of Melville should an emergency occur.

The City of Melville has procedures in place and maintains equipment to activate a Local Emergency Recovery Coordination Centre in the following locations:

Location	Address	Available Resources
City of Melville Operations Centre	13 Bramanti Road MURDOCH WA 6150	<ul style="list-style-type: none"> <li>• Emergency Operations Officers</li> <li>• Plant and Equipment</li> <li>• Vehicles</li> <li>• Video conferencing</li> <li>• Photocopiers</li> <li>• 2-way systems</li> <li>• Whiteboards</li> <li>• Kitchenette Facilities</li> </ul>
City of Melville Civic Centre	10 Almondbury Road BOORAGOON WA 6154	<ul style="list-style-type: none"> <li>• Emergency Operations Officers</li> <li>• Video conferencing</li> <li>• Photocopiers</li> <li>• Whiteboards</li> <li>• Kitchen Facilities</li> <li>• Kitchenette Facilities</li> </ul>

The City of Melville Contact Register and the City of Melville Resource Register provide further details as to available resources.



## **Financial Arrangements**

The owner has primary responsibility for safeguarding and restoring public and private assets affected by an emergency.

The City of Melville has arrangement in place through the Local Government Insurance Scheme (LGIS) to insure it's assets.

Assets are recorded and managed the Asset Management Plans inline with the Department of Local Government, Sport and Cultural Industries Integrated Planning and Reporting Asset Management Framework Guidelines.

## **Financial Records**

Records and invoices of costs associated to an emergency event are to be assigned to specific emergency cost centres by the City of Melville.

To ensure accurate records associated with recovery process are easily identifiable and accessible at any time.

## **Internal Finance**

In an emergency, the Local Government Act 1995, Section 6.8(c) allows expenditure from municipal funds not included in the annual budget to be authorised by the Mayor at the time of an emergency.

Within this Section 6.8(1) of the same Act, tenders do not have to be publicly invited if goods and services are obtained from this expenditure.

Whilst the City of Melville will take the following actions to ensure they are prepared financially to undertake recovery activities should the need arise:

- Understanding and treating risks to the community through an appropriate risk management process;
- Ensuring assets are recorded, maintained and adequately insured where possible;
- Establishing a cash reserve for the purpose where it is considered appropriate for the level of risk;
- Understanding the use of Section 6.11 (2) of the Local Government Act 1995 to utilise a cash reserve established for another purpose, subject to one month's public notice being given of the use for another purpose. Regulation 18(a) of the Local Government Financial Management Regulations 1996 provides an exemption for giving local public notice to change the use of money in a reserve where the Mayor has authorised expenditure in an emergency. This would still require a formal decision of Council before money can be accessed.
- Understanding the use of Section 6.20 (2) of the Local Government Act 1995 to borrow funds, subject to one month's local public notice of the proposal and exercising of the power to borrow by an absolute majority decision of Council;
- Ensuring an understanding of the types of assistance that may be available under the Disaster Recovery Funding Arrangements Western Australia (DRFAWA) and what may be required of the City of Melville in order to gain access to this potential assistance;
- Understanding the need to manage cash flow requirements by making use of the option of submitting progressive claims for reimbursement from DRFAWA.



Where possible, expenditure of funds should be discussed with the CEO or nominated senior officer. If a senior officer is nominated, personnel within the recovery activation must be notified as soon as possible. The nominated senior officer must have an appropriate authorisation level required to enable funds expenditure (City of Melville Director).

## **DRFAWA**

Through DRFAWA, the State Government provides a range of relief measures to assist communities recover from eligible natural disaster events, i.e.: bushfire, cyclone, earthquake, flood, landslide, meteorite strike, storm, storm surge, tornado and tsunami as well as terrorist acts.

DFES is the State's administer of the DRFAWA.

Eligibility for DRFAWA funding would require the following circumstances to be met:

- The event must require a coordinated multi-agency response
- State expenditure exceeds the small disaster criterion (\$240,000 not including insurance related expenditure); and
- The event to be classified as a terrorist event or one of the above listed 10 natural disasters.

Once it has been determined that the emergency is a large scale costly event, the City shall immediately contact the WA State Administrator of DRFAWA.

DRFAWA Officer can be contacted via:

Email: [drfawa@dfes.wa.gov.au](mailto:drfawa@dfes.wa.gov.au)  
Phone: 63952 1642 / 6392 1639  
Website: <https://www.dfes.wa.gov.au/recovery/activated-events>

Wherever possible, State Government resources and services will be provided in accordance with a public authority's existing statutory and contractual responsibilities, policies or plans.

Any recommendations for the implementation of assistance measures outside existing policies must be submitted to the Premier for consideration.

DRFAWA may cover up to 100% of Counter Disaster Operations provided that these costs are additional costs incurred directly as a result of the declared eligible disaster event. This may include expenses such as overtime, operational expenses, contractor expenses and clean up costs to protect communities and ensure public health and safety in public areas.

However, this does not include the notional costs of staff wages, or of using equipment / machinery owned by the City of Melville.



## **Department of Human Services (Centrelink)**

In an emergency, Centrelink will ensure that payments to its existing clients in the area affected by the emergency are not disrupted. In addition, it can often provide financial assistance by way of a one-off payment classified as Disaster Recovery Payment to any person whose livelihood has been affected by the emergency. Centrelink is represented on the State Emergency Welfare Committee and, where possible, should be invited to join the LRCG.

## **Lord Mayor's Distress Relief Fund (LMDRF) – Public Appeals**

The LMDRF was established in 1961 to provide relief of personal hardship and distress arising from natural disasters occurring within WA. The perpetual fund is a registered charitable body and has approval of the Australia Taxation Office for tax deductibility of contributions.

The City will advise and direct the distribution of monetary donations through the LMDRF which operates under specific guidelines and policies.

For more information: [www.appealswa.org.au](http://www.appealswa.org.au)

## **Volunteers and Donations**

Where possible, all offers of, or requests for, volunteer assistance with recovery activities should be coordinated through the LRCG to avoid duplication of effort.

Spontaneous volunteers may emerge offering support and assistance to the affected community. In the first instance, the City will determine the process to deal with this situation and if support agencies are required to assist with managing these volunteers.

Likely examples of sources of volunteers may include:

- Community groups;
- Clubs;
- Non-Government organisations; and
- Members of the public.

**NOTE: Appeals for donations of physical items such as food and furniture should be discouraged unless specifically requested through the LRCG. In all instances cash donations should be encouraged with prospective donors directed to the LMDRF**

## **One Stop Shop**

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

The following locations have been identified as possible “One Stop Shop” sites:



One Stop Shop	Address	Available Resources	Contact
City of Melville Civic Centre	10 Almondbury Road Booragoon	Customer Relations Team	Customer Relations Team Leader [REDACTED]
Willagee Community Centre	Archibald Street Willagee	Welfare Support	Community Development Coordinator [REDACTED]
AH Bracks Library	Stock Road Melville	Community Information	[REDACTED]
Canning Bridge Library Lounge	Kintail Road Applecross	Community Information	[REDACTED]
Bull Creek Library	24 Leichhardt Street Bull Creek	Community Information	[REDACTED]

### Local Emergency Operation Centres / Emergency Coordination Centres

All Emergency Operations Centres (EOC) Emergency Coordination Centres (ECC) will be designated by the HMA. Where the HMA requests an alternate location for the EOC or where the primary location is non-operational, the following facilities are available if deemed appropriate for use.

The purpose of the Emergency Operations Centre is to bring together all agencies involved in the recovery process to ensure effective communication and coordination of resources, information and tasks.

The Local Recovery Coordinator is responsible for the Activation and Coordination of the Emergency Operations Centre.

The following have been identified as suitable EOC's within the City of Melville:

Emergency Operations Centres		
<b>Primary (Response)</b>	City of Melville Operations Centre 13 Bramanti Road MURDOCH WA 6150	<b>Contact 1</b> Community Safety Service (CSS) 1300 653 643
		<b>Contact 2</b> [REDACTED] [REDACTED]
		<b>Contact 3</b> [REDACTED] [REDACTED]
<b>Alternative (Response/Recovery)</b>	City of Melville Civic Centre (Recovery) 10 Almondbury Road BOORAGOON WA 6154	<b>Contact 1</b> Community Safety Service (CSS) 1300 653 643
		<b>Contact 2</b> [REDACTED] [REDACTED]



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# Part 4: Roles and Responsibilities



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## **Local Emergency Management Committee (LEMC)**

The City's LEMC is a planning committee with the role of developing Local Emergency Management Plans and Arrangements for its district.

The LEMC is not an operational committee but rather the organisation established by the City of Melville to assist in the development of LEMA and LRP.

To assist the City manage its recovery activities, during the response phase, some members may be part of the ISG while also forming part of the LRCG.

## **Functions of the LEMC**

- Prepare and submit to the DEMC for the district an annual report on its activities undertaken during the financial year.
- Developing, enhancing and testing preparedness planning from a multi-agency perspective having local knowledge of hazards, demographic and geographic issues they provide advice to HMA to develop effective localised hazard plans.
- Providing a multi-agency forum to analyse and treat local risk.
- Providing a forum for multi-agency stakeholders to share issues and learnings to ensure continuous improvement.

## **Local Recovery Coordinator (LRC)**

The City of Melville has appointed a LRC in accordance with Section 41 (4) of the Emergency Management Act 2005.

The LRC is responsible for the development and implementation of the recovery arrangements for the City of Melville.

A Deputy Local Recovery Coordinator has also been appointed and trained to undertake the role in the case of the primary appointee being unavailable when an emergency occurs.

The functions of the LRC and Recovery Action Checklist are available within Appendix A. Appendix A contains Aide Memoir and checklist documents that can be printed individually and provided to staff allocated to the role in recovery.



## **Local Recovery Coordination Group (LRCG)**

The Local Recovery Coordination Group (LRCG) comprises a core membership of the following positions and organisations:

- Chief Executive Officer – City of Melville
- Local Recovery Coordinator – City of Melville
- Deputy Recovery Coordinator – City of Melville
- Director Corporate Services – City of Melville
- Director Environment & Infrastructure - City of Melville
- Director Planning - City of Melville
- Executive Support Officer - City of Melville
- Local Emergency Coordinator – WAPOL
- Local Welfare Officer / District Emergency Officer – Department of Communities
- Incident Controller or Regional Manager – HMA
- District Emergency Management Advisor – DFES
- DRFAWA Officer – DFES
- Centrelink Manager – Department of Human Services

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

The functions of the LRCG and Recovery Action Checklist are available within Appendix B. Appendix B contains Aide Memoir and checklist documents that can be printed individually and provided to staff allocated to the recovery roles.

## **Local Recovery Coordination Group Subcommittees**

It may be appropriate, depending on the event, to consider establishing one or more subcommittees to assist the LRCG by addressing specific components of the recovery process.

Consideration should be given to establishing the following subcommittees, dependent on the nature and extent of the recovery.

Subcommittees can be categorised as follows:

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



## **LRCG – Economic / Financial Subcommittee**

The primary objective of the Economic / Financial Subcommittee is to assess and make recommendations to the LRCG on the disbursement of donations made for individuals having suffered personal loss and hardship as a result of the emergency event giving rise to the recovery program.

The Economic / Financial Subcommittee has no direct access to donated funds or goods or services. The collection and management of monies, goods and services donated does not form part of the Subcommittees role.

The Subcommittee will be established to make recommendations to the LMDRF on the orderly and equitable disbursement of donations and offers of assistance.

Suggested roles to be involved within the Subcommittee would include:

- Director Corporate Services – City of Melville
- Manager Financial Services – City of Melville
- Minute Taker – City of Melville
- DRFAWA Officer – DFES
- Local Emergency Coordinator – WAPOL
- Centrelink Manager – Department of Human Services

Refer to [Appendix C \(1\)](#) for Subcommittee Aide Memoir and Terms of Reference for the Subcommittee.

## **LRCG – Infrastructure Subcommittee**

The primary objectives of the Infrastructure Subcommittee is to assess the requirement for the restoration of services and facilities to the affected community as well as provide advice and assistance for the coordination of the restoration of City of Melville and State infrastructure which may have been lost or damaged.

The Infrastructure Subcommittee will also be responsible for assessing and recommending priority infrastructure projects to assist with the recovery process in the immediate, short and long term.

Suggested roles to be involved within the Subcommittee would include:

- Director Environment & Infrastructure – City of Melville
- Manager City Buildings – City of Melville
- Manager Natural Areas & Parks – City of Melville
- Minute taker – City of Melville
- DRFAWA Officer – DFES
- District Representative – Local Government Insurance Services (LGIS)
- District Manager – Water Corporation
- District Manager – Western Power
- Regional Manager – Main Roads WA

Refer to [Appendix D\(1\)](#) for Subcommittee Aide Memoir and Terms of Reference for the Subcommittee.



### **LRCG – Environment Subcommittee**

The primary objectives of the Environment Subcommittee is to provide advice and guidance in the immediate and long term treatment and restoration of affected areas of the community and surrounding environment. The Subcommittee will assess and recommend priority areas, projects and community education to assist with the recovery process in the immediate and short term regarding restoration of the environment including weed management and impacts on wildlife.

Suggested roles to be involved within the Subcommittee would include:

- Director Environment and Infrastructure – City of Melville
- Manager Natural Areas & Parks – City of Melville
- Environmental Health Officer – City of Melville
- District Officer – Department of Environment & Regulation (DER)

Refer to [Appendix E\(1\)](#) for Subcommittee Aide Memoir and Terms of Reference for the Subcommittee.

### **LRCG – Community Subcommittee / Personal Support Subcommittee**

The primary objectives of the Community Subcommittee is to provide advice and guidance to assist in the restoration and strengthening of community well-being post the emergency incident giving rise to the recovery program.

The Subcommittee will also 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 the community's well-being.

The Community Subcommittee in conjunction with Department of Communities will also be responsible for assisting with personal support with members within the affected community.

Suggested roles to be involved within both the Community Subcommittee and Personal Support Subcommittee would include:

- Director Community Development – City of Melville
- Minute Taker – City of Melville
- District Emergency Services Officer – Department of Communities
- Local or District Officer – Australian Red Cross
- Local representatives of the affected community

Refer to [Appendix F\(1\)](#) for Subcommittee Aide Memoir and Terms of Reference for the Subcommittee.

## Controlling Agency / Hazard Management Agency

The Controlling Agency or HMA has the responsibility for the response to an emergency and will initiate recovery activity during the response to that emergency.

To facilitate recovery, the Controlling Agency or HMA will:

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

## Communication

During the response phase, the HMA has the task of managing communications in an emergency. The HMA officially hands this responsibility to the City of Melville via the “Impact Statement” to be arranged in conjunction with leading the recovery. Coordinating the affected community in recovery, including communications, rest with the City of Melville.

To support effective recovery, the City will provide regular, up to date information about the recovery effort and engage in constant ongoing dialogue using a community led approach.

The City’s Marketing and Communications Team will liaise with the relevant HMA and other agencies to ensure recovery information is up to date and concise.

The City’s Marketing and Communications Team will also refer to the City’s Crisis (Issue) Communication Plan work instruction for guidance as to delivery of messaging. Also refer to [Appendix I](#) for suggested Media Release wording regarding donations.

Key groups who need to receive recovery information, the methods available and potential locations where information can be provided are detailed below:

Who Needs Information?	What communication methods will be used?	Where will the information be located?
<ul style="list-style-type: none"> <li>• Affected community</li> <li>• Recovery workers</li> <li>• Vulnerable groups</li> </ul>	<ul style="list-style-type: none"> <li>• Social media</li> <li>• Website</li> <li>• Community papers</li> <li>• Radio</li> </ul>	<ul style="list-style-type: none"> <li>• City of Melville Civic Centre</li> <li>• City of Melville Operations Centre</li> <li>• City Evacuation Centres</li> <li>• City of Melville Libraries</li> <li>• City of Melville Community Centres</li> <li>• Any established “One-Stop-Shop” locations</li> </ul>

**The only spokespeople will be the Mayor and or the CEO, with the Communications Advisor to manage all media enquiries and communication needs with the Digital Communications Advisor.**

## **Stand Down**

There is no definite end period to recovery, however, deliberation is required to decide when the City will consider normal service delivery.

The decision will be made depending on the severity and nature of the emergency and the impact on the City and the community.

Refer to [Appendix K](#) for printable Recovery Operational Sequence Checklist.

## **Debriefing**

A formal debriefing arrangement will be instigated by the Head of People and Culture for all staff through the Employee Assistance Program as required as the City transits from recovery back to normal duties and services.

## **Evaluation**

The one-year anniversary period for the emergency marks the time when the City of Melville are required to under Section 6.10 of the State Emergency Management Policy to provide an evaluation report of all activities during the recovery phase.

The LRC will provide the SRC a formal report of reflection about the recovery process s on behalf of the City and its LRCG.

Refer to [Appendix G](#) for post Recovery Analysis Report template.

Refer to [Appendix H](#) for LRCG Reporting Update template.

## **Keys Actions Required post event**

The following key actions are required by SEMC following the one year anniversary of an event:

- A formal post incident analysis to be held for LRCG for evaluation and lessons learnt;
- A formal debrief to be held for City staff for evaluation and application of lessons learnt;
- Assistance will be made available through the City's Employee Assistance Program for nay staff working in the recovery process;
- Formal report to be compiled by LRC for Council and SRC.

# Part 5: Appendices



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## Appendix A – Aide Memoir, Local Recovery Coordinator (LRC)

# Local Recovery Coordinator (LRC)

### Roles and Responsibilities

The Local Recovery Coordinator is responsible for the development and implementation of recovery management arrangements for the local government, in conjunction with the Local Recovery 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 requirement for each event, in conjunction with the HMA, Local Emergency Coordinator (LEC) and other responsible agencies
- Provide advice to the Mayor 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 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 Coordinating 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
- Arrange for an evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency

## Appendix A (1) – Local Recovery Coordinator Recovery Action Checklists

### Local Recovery Coordinator Action Checklist – Immediate Recovery

**\*\*Please note this listing is a guide only and is not exhaustive\*\***

Task Description	
	<b>Within 48 hours</b>
	Contact and alert local contacts
	Liaise with Controlling Agency and participate (or nominate a suitable local government representative i.e: Local Recovery Coordinator, executive staff or CEO) in the incident management arrangements, including the Incident Support Group and Operations Area Support Group where appropriate.
	Where more than one local government is affected, a coordinated approach should be facilitated by the local Recovery Coordinators and supported by the State Recovery Coordinator, as required.
	Ensure an understanding of known or emerging impacts from the Impact Statement provided by the Controlling Agency.
	Consult the DPIRD on specific arrangements to manage the welfare of wildlife, livestock and companion animals.
	Ensure Controlling Agency starts recovery activities during the response to that emergency.
	Provide advice to the Mayor and CEO on the requirement to convene the LRCG and provide advice to the LRCG if convened.
	During an event, consider membership of the LRCG that is event specific, based on the social, built, economic and natural environments, or as required.
	Consider support required such as resources to maintain records, including a record of events, actions and decisions.
	Ensure the City of Melville provides LRCG with an Executive Officer and administrative support, such as meeting agenda, minutes, financial and administrative recordkeeping.
	Facilitate community meetings to provide relevant recovery information include, as applicable, Controlling Agency, State Government Agencies and other recovery agencies.
	Brief media on the recovery program throughout the recovery process, ensuring accurate and consistent messaging.
	Develop and implement an event specific Communication Plan, including public information, appointment of a spokesperson and the COMs internal communication processes.



Local Recovery Coordinator Action Checklist – Short / Medium Term Recovery

**\*\*Please note this listing is a guide only and is not exhaustive\*\***

<b>Task Description</b>	
	<b>Within 1 Week</b>
	Consider fatigue management for self and recovery staff throughout all recovery.
	Consult with Controlling Agency on completing the Impact Statement before the transfer of responsibility for management of recovery to the City of Melville.
	In conjunction with the Controlling Agency and other responsible agencies, assess the community's recovery requirements. Coordinate activities to rebuild, restore and rehabilitate the social, built, economic, natural and psychosocial wellbeing of the community.
	Liaise and meet with specific emergency management agencies involved with recovery operations to determine priority actions.
	Assess for the LRCG, the requirements for the restoration of services and facilities with assistance of the responsible agencies, where appropriate.
	Contact DRFAWA Officers to determine if the event is eligible under the DRFAWA, and if so ensure an understanding of what assistance measures are available and the process requirements for assistance.
	Understand eligible criteria and payment procedures of the Lord Mayor's Distress Relief Fund if activated. Payments are coordinated through the City of Melville to affected individuals.
	Report on likely costs and establish a system for recording all expenditure during recovery.
	Determine the acquisition and appropriate use of resources necessary for effective recovery.
	Consider establishing a call centre with prepared responses for frequently asked questions.
	Determine level of State involvement in conjunction with the City of Melville and the State Recovery Coordinator.
	Liaise with the State Recovery Coordinator on issues where State level support is required or where there are concerns with services from government agencies locally.
	Ensure recovery activities are consistent with the National Principals for Disaster Recovery.

Local Recovery Coordinator Action Checklist – Long Term Recovery

**\*\*Please note this listing is a guide only and is not exhaustive\*\***

<b>Task Description</b>	
	<b>Within 1 to 12 Months</b>
	Monitor the progress of recovery and provide periodic reports throughout the recovery effort to the LRCG and State Recovery Coordination Group, if established.
	Ensure recovery projects that support the social, built, economic and natural recovery environments are community-led and targeted to best support affected communities.
	Arrange for an operational debriefing of all participating agencies and organisations as soon as possible after the arrangements have ended.
	Arrange for an evaluation of the effectiveness of recovery within 12 months of the emergency to make sure lessons are captured and available for future Directors/Managers.
	Provide recovery evaluations to the State Recovery Coordinator to refer to the SEMC for review. Evaluations can involve community and stakeholder surveys, interviews, workshops, and assessment of key project outcomes.
	Social and personal support services are likely to be required in the longer term and the need for a considerable period of psychosocial support (often several years) should be planned for.



## Appendix B – Aide Memoir, Local Recovery Coordination Group (LRCG)

# Local Recovery Coordination Group (LRCG)

### Roles and Responsibilities

The LRCG is to coordinate and support local management of the recovery processes by assessing the consequences of the event and coordinating recovery activities to rebuild, restore and rehabilitate the social, built, economic and natural environments within the community during an event.

### Functions

- Assess the Impact Statement for recovery requirements based on the social, built, economic and natural wellbeing of the community with assistance of the Controlling Agency where appropriate;
- Monitor known or emerging impacts using existing incident reports such as Impact Statement, Incident Support Groups, Operational Area Support Groups, Rapid damage assessment report, HAZMAT reports;
- Report on likely costs and impacts of recovery activities and establish a system for recording all recovery expenditure;
- Confirm whether the event has been declared an eligible natural disaster under the DRFAWA and if so, what assistance measures are available;
- Understand the State and Commonwealth relief programs such as DRFAWA, Centrelink and the Lord Mayor's Distress Relief Fund (LMDRF) if activated;
- Establish subcommittees that consider the four recovery environments social, built, economic and natural, or as required;
- Prepare a Communications Plan where appropriate;
- Depending on the extent of damage, develop an event specific Operational Recovery Plan which allows full community participation and access as well as:
  - Taking account of the City of Melville's long term planning and goals and
  - Assessing which recovery functions are still required, timeframes and responsibilities for completing them
- Consider the needs of youth, the aged, people with disabilities, First Nations people, isolated groups or individuals and culturally and linguistically diverse people;
- Oversee projects that support the social, built, economic and natural environments of recovery to ensure that they are community-led and targeted;
- Provide advice to the State and City of Melville to ensure that recovery programs and services meet the needs of the community;
- Negotiate most effective use of State and Commonwealth agencies' resources;
- Monitor the progress of recovery and request periodic reports from recovery agencies;
- Provide recovery public information, information exchange and resource acquisition;
- Coordinate offers of assistance, including volunteers, services and donated money;
- Coordinate a multi agency approach to community recovery by providing a central point of communication and coordination for recovery services and projects;
- Make appropriate recommendations, based on lessons learnt to the LEMC to improve the community's recovery preparedness;
- Ensure the City of Melville's existing LRP is reviewed and amended after an event in which the LRP was implemented.



## **Membership**

Core members of the LRCG should include:

- Local Recovery Coordinator;
- Key City of Melville staff and Elected Members;
- Community Recovery Coordinator and/or Community Liaison Officer;
- Controlling Agency;
- District Emergency Management Advisor; and
- City of Melville networks, community members and community groups or associations such as environmental groups, faith group, sporting clubs, First Nation groups, schools and industry.

## **Potential Member (Event specific)**

Appropriate membership for the LRCG must be determined for the specific emergency event. The following agencies and organisations may have a role on the LRCG:

- Australian Red Cross;
- Chamber of Commerce and Industry / Small Business Development Corporation;
- Department of Communities;
- Department of Education (or local school representative);
- Department of Fire and Emergency Services (DFES);
- Department of Health;
- Department of Local Government, Sport and Cultural Industries (DLGSC);
- Department of Water and Environmental Regulation;
- Essential services network operators such as:
  - Alinta Gas
  - Water Corporation
  - Telstra
  - Western Power
- Insurance Council Australia;
- Main Roads WA;
- Public Information Reference Group representative;
- Volunteering WA;
- WAPOL; and
- Western Australian Local Government Association (WALGA).

## **Support Services to LRCG**

The following agencies and organisations may provide support and advice to the LRCG on a range of topics such as the Impact Statement, State Recovery Cadre, DRFAWA, Public Donations criteria for financial assistance etc

- State Recovery (DFES); and
- Lord Mayor's Distress Relief Fund (City of Perth).



## Appendix B (1) – Local Recovery Coordination Group Action Checklist

Local Recovery Coordination Group Action Checklist – Immediate Recovery

**\*\*Please note this listing is a guide only and is not exhaustive\*\***

<b>Task Description</b>	
	<b>Within 1 Week</b>
	Ensure an understanding of known or emerging impacts from the Impact Statement provided by the Controlling Agency.
	Determine priority recovery actions from Impact Statement and consult with specific agencies involved with recovery operations.
	Assess recovery requirements and coordinate activities to rebuild and restore the social, built, economic, natural and psychosocial wellbeing of the affected community.
	Determine need to establish subcommittees based on the four recovery environments: social, built, economic and natural as required. Determine functions and membership as needed.
	Report likely costs and establish a system for recording all expenditure during recovery.
	Determine the acquisition and appropriate use of resources necessary for effective recovery.
	Consider recovery information and arrangements for at risk groups and individuals such as youth, the aged, people with disabilities, First Nations people, culturally and linguistically diverse people, and isolated and transient people.
	Brief media on the recovery program throughout recovery process, ensuring accurate and consistent messaging.
	Develop and implement an event specific Communication Plan, including public information, appointment of a spokesperson and the City of Melville's internal communication processes.
	Ensure recovery activities are consistent with the National Principals for Disaster Recovery.



Local Recovery Coordination Group Action Checklist – Short/Medium Term Recovery

**\*\*Please note this listing is a guide only and is not exhaustive\*\***

<b>Task Description</b>	
	<b>Within 1 Month</b>
	Consider fatigue management for self and recovery staff throughout all recovery.
	Confirm if the event has been proclaimed an eligible natural disaster event under the DRFAWA and if so ensure an understanding of what assistance measures are available and the process requirements for assistance.
	Consider establishing a call centre with prepared responses for frequently asked questions.
	Develop an Operational Recovery Plan which determines the recovery objectives and requirements, governance arrangements, resources and priorities.
	Establish a “One-Stop-Shop” recovery centre to provide the affected community with access to recovery services, information and assistance.
	Coordinate all offers of assistance from non-government organisations, volunteers, material aid, appeals and donated money to avoid duplication of effort.
	Understand eligible criteria and payment procedures of the Lord Mayor’s Distress Relief Fund, if activated. Payments are coordinated through the City of Melville to affected individuals.
	Activate outreach program to meet immediate needs and determine ongoing needs. Consider the need for specialist counselling, material aid, accommodation and financial assistance (in conjunction with DOC).
	Manage restoration of essential infrastructure.
	Liaise with the State Recovery Coordinator on issues where State level support is required or where there are concerns with services from government agencies locally.
	Monitor the progress of recovery and receive periodic reports from recovery agencies.



Local Recovery Coordination Group Action Checklist – Long Term Recovery

**\*\*Please note this listing is a guide only and is not exhaustive\*\***

<b>Task Description</b>	
	<b>Within 12 Months (or longer recovery)</b>
	Social and personal support services are likely to be required in the longer term and the need for a considerable period of psychosocial support (often several years) should be planned for.
	Ensure recovery projects that support the social, built, economic and natural recovery environments are community-led and targeted to best support affected communities.
	Implement transitioning to mainstream services.



## Appendix C – Aide Memoir LRCG Subcommittee – Economic / Financial

# LRCG Economic / Financial Subcommittee

This Aide Memoir provides City of Melville officers and members of the LRCG with a quick reference to the process of local recovery activities. The Aide Memoir is by no means comprehensive and you are encouraged to be fully conversant with the Local Recovery Plan (LRP).

### Role of the LRCG Economic / Financial Subcommittee

To make recommendations to the Lord Mayor's Distress Relief Fund (LMDRF) on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship as a result of the event.

### Functions

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

- Ensure the principles of equity, fairness, simplicity and transparency apply.
- Ensure the procedures developed are straightforward and not onerous to individuals seeking assistance.
- Recognise the extent of loss suffered by individuals.
- Complement other forms of relief and assistance provided by government and the private sector.
- Recognise immediate, short, medium and longer term needs of affected individuals.
- Ensure the privacy of individuals is protected at all times.
- Facilitate the disbursement of financial donations from the corporate sector to affected individuals where practical.

### Eligibility Criteria

Eligibility criteria should be put in place early in the process to ensure affected community members receive the benefits and support they are entitled to. Below is a sample only of eligibility criteria that could be applied:



## Sample of eligibility criteria and levels of financial assistance

### Owners / Owner occupiers

For owner/owner occupiers of properties impacted by the event, there are three levels of LMDRF grant assistance available as follows:

**Level One** - Shall apply to those instances where the house or house and contents have been totally destroyed.

**Level Two** - Shall apply in those instances where the house or house and contents have been damaged but the house remains habitable.

**Level Three** - Shall apply in those instances where there has been other property damage or loss such as shed, shed contents, pergolas or outdoor furniture.

### Occupiers

For occupiers (those renting) of properties impacted by the event, there are two levels of LMDRF grant assistance available:

**Level Four** – Shall apply in those instances where the house contents have been totally destroyed as a consequence of the house being totally destroyed.

**Level Five** – Shall apply in those instances where there has been partial damage or loss of house contents and other personal effects

### Reporting

The City of Melville LRCG may from time to time, direct the Economic / Financial Subcommittee to provide to them reports and other information as specified.

The Economic / Financial Subcommittee must recognise immediate, short, medium and longer term goals for the restoration of economic and financial needs of the City of Melville and community infrastructure.

## Appendix C (1) – LRCG Economic / Financial Subcommittee Terms of Reference

# LRCG Economic / Financial Subcommittee Terms of Reference

### Background

The City of Melville LRCG has convened several subcommittees to assist in the coordination of recovery tasks as required. These subcommittees include:

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

Key functions of these committees are to provide advice to assist the affected community towards re-establishing economic, social, environments, emotional and physical well-being.

### Economic / Financial Subcommittee Membership

Member	Representing
Director Corporate Services (Chair)	City of Melville
Manager Financial Services	City of Melville
DRFAWA Officer	DFES
Local Emergency Coordinator	WAPOL
Centrelink Manager	Department of Human Services

### Chairperson

The role of the Chair will include:

- Chair all scheduled meetings of the subcommittee
- Report to the RCG on the activities of the subcommittee

### City of Melville Staff

The role of City of Melville staff will include:

- Operational implementation and decision making as per normal City of Melville approval processes
- Provide administrative support to the Subcommittee

### Agency Representative

The role of agencies representative will include:

- Providing advice, information and support to the agency role.



## **Objectives of Economic / Financial Subcommittee**

The primary objective of the Economic / Financial Subcommittee is to assess and make recommendations to the LRCG on the disbursement of donations made for individuals having suffered personal loss and hardship as a result of the emergency event giving rise to the recovery program.

It should be noted that the Subcommittee has no direct access to donated funds or goods or services. The collection and management of monies, goods and services donated do not form part of the Subcommittee's role. This includes any relevant legal, financial or taxation laws that may be applicable.

The Economic / Financial Subcommittee has been established to make recommendations to the LMDRF on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship as a result of the emergency incident.

The primary role of the Economic / Financial Subcommittee will include:

- With regard to the LMDRF the development of eligibility criteria and procedures by which payments from the fund will be made to affected individuals; and
- With regard to donations of support and assistance from the corporate sector, assist and where practical, facilitate the disbursement of their donations to affected individuals.

In developing the eligibility criteria and procedures pertaining to the LMDRF, the Economic / Financial Subcommittee will endeavour to:

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

The Economic / Financial Subcommittee will need access to finding information provided to individuals by other agencies to assist with the above assessments.

## **Conduct of Meetings**

The quorum for a meeting of the Subcommittee will be at least 50% of the number of the membership.

When decisions of the Subcommittee cannot be determined by general consensus then the decision will be made by a simple majority of the members present.

If a member of the Subcommittee has a **financial interest** in any matter before the Subcommittee, that member shall before discussion on the matter, disclose to the meeting their interest and leave the meeting.



A person has a **financial interest** in a matter if it is reasonable to expect that the matter will, if dealt with by the Subcommittee in a particular way, result in a financial gain, loss, benefit or detriment for the person.

If a member of the Subcommittee has an **impartiality interest** in any matter before the Committee, that member shall before discussion on the matter, disclose to the meeting their interest but may remain in the meeting to participate in the consideration and decision on the matter.

**Impartiality interest** means an interest that could, or could reasonably be perceived to adversely affect the impartiality of the person having the interest and includes an interest arising from kinship, friendship, or membership of an association.

Other matters arising concerning the orderly and proper conduct of meetings of the Subcommittee shall be determined by either the majority of members present or if that is not possible then by the Chairperson whose decision will be final.

The Subcommittee does not have any powers of delegation.

All meetings of the Subcommittee will be conducted on the basis of a written Agenda and Minutes – the City of Melville will provide this secretarial support.

Meetings of the Subcommittee are not open to the public.

### **Reporting**

The City of Melville LRCG may from time to time direct the Economic / Financial Subcommittee to provide to them reports and other information as specified in the direction.

### **Probity**

The Economic / Financial Subcommittee acknowledges that the City of Melville is responsible for post action reporting and that the deliberations of this Subcommittee will be subject to scrutiny as part of that report.

These Terms of Reference may from time to time be amended by agreement of the City of Melville LRCG.

### **Termination of the Infrastructure Subcommittee**

Termination of the Subcommittee shall occur at the direction of the City of Melville LRCG. Termination of any membership within the Subcommittee shall be at the direction of the members within the Subcommittee by consensus.



## Appendix D – Aide Memoir LRCG Subcommittee – Infrastructure

# LRCG Infrastructure Subcommittee

This Aide Memoir provide City of Melville officers and members of the LRCG with a quick reference to the process of local recovery activities. The Aide Memoir is by no means comprehensive and you are encouraged to be fully conversant with the LRP.

### Objectives of Infrastructure Subcommittee

The primary objectives of the Infrastructure Subcommittee will include:

- Assess the requirement for the restoration of services and facilities to the affected community;
- Provide advice and assistance for the coordination of the restoration to City of Melville and State infrastructure lost or damaged;
- To assess and recommend priority infrastructure projects to assist with the recovery process in the immediate, short and long term; and
- Identify opportunities for application of betterment to rebuilding of infrastructure specifically local roads, bridges and culverts.

### Reporting

The City of Melville LRCG may from time to time direct the Infrastructure Subcommittee to provide to them reports and other information as specified.

The Infrastructure Subcommittee will recognise immediate, short, medium and longer term goals for the restoration of infrastructure in the community.



## Appendix D (1) – LRCG Infrastructure Subcommittee Terms of Reference

# LRCG Infrastructure Subcommittee Terms of Reference

### Background

The City of Melville LRCG has convened several subcommittees to assist in the coordination of recovery tasks as required. These subcommittees include:

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

Key functions of these committees are to provide advice to assist the affected community towards re-establishing economic, social, environments, emotional and physical well-being.

### Infrastructure Subcommittee Membership

Member	Representing
Director Environment and Infrastructure (Chair)	City of Melville
Manager City Buildings	City of Melville
Manager Natural Areas & Parks	City of Melville
DRFAWA Officer	DFES
District Representative	Local Government Insurance Services (LGIS)
District Manager	Water Corporation
District Manager	Western Power
Regional Manager	Main Roads WA

### Chairperson

The role of the Chair will include:

- Chair all scheduled meetings of the Subcommittee
- Report to the RCG on the activities of the Subcommittee

### City of Melville Staff

The role of City of Melville staff will include:

- Operational implementation and decision making as per normal City of Melville approval processes
- Provide administrative support to the Subcommittee



## Agency Representative

The role of agencies representative will include:

- Providing advice, information and support to the agency role.

## Objectives of Infrastructure Subcommittee

The primary objectives of the Infrastructure Subcommittee will include:

- Assess the requirement for the restoration of services and facilities to the affected community;
- Provide advice and assistance for the coordination of the restoration of the City of Melville and State infrastructure lost or damaged;
- Assess and recommend priority infrastructure projects to assist with the recovery process in the immediate, short, medium and long term; and
- Identify opportunities for application of betterment to rebuilding of infrastructure specifically local roads, bridges and culverts.

## Conduct of Meetings

The quorum for a meeting of the Subcommittee will be at least 50% of the number of the membership.

When decisions of the Subcommittee cannot be determined by general consensus then the decision will be made by a simple majority of the members present.

If a member of the Subcommittee has a **financial interest** in any matter before the Subcommittee, that member shall before discussion on the matter, disclose to the meeting their interest and leave the meeting.

A person has a **financial interest** in a matter if it is reasonable to expect that the matter will, if dealt with by the Subcommittee in a particular way, result in a financial gain, loss, benefit or detriment for the person.

If a member of the Subcommittee has an **impartiality interest** in any matter before the Committee, that member shall before discussion on the matter, disclose to the meeting their interest but may remain in the meeting to participate in the consideration and decision on the matter.

**Impartiality interest** means an interest that could, or could reasonably be perceived to adversely affect the impartiality of the person having the interest and includes an interest arising from kinship, friendship, or membership of an association.

Other matters arising concerning the orderly and proper conduct of meetings of the Subcommittee shall be determined by either the majority of members present or if that is not possible then by the Chairperson whose decision will be final.

The Subcommittee does not have any powers of delegation.

All meetings of the Subcommittee will be conducted on the basis of a written Agenda and Minutes – the City of Melville will provide this secretarial support.

Meetings of the Subcommittee are not open to the public.



## **Reporting**

The City of Melville LRCG may from time to time direct the Infrastructure Subcommittee to provide to them reports and other information as specified in the direction.

## **Probity**

The Infrastructure Subcommittee acknowledges that the City of Melville is responsible for post action reporting and that the deliberations of this Subcommittee will be subject to scrutiny as part of that report.

These Terms of Reference may from time to time be amended by agreement of the City of Melville LRCG.

## **Termination of the Infrastructure Subcommittee**

Termination of the Subcommittee shall occur at the direction of the City of Melville LRCG. Termination of any membership within the Subcommittee shall be at the direction of the members within the Subcommittee by consensus.



## Appendix E – Aide Memoir LRCG Subcommittee – Environment

# LRCG Environment Subcommittee

This Aide Memoir provide City of Melville officers and members of the LRCG with a quick reference to the process of local recovery activities. The Aide Memoir is by no means comprehensive and you are encouraged to be fully conversant with the LRP.

### Objectives of Environment Subcommittee

The primary objectives of the Environment Subcommittee will include:

- To provide advice and guidance in the immediate and long term treatment and restoration of affected areas of the community and surrounding environment;
- To provide advice and guidance to assist in the restoration of the natural environment post event;
- Facilitate the 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 of wildlife;
- To assess and recommend medium and long term priority areas to the City of Melville LRCG for consideration to assist in the restoration of the natural environment in the medium to long term.

### Reporting

The City of Melville LRCG may from time to time direct the Environment Subcommittee to provide to them reports and other information as specified.

The Environment Subcommittee will recognise immediate, short, medium and longer term needs to restore aspects of the environment affected by the emergency event.



## Appendix E (1) – LRCG Environment Subcommittee Terms of Reference

# LRCG Environment Subcommittee Terms of Reference

### Background

The City of Melville LRCG has convened several subcommittees to assist in the coordination of recovery tasks as required. These subcommittees include:

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

Key functions of these committees are to provide advice to assist the affected community towards re-establishing economic, social, environments, emotional and physical well-being.

### Environment Subcommittee Membership

Name	Representing
Director Environment and Infrastructure (Chair)	City of Melville
Manager Natural Areas & Parks	City of Melville
Environmental Health Officer	City of Melville
District Officer	Department of Environment & Regulation (DER)

### Chairperson

The role of the Chair will include:

- Chair all scheduled meetings of the Subcommittee
- Report to the RCG on the activities of the Subcommittee

### City of Melville Staff

The role of City of Melville staff will include:

- Operational implementation and decision making as per normal City of Melville approval processes
- Provide administrative support to the Subcommittee

### Agency Representative

The role of agencies representative will include:

- Providing advice, information and support to the agency role.



## Objectives of Environment Subcommittee

The primary objectives of the Environment Subcommittee will include:

- To provide advice and guidance in the immediate and long term treatment and restoration of affected areas of the community and surrounding environment;
- To provide advice and guidance to assist in the restoration of the natural environment post event;
- Facilitate the 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 of wildlife;
- To assess and recommend medium and long term priority areas to the City of Melville LRCG for consideration to assist in the restoration of the natural environment in the medium to long term.

## Conduct of Meetings

The quorum for a meeting of the Subcommittee will be at least 50% of the number of the membership.

When decisions of the Subcommittee cannot be determined by general consensus then the decision will be made by a simple majority of the members present.

If a member of the Subcommittee has a **financial interest** in any matter before the Subcommittee, that member shall before discussion on the matter, disclose to the meeting their interest and leave the meeting.

A person has a **financial interest** in a matter if it is reasonable to expect that the matter will, if dealt with by the Subcommittee in a particular way, result in a financial gain, loss, benefit or detriment for the person.

If a member of the Subcommittee has an **impartiality interest** in any matter before the Committee, that member shall before discussion on the matter, disclose to the meeting their interest but may remain in the meeting to participate in the consideration and decision on the matter.

**Impartiality interest** means an interest that could, or could reasonably be perceived to adversely affect the impartiality of the person having the interest and includes an interest arising from kinship, friendship, or membership of an association.

Other matters arising concerning the orderly and proper conduct of meetings of the Subcommittee shall be determined by either the majority of members present or if that is not possible then by the Chairperson whose decision will be final.

The Subcommittee does not have any powers of delegation.

All meetings of the Subcommittee will be conducted on the basis of a written Agenda and Minutes – the City of Melville will provide this secretarial support.

Meetings of the Subcommittee are not open to the public.



### **Reporting**

The City of Melville LRCG may from time to time direct the Environment Subcommittee to provide to them reports and other information as specified in the direction.

### **Probity**

The Environment Subcommittee acknowledges that the City of Melville is responsible for post action reporting and that the deliberations of this Subcommittee will be subject to scrutiny as part of that report.

These Terms of Reference may from time to time be amended by agreement of the City of Melville LRCG.

### **Termination of the Infrastructure Subcommittee**

Termination of the Subcommittee shall occur at the direction of the City of Melville LRCG. Termination of any membership within the Subcommittee shall be at the direction of the members within the Subcommittee by consensus.



## Appendix F – Aide Memoir LRCG Subcommittee – Community

# LRCG Community / Personal Support Subcommittee

This Aide Memoir provide City of Melville officers and members of the LRCG with a quick reference to the process of local recovery activities. The Aide Memoir is by no means comprehensive and you are encouraged to be fully conversant with the LRP.

### Objectives of Community / Personal Support Subcommittee

The primary objectives of the Community / Personal Support Subcommittee will include:

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post incident;
- To facilitate understanding on the needs of the impacted community in relation to community well-being;
- 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 well-being;
- To assess and recommend medium and long term priority areas to the City of Melville LRCG for consideration to assist in the restoration and strengthening of community well-being.

### Reporting

The City of Melville LRCG may from time to time direct the Community / Personal Support Subcommittee to provide reports and other information as specified.

The Community / Personal Support Subcommittee will recognise immediate, short, medium and longer term needs of affected individuals.

The Community / Personal Support Subcommittee will ensure the privacy of individuals is protected at all times and facilitate the disbursement of financial donations from the corporate sector to affected individuals where practical.

## Appendix F (1) – LRCG Community Subcommittee Terms of Reference

# LRCG Community / Personal Support Subcommittee Terms of Reference

### Background

The City of Melville LRCG has convened several subcommittees to assist in the coordination of recovery tasks as required. These subcommittees include:

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

Key functions of these committees are to provide advice to assist the affected community towards re-establishing economic, social, environments, emotional and physical well-being.

### Environment Subcommittee Membership

Member	Representing
Director Community Development (Chair)	City of Melville
Local Team Leader or District Officer	Department of Communities
Local or District Officer	Australian Red Cross
Local representative	Affected community

### Chairperson

The role of the Chair will include:

- Chair all scheduled meetings of the Subcommittee
- Report to the RCG on the activities of the Subcommittee

### City of Melville Staff

The role of City of Melville staff will include:

- Operational implementation and decision making as per normal City of Melville approval processes
- Provide administrative support to the Subcommittee

### Agency Representative

The role of agencies representative will include:

- Providing advice, information and support to the agency role.



## Community Member

The role of the Community Member will include:

- Provide a linkage between the community and the Subcommittee
- Receive guidance and perspective from the community

## Objectives of Community / Personal Support Subcommittee

The primary objectives of the Community / Personal Support Subcommittee will include:

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post incident;
- To facilitate understanding on the needs of the impacted community in relation to community well-being;
- 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 well-being;
- To assess and recommend medium and long term priority areas to the City of Melville LRCG for consideration to assist in the restoration and strengthening of community well-being.

## Conduct of Meetings

The quorum for a meeting of the Subcommittee will be at least 50% of the number of the membership.

When decisions of the Subcommittee cannot be determined by general consensus then the decision will be made by a simple majority of the members present.

If a member of the Subcommittee has a **financial interest** in any matter before the Subcommittee, that member shall before discussion on the matter, disclose to the meeting their interest and leave the meeting.

A person has a **financial interest** in a matter if it is reasonable to expect that the matter will, if dealt with by the Subcommittee in a particular way, result in a financial gain, loss, benefit or detriment for the person.

If a member of the Subcommittee has an **impartiality interest** in any matter before the Committee, that member shall before discussion on the matter, disclose to the meeting their interest but may remain in the meeting to participate in the consideration and decision on the matter.

**Impartiality interest** means an interest that could, or could reasonably be perceived to adversely affect the impartiality of the person having the interest and includes an interest arising from kinship, friendship, or membership of an association.

Other matters arising concerning the orderly and proper conduct of meetings of the Subcommittee shall be determined by either the majority of members present or if that is not possible then by the Chairperson whose decision will be final.

The Subcommittee does not have any powers of delegation.



All meetings of the Subcommittee will be conducted on the basis of a written Agenda and Minutes – the City of Melville will provide this secretarial support.

Meetings of the Subcommittee are not open to the public.

### **Reporting**

The City of Melville LRCG may from time to time direct the Community / Personal Support Subcommittee to provide to them reports and other information as specified in the direction.

### **Probity**

The Community / Personal Support Subcommittee acknowledges that the City of Melville is responsible for post action reporting and that the deliberations of this Subcommittee will be subject to scrutiny as part of that report.

These Terms of Reference may from time to time be amended by agreement of the City of Melville LRCG.

### **Termination of the Community / Personal Support Subcommittee**

Termination of the Subcommittee shall occur at the direction of the City of Melville LRCG. Termination of any membership within the Subcommittee shall be at the direction of the members within the Subcommittee by consensus.



## Appendix G – Post Recovery Analysis Report Template

Issue	Comment	Recommendations
Was notification and mobilisation satisfactory and appropriate?		
Was the Management and Administration structure effective?		
Were reporting relationships clear? (Did you know who to report to?)		
Was the transition from Response Phase to Recovery Phase clearly established?		
Were Recovery objectives and actions clearly defined?		
Were Recovery Arrangements useful or require review or upgrade?		
<b>Inter-agency liaison</b> Any issues working or liaising with other organisations?		
<b>Emergency Management – Recovery Support Arrangements</b> Are relevant agencies and organisation arrangements established and current?		



## Appendix H – LRCG Reporting Template

Local Recovery Coordination Group (LRCG) Recovery Report – {Insert Emergency Event Here}

City of Melville LRCG Report Number \_\_\_\_\_

To: Chairperson – State Recovery Coordinator (SRG)

### Situation Update

Should include:

- Full damage report (once only) and estimated amount in dollars;
- Work in progress including estimated completion dates;
- Details of difficulties or problems being experienced

### Proposed Activities

Should include:

- Plans and structures for resuming normal services (when and where appropriate);
- Plans for mitigation works;
- Dates of commencement and completion of reconstruction works;
- Possible disruption of activities of other agencies.

### Special Assistance

### Requirements

Should include:

- Support from other agencies;
- LRG intervention with priorities.

### Financial Issues

May include support from LRG for additional funding from Treasury.

### Recommendations

Name and Signature \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

## **Appendix I – Suggested Media Release – Donations**

### **Donations in time of disaster**

Recovery of the community following an emergency event is the legislative responsibility of local government and as such we are anxious to ensure that we ensure the best possible outcome for our community affected by an emergency event or disaster.

In times of disaster, Western Australians have proved in the past to be extremely generous. Monetary donations have always and will continue to be the preferred means of providing assistance for affected persons. These donations not only provide the affected community with the ability to make choices that best fit their situation, but will also support local suppliers and merchants whose business would likewise benefit when we shop local.

The donation of any goods is strongly discouraged and should the need for specific items arise, this need will be broadcast in the normal way.

We strongly urge the public to find out what may be required before committing to donating goods. These donations often cause an unnecessary financial and storage burden for the City as has been demonstrated following other national disasters.

The best way to assist those in need is through your generous donation of money and this is best achieved through the Lord Mayor's Disaster Relief Fund (City of Perth), or through agencies such as the Australian Red Cross. These avenues for cash donations will be widely advertised so watch the media.

Thank you for your generous support.

**Mayor  
City of Melville**



## Appendix J – Recovery Operational Sequence Checklist / Guide

### **ALERT**

Advice of emergency with potential to require local coordination of recovery activities

#### **HMA / Controlling Agency**

Ensure LEC and affected local governments are advised of extent of potential recovery support requirements.

Include LRC / local government in briefings and Incident Management Group

#### **City of Melville**

Establish liaison with LRC or Local Recovery Group chairperson and appropriate core member considering requirement for local level coordination of recovery support.

Advise and liaise with LRG members

#### **City of Melville**

When requested by or on the advice of the HMA or ISG, convene LRG and where required, establish a management structure.

### **ACTIVATION**

Requirement for local level coordination of recovery identified/requested

#### **LRC**

Arrange for conduct of on-site assessment, if appropriate.

Maintain links with affected organisations for the identification and coordination of the provision of recovery support.

#### **City of Melville / LRC**

Ensure handover of responsibility of ongoing recovery activities to a managing agency.

Advise LEC and LRG members of stand down.

Conduct debrief and post operations review and prepare report to the LEMC with copies to the DEMC, the HMA and the State Recovery Coordination Group (SERG).

Manage the implementation of post operations report recommendations and revision of LRP as required.

### **STAND DOWN**

On completion of local recovery activities



## Appendix K – Operational Recovery Plan Template

### City of Melville Operational Recovery Plan

Emergency Event: {Insert emergency type and location}  
\_\_\_\_\_

Date of Emergency: \_\_\_\_\_

#### Section 1 - Introduction

**Background on the nature of the emergency or incident** – Compile the type of event and basic outline of the sequence of events.

**Aim or purpose of the plan** – Like all management tools think about why you are engaged in recovery and what you hope to achieve overall.

**Authority for plan** - As the local authority you are charged with the responsibility of recovery under the Emergency Management Act 2005.

#### Section 2 – Assessment of recovery requirements

**Details of loss and damage** - Residential, commercial and industrial buildings, transport, essential services (including state and local infrastructure). Your primary Impact Statement from HMA will give you an initial overview. This can be added to in subsequent reports made.

**Estimates of costs of damage** – You may get indications from CIA. Further indications could be from insurance agencies also lifeline infrastructure may assist assessment.

**Temporary accommodation requirements** – includes details of evacuation centres opened, displaced persons, need for temporary accommodation, relocating displaced persons.

**Additional personnel requirements** – It is imperative that you enlist as much help as you can in the initial stages. This may be specialist assistance or simply manpower to cope with the increased workloads.

**Human Services (Community and personal support) requirements** – On completion of Outreach Individual Needs Assessment, you would have initial contact with your affected community ascertaining what physical and psychological resources are required in the immediate, short and medium term understanding the impact on community.

**Health issues** – Medical and health personal and council EHO's will assess any significant issues (water, food spoilage, medical supplies or medivac).



### Section 3 – Organisation Aspects

Details the composition, structure and reporting lines of the groups, subcommittees and working groups set up to manage the recovery process.

Details the interagency relationships and responsibilities.

Details the roles, key tasks and responsibilities of the various groups and committees and those appointed to various positions including the LRC.

### Section 4 – Operational Aspects

**Details resources available and required** - Give list of resources deployed and confer with the LRG network for future resources.

**Redevelopment Plans (includes mitigation proposals for betterment)** – This could be inappropriate in the early stages however should be part of the Long Term Recovery Strategy in future reporting.

**Reconstruction restoration programme and priorities** - Detail agencies engaged in their specialist fields and estimates for re-establishing lifelines, waste and restoration.

**Includes programs and strategies of government agencies to restore essential services** – Consider betterment when engaged in rebuilding.

**Includes the local government program for community services restoration** - Local events, meetings, coffee get togethers, recreation, breakfast BBQ's etc

**Financial arrangements** – Assistance programs DRFAWA, insurance, public appeals, LMDRF and physical and monetary donations.

**Public information dissemination** - Key messages and methods of distributions.

### Section 5 – Administrative Arrangements

**Administration of recovery funding** - General financial issues

**Public appeals policy and administration** - Including policies and strategies for office and living accommodation, furniture and equipment details for additional and temporary personnel.

### Section 6 - Conclusion

Give an overall summary ensuring to detail immediate, short, medium and long term priorities and timetable of the plan.

**Chair, Local Recovery Coordination Group**

**Date:** \_\_\_\_\_



## Appendix L – Outreach Needs Assessment and Initial Contact Form

Date: \_\_\_\_\_ Team Member: \_\_\_\_\_

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

### Property Details

<b>Property Location:</b>			
<b>Nearest Cross Road:</b>			
<b>Property Owner / Occupier:</b>			
<b>How would you like to be contacted?</b>		<b>Your preferred time of contact?</b>	
Phone:		Morning (7am – 12 noon)	
Email:		Afternoon (12 noon – 5pm)	
Post:		Evening (After 5pm)	

### Property Needs

<input type="checkbox"/>	House Destroyed / Uninhabitable	<b>Details for any needs:</b>
<input type="checkbox"/>	House Damaged	
<input type="checkbox"/>	Outbuildings destroyed – Total: _____	
<input type="checkbox"/>	Rebuilding Assistance	
<input type="checkbox"/>	Asbestos / Possible asbestos	
<input type="checkbox"/>	Water supply affected	
<input type="checkbox"/>	Vehicle destroyed / Damaged	
<input type="checkbox"/>	Animals lost / Injured	
<input type="checkbox"/>	Utility services affected	
<input type="checkbox"/>	Fencing destroyed / Damaged	
<input type="checkbox"/>	Environmental clean up required	
<input type="checkbox"/>	Other (Provide details)	

### Property Details

<input type="checkbox"/>	Rubbish collection / Disposal Information	<input type="checkbox"/>	Council Services – Type: _____
<input type="checkbox"/>	Recovery Information / Newsletter	<input type="checkbox"/>	Referral to Agency – Who: _____
<input type="checkbox"/>	Financial / Grant assistance	<input type="checkbox"/>	Other (provide details)
<input type="checkbox"/>	Counselling / Wellbeing Check	<input type="checkbox"/>	

### Property Details

### Would you like someone to contact you?

<input type="checkbox"/>	<b>Immediately</b>	<input type="checkbox"/>	<b>Within the week</b>	<input type="checkbox"/>	<b>In the future</b>
--------------------------	--------------------	--------------------------	------------------------	--------------------------	----------------------



## Appendix M – Impact Statement Template

### PART A

#### 1. Impact Statement Details

<b>Impact Statement Date:</b>		
<b>Impact Statement Time:</b>		
<b>Version / Sequence Number:</b>		<input type="checkbox"/> Final Version
<b>Impact Statement prepared by:</b>	<b>Name:</b>	
	<b>Position:</b>	
	<b>Agency:</b>	
	<b>Phone:</b>	
	<b>Email:</b>	

The compilation and approval process is explained in a flowchart in the [Impact Statement Guideline](#). Please follow the process to ensure the appropriate and timely endorsement of this Impact Statement.

#### Review, Approval and Noting

**\*\* Ensure each review step is completed prior to final approval \*\***

Review Step		DATE
<input type="checkbox"/>	DRAFT Impact Statement <b>reviewed</b> by Incident Controller of HMA or Controlling Agency	
<input type="checkbox"/>	DRAFT Impact Statement <b>reviewed</b> by LG CEO	
<input type="checkbox"/>	DRAFT Impact Statement <b>reviewed</b> and is supported by State Recovery Coordinator	
<input type="checkbox"/>	Incident Controller <b>addresses</b> State Recovery Coordinator comments and/or requests for information (if applicable)	
<input type="checkbox"/>	APPROVED Impact Statement <b>signed</b> by Incident Controller of HMA or Controlling Agency	
<input type="checkbox"/>	APPROVED Impact Statement <b>signed</b> by LG CEO	
<input type="checkbox"/>	APPROVED Impact Statement <b>noted</b> by State Recovery Coordinator	

#### Impact Statement Reviewed and Supported by:

**State Recovery Coordinator / Deputy State Recovery Coordinator**

<b>Name:</b>	
<b>Position:</b>	
<b>Date and Time:</b>	
<b>Signature:</b>	

**Approval**

This document should not be approved until it has been reviewed and is supported by the State Recovery Coordinator.

**Incident Controller / Commander of HMA or Controlling Agency**

<b>Name:</b>	
<b>Position:</b>	
<b>Agency:</b>	
<b>Date and Time:</b>	
<b>Signature:</b>	

**Local Government**

<b>LGA:</b>	
<b>Name:</b>	
<b>Position:</b>	<b>Chief Executive Officer</b>
<b>Date and Time:</b>	
<b>Signature:</b>	
<b>LGA contact re this document:</b>	<b>Name:</b>
	<b>Phone:</b>
	<b>Email:</b>

APPROVED Impact Statement noted by State Recovery Coordinator

**State Recovery Coordinator / Deputy State Recovery Coordinator**

<b>Name:</b>	
<b>Position:</b>	
<b>Date and Time:</b>	
<b>Signature:</b>	





#### 4. Checklist of Impact Areas

Tick all items where there are known, emerging or anticipated areas of impact.  
Details of all ticked items must be included on the following pages.

<b>Community / Personal Support</b>		
<input type="checkbox"/> Deaths	<input type="checkbox"/> Vulnerable people needing assistance	<input type="checkbox"/> Home and Community Care
<input type="checkbox"/> People unaccounted for	<input type="checkbox"/> Injuries	<input type="checkbox"/> Medical / health service
<input type="checkbox"/> People isolated	<input type="checkbox"/> Disease, illness or contamination	<input type="checkbox"/> Public transport
<input type="checkbox"/> People evacuated	<input type="checkbox"/> Significant issues with pets / assistance animals	<input type="checkbox"/> Community activities/interactions impacted
<input type="checkbox"/> Evacuation centres	<input type="checkbox"/> Cultural heritage impacts	<input type="checkbox"/> Other

<b>Infrastructure</b>		
<input type="checkbox"/> Water catchments	<input type="checkbox"/> National parks	<input type="checkbox"/> Threatened or iconic species
<input type="checkbox"/> Wetlands	<input type="checkbox"/> State forests	<input type="checkbox"/> Wildlife
<input type="checkbox"/> Coastline	<input type="checkbox"/> Reserves and parks	<input type="checkbox"/> Other
<input type="checkbox"/> Marine areas	<input type="checkbox"/> Exclusion areas	

<b>Economic / Financial</b>		
<input type="checkbox"/> Agriculture / horticulture etc (incl livestock)	<input type="checkbox"/> Mining / Industrial	<input type="checkbox"/> Small / local business
<input type="checkbox"/> Fisheries	<input type="checkbox"/> Retail incl food suppliers and banking services	<input type="checkbox"/> Tourism
<input type="checkbox"/> Forestry and products	<input type="checkbox"/> Other large employers	<input type="checkbox"/> Workforce implications
<input type="checkbox"/> Other		

<b>Infrastructure</b>		
<b>Buildings</b>		
<input type="checkbox"/> Residential properties	<input type="checkbox"/> Rural buildings	<input type="checkbox"/> Correction centres / prisons
<input type="checkbox"/> Water tanks / contamination	<input type="checkbox"/> Emergency service buildings	<input type="checkbox"/> Childcare centres
<input type="checkbox"/> Community buildings	<input type="checkbox"/> Hospitals	<input type="checkbox"/> Schools
<input type="checkbox"/> Heritage / cultural buildings	<input type="checkbox"/> Primary care facilities	<input type="checkbox"/> Training centres / universities
<input type="checkbox"/> Commercial / retail buildings	<input type="checkbox"/> Residential group homes / aged care homes	<input type="checkbox"/> Local government offices
<input type="checkbox"/> Other		



Infrastructure		
<b>Hazardous Materials</b>		
<input type="checkbox"/> Asbestos	<input type="checkbox"/> Chemicals / hazardous materials	<input type="checkbox"/> Marine hydrocarbons
<input type="checkbox"/> CCA treated timber	<input type="checkbox"/> Firefighting foam	<input type="checkbox"/> Other

Infrastructure		
<b>Transport infrastructure</b>		
<input type="checkbox"/> Main roads	<input type="checkbox"/> Rail – passenger	<input type="checkbox"/> Airfields
<input type="checkbox"/> Local roads	<input type="checkbox"/> Rail – freight	<input type="checkbox"/> Major drainage
<input type="checkbox"/> Bridges	<input type="checkbox"/> Ports	<input type="checkbox"/> Other

Infrastructure		
<b>Utilities</b>		
<input type="checkbox"/> Electricity supply	<input type="checkbox"/> Water supply	<input type="checkbox"/> Telecommunications
<input type="checkbox"/> Gas supply	<input type="checkbox"/> Sewerage infrastructure	<input type="checkbox"/> Other
<input type="checkbox"/> Fuel / oil supply	<input type="checkbox"/> Waste management	

Infrastructure		
<b>Exclusion zones</b>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/> Other		

Note: This **Checklist of Impact Areas** should be provided to all relevant Agencies when requesting contributions to the Impact Statement (refer section 10 – Agency Contributions)

## 5. Summary of known, emerging or anticipated impacts

**\*\* Refer to Section 5 of the Impact Statement Guide for help with completing this section \*\***

For **Level 2 incidents with impacts requiring recovery activity**, please provide details of all known, emerging or anticipated impacts in the table below.

*Where there are no impacts requiring recovery activities identified by the Controlling Agency during a level 2 incident, the State Recovery Coordinator or Deputy State Recovery Coordinator will determine if an Impact Statement is not required, partially required, or required in full.*

For **Level 3 incidents**, please provide a high level summary of known, emerging or anticipated impacts in the table below. A more details description must be provided in section 11 of Part B.

<b>Community / Personal Support:</b>	<b>Responsible Agency:</b>
<b>Environment:</b>	<b>Responsible Agency:</b>
<b>Economic / Financial:</b>	<b>Responsible Agency:</b>
<b>Infrastructure:</b>	<b>Responsible Agency:</b>

**\*\* Note:** This **Summary of Impacts table** should be provided to all relevant agencies when requesting contributions to the Impact Statement (refer Section 10 – Agency Contributions)



## 8. Risk Assessment Summary

The following risks have been identified as a result of this emergency. An assessment of these risks has determined that they have been reduced sufficiently to allow the community to return with appropriate controls in place, however residual risks remain that require treatment. This list is not exhaustive and some risks may have existed before the emergency. Care should be taken to continually assess residual and new risks and develop strategies for their management. These should be communicated to the affected community where appropriate.

*\*\* To complete this section, refer to Risk Assessment process, matrix and description in section 8 of the Impact Statement Guide \*\**

**Alternatively, City of Melville's organisations Risk Assessment matrix may be used and attached to this document**

Risk	Description	Likelihood	Consequence	Level of Risk	Responsible Agency	Treatments / Mitigation ie: controls undertaken, further action required – by who and by when
<i>e.g. Asbestos</i>	<i>e.g. Asbestos has been located throughout the emergency area. The age of buildings and fencing indicates a high prevalence. There is a risk that agency personnel and / or members of the community may handle disposal of asbestos incorrectly</i>	<i>Likely</i>	<i>Major</i>	<i>Extreme</i>	<i>DER</i>	<i>Explain actions underway, planned and needed</i>
<i>e.g. Fatigue of LG staff</i>	<i>e.g. Majority of LG staff have either been directly impacted or involved in responding to the emergency. Risk of staff fatigue, which will impact LG ability to function and recover</i>	<i>Almost certain</i>	<i>Major</i>	<i>Extreme</i>	<i>LG</i>	<i>Explain actions underway, planning and needed</i>

Alternate Risk Assessment matrix attached.

**9. Communication and Media Officers – Contact details**

*\*\* May be referred to as Public Information Officers in some instances \*\**

Organisation	Name	Position	Location	Email	Mobile	Alt. Phone
Controlling Agency (if not DFES):						
DFES						
LG						
Local Media						
Other						

*\*\* Add rows as needed \*\**

## 10. Contributing

This Impact Statement should be compiled in close consultation with agencies, community service providers and other emergency management and recovery personnel. Include details for all agencies that need to, or have contributed to, the compilation of this Impact Statement.

Organisation / Agency	Name	Position	Phone	Email	Contact made?	Info rec'd?
<input type="checkbox"/> Assoc. of Independent Schools of WA					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ATCO Gas					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Australian Red Cross					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Arc Infrastructure					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Catholic Education WA					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Department of Primary Industry & Regional Development					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Department of Communities					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Department of Defence					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Department of Education					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Department of Water and Environmental Regulation					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Department of Health					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Department of Biodiversity, Conservation & Attractions					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Department of Planning, Lands & Heritage					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Department of Transport Marine Safety					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Horizon Power					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Forest Products Commission					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Local Government (specify)					<input type="checkbox"/>	<input type="checkbox"/>

<input type="checkbox"/> Local Recovery Coordination Group					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Main Roads WA					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> NBN Co.					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Public Transport Authority					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Telstra					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Verve Energy					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> WA Housing Authority					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> WA Police					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Water Corporation					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Western Power					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>

**For Level 2 incidents no further Impact Statement information is required unless determined otherwise by the State Recovery Coordinator.**  
**Consultation with the State Recovery Coordinator, Local Government and Incident Controller is required.**  
**For all Level 3 incidents, the information in Part B on the following pages MUST be compiled.**

**PART B**

**11. Impact Statement**

Where necessary, use the **Agency Contributions Table Template** to source relevant information from contributing agencies. This table template can be found in section 14 on the final page of this document. It is also recommended that the **Checklist of Impact Areas** in section 4 and the **Impact Summary table** in section 5 be provided to the relevant Agencies to ensure all related impacts are addressed.

**11.1 Community / Personal Support Environment**

*\*\* For help with completing this section, refer to the Guide, section 11: Impact Statement (11.1 Social environment)\*\**

**Ensure that all ticked items from the checklist in section 4 are transferred to this table. Add more rows as required**

Category from checklist	Agency / Source	Key contact Name, position, email, phone, mobile	Impact What has happened and what are the implications?	Current status What is happening now, who is managing it and how long for?	Next Steps What needs to happen next, who will be involved and how long for?	Related attachments?
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

Additional information on completed actions is attached to this document.

**11.2 Natural (Environment) Environment**

*\*\* For help with completing this section, refer to the Guide, section 11: Impact Statement (11.2 Natural environment)\*\**

**Ensure that all ticked items from the checklist in section 4 are transferred to this table. Add more rows as required**

Category from checklist	Agency / Source	Key contact Name, position, email, phone, mobile	Impact What has happened and what are the implications?	Current status What is happening now, who is managing it and how long for?	Next Steps What needs to happen next, who will be involved and how long for?	Related attachments?
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

Additional information on completed actions is attached to this document.

**11.3 Economic / Financial Environment**

*\*\* For help with completing this section, refer to the Guide, section 11: Impact Statement (11.3 Economic environment)\*\**

**Ensure that all ticked items from the checklist in section 4 are transferred to this table. Add more rows as required**

<b>Category from checklist</b>	<b>Agency / Source</b>	<b>Key contact</b> Name, position, email, phone, mobile	<b>Impact</b> What has happened and what are the implications?	<b>Current status</b> What is happening now, who is managing it and how long for?	<b>Next Steps</b> What needs to happen next, who will be involved and how long for?	<b>Related attachments?</b>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

Additional information on completed actions is attached to this document.

**11.4 Infrastructure Environment**

*\*\* For help with completing this section, refer to the Guide, section 11: Impact Statement (11.4 Built environment)\*\**

**Ensure that all ticked items from the checklist in section 4 are transferred to this table. Add more rows as required**

Category from checklist	Agency / Source	Key contact Name, position, email, phone, mobile	Impact What has happened and what are the implications?	Current status What is happening now, who is managing it and how long for?	Next Steps What needs to happen next, who will be involved and how long for?	Related attachments?
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

Additional information on completed actions is attached to this document.

*\*\*Note: details of all Rapid Damage Assessments should be attached to this document as applicable. Include maps and photographs as appropriate\*\**



**12. NIAM Indicators**

National Impact Assessment Model Indicators are used by the State to negotiate disaster relief funding with the Commonwealth. Complete this table using data captured above.

No.	Impact Indicator	Measure	# or %	Community	Infrastructure	Economic	Environment
1		# In evacuation centres					
2		# Injured					
3	INDIVIDUALS	# Fatalities					
4		# Unaccounted for					
5		# Isolated					
6	RESIDENTIAL PROPERTIES	# Destroyed					
7		# Damaged					
8	EMERGENCY SERVICES	# Destroyed					
9	Police, fire, ambulance, aviation, other	# Damaged					
10	HOSPITALS & PRIMARY HEALTH CARE FACILITIES	% Destroyed					
11		% Hospital functional					
12	EDUCATIONAL FACILITIES	# Destroyed					
13	Schools, training centres, universities, child care centres	# Damaged					
14		# Closed					
15	CORRECTION CENTRES	# Destroyed					
16	Incl. prisons	# Damaged					
17	OTHER – RESIDENTIAL GROUP HOME, AGED CARE FACILITIES	# Destroyed					
18		# Damaged					
19	OTHER BUILDINGS	# Destroyed					
20		# Damaged					
21	BUSINESS BUILDINGS	# Destroyed					
22	Incl. commercial and industrial (excludes rural)	# Damaged					
23		# Closed					
24	RURAL BUILDINGS	# Destroyed					
25		# Damaged					
26	STOCK LOSSES	# Fatalities					
27	Livestock	# Unaccounted for					
28	AGRICULTURAL LAND	Ha Destroyed					
29		Ha Damaged					
30	AGRICULTURAL PRODUCTION	% Lost					
31		% Functional					
32	AIRPORTS / HELIPORTS	# Damaged					
33		# Destroyed					
34	ROADS / BRIDGES	# Main roads closed					
35		# Other roads closed					
36		# Facility destroyed					
37	PORT	# Facility damaged					
38		# Ships impacted					
39	RAILWAY	# Passenger lines closed					
40		# Freight lines closed					
41	TELECOMMUNICATIONS	# Customers impacted					
42	GAS	# Customers impacted					
43	ELECTRICITY	# Customers impacted					
44	SEWAGE	# Customers impacted					
45	WATER – POTABLE SUPPLY	# Customers impacted					
46	WATER – CATCHMENTS	km <sup>2</sup> contaminated					
47	NATIONAL PARKS	Ha affected					
48	ANIMAL WELFARE	# Injured					
49	COASTLINE AFFECTED	km affected					
50	MARINE AREA AFFECTED	Km <sup>2</sup> affected					



### 13. List of attachments

List all attachments to this Impact Statement

Attachment Number	Title and Description e.g. map, report, photo
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

### Attachment 3: Agency Contributions Template

The following table is provided as a base template that could be sent to contributing agencies to provide information on the actions being undertaken within their areas of responsibility. This information can then be added to the Impact Statement as an attachment.

It is recommended that the **Checklist of Impacts** (section 4) and **Summary of Impacts table** (section 5) are also provided to each relevant agency to ensure all related impacts are included in the table below.

Category from checklist	Agency / Source	Key contact Name, position, email, phone, mobile	Impact What has happened and what are the implications?	Current status What is happening now, who is managing it and how long for?	Next Steps What needs to happen next, who will be involved and how long for?	Attachments?
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

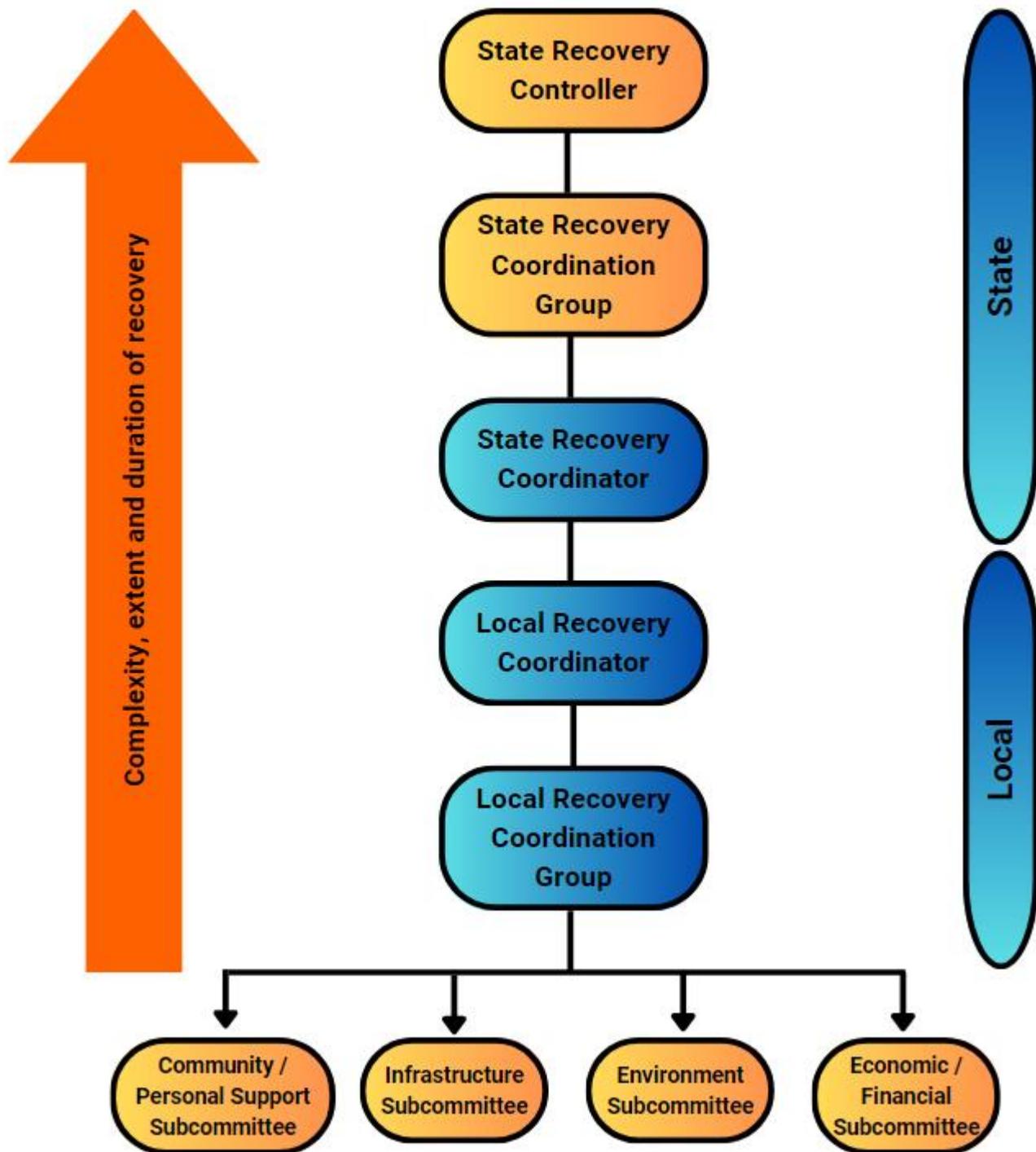
*\*\* For help with completing this table, refer to the Impact Statement Guide section 11: Impact Statement \*\**

**Attachment 4: Closed Impacts and Actions**

The Closed Impacts and Actions tracking sheet is important for the affected local government to understand impacts that have already been addressed and what actions have been taken. This information should be recorded and provided as an attachment to the Impact Statement for the LG to ensure that they have a full understanding of all impacts (see Impact Statement Guide section 11: Impact Statement).

<b>Recovery Environment</b> <ul style="list-style-type: none"> <li>• <b>Community</b></li> <li>• <b>Environment</b></li> <li>• <b>Economic</b></li> <li>• <b>Infrastructure</b></li> </ul>	<b>Category</b> (from checklist in Section 4)	<b>Agency/ Source</b>	<b>Key contact</b> Name, position, email, phone, mobile.	<b>Impact</b> What happened and what were the implications?	<b>Action Undertaken to finalise/close out</b> What was done to address the impact?	<b>Attachments?</b>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

**Appendix N – City of Melville Recovery Governance Structure**





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