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SHIRE OF WYNDHAM | EAST KIMBERLEY

KUNUNURRA / WYNDHAM LOCAL RECOVERY PLAN

2016

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Requests for further authorisation should be directed to the:

Chairperson
Kununurra - Wyndham
Local Emergency Management Committee
Shire of Wyndham East Kimberley
PO Box 614
Kununurra WA 6743
mail@swek.wa.gov.au


Certificate of Endorsement

Under the provisions of the *Emergency Management Act 2005* and State Emergency Management Policy, the Shire of Wyndham East Kimberley is required to establish and maintain a local recovery plan for the local government district. This Local Recovery Plan has been prepared by the Shire of Wyndham East Kimberley in consultation with the Kununurra - Wyndham Local Emergency Management Committee.

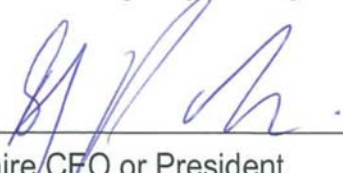
A copy of this plan has been sent to the Kimberley District Emergency Management Committee (DEMC) and the State Emergency Management Committee (SEMC) for noting.



Chair
Kununurra - Wyndham
Local Emergency Management Committee



Date



Shire CEO or President
Shire of Wyndham East Kimberley



Date

Endorsed at Council Meeting:

Resolution Number: 11415

Date: 28 June 2016

Noted by:

Kimberley DEMC

Date:

SEMC

Date

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Amendment Record

Amendment		Details of Amendment	Amended (Name)	By
Number	Date			
1	21/06/2016	Final draft seeking endorsement from Council after completion of the consultative process.	Paul Wilson	

Suggestions and comments can help improve this Local Recovery Plan.

Feedback can include:

- What you like or don't like about the plan
- Unclear or incorrect expression;
- Out of date information or practices;
- Inadequacies; and
- Errors, omissions or suggested improvements.

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

Chairperson
 Kununurra - Wyndham
 Local Emergency Management Committee (LEMC)
 Shire of Wyndham East Kimberley
 PO Box 614
 Kununurra WA 6743
mail@swek.wa.gov.au

The Chairperson will refer any correspondence to the LEMC for consideration and/or approval.

Amendments promulgated are certified in the following table, when updated.

Distribution

A copy of this Local Recovery Plan is provided to Local Recovery Committee and LEMC members as listed in the LEMC Contacts directory at Appendix 2.

Additional copies are provided to the Kimberley DEMC and SEMC.

A public copy is available on the Shire of Wyndham East Kimberley website at www.swek.wa.gov.au

A hard copy can be viewed at the Shire of Wyndham East Kimberley main office or library. Upon application to the Shire a hard copy of the Arrangements may be provided.

Glossary of Terms

The terms used in this Local Recovery Plan are consistent with the Western Australian Emergency Management Glossary 2011 available at the SEMC website: www.semc.wa.gov.au or a copy is attached as Appendix 7.

Part 1: Introduction

1.1 Recovery Management Principles

Recovery from emergencies is most effective when:

- Emergency management arrangements recognise that recovery from emergencies is a complex, dynamic and protracted process;
- Agreed plans and management arrangements are well understood by the community and all emergency management agencies;
- Recovery agencies are properly integrated into emergency management arrangements;
- Community service and reconstruction agencies have input to key decision making;
- Conducted with the active participation of the affected community;
- Recovery managers are involved from the early stages of the response;
- Recovery services are provided in a timely, fair, equitable and flexible manner; and
- Supported by training programmes and exercises.

1.2 Recovery Management Concepts

The following concepts provide the basis for effective recovery management:

- Community involvement – The recovery process is most effective when individuals and communities actively participate in the management of their own recovery. An effective method of involving the community is through community recovery committees comprising representatives from government agencies, private and voluntary agencies, local council, cultural group leaders and any others considered appropriate by the community.
- Management at the local level – Management of emergency recovery should be entrusted to the local community. The local community would be more efficient at managing recovery in their own community as they have local knowledge and expertise. Resource support may be required from Regional or State level.
- Affected area/Community approach – Emergencies rarely occur within the confines of a single local government area. Management of the recovery process is generally undertaken on the basis of an identifiable affected area. The affected area is distinguished by the losses that have resulted and by the common interests of the people involved.

- Differing effects/needs for different communities/individuals – The capacity of individuals, families and communities to restore losses and re-establish normal living patterns following emergencies will vary depending upon their own capacity, the specific circumstances of the emergency and its effect upon them. Assistance measures must be adapted to most appropriately meet the needs of those affected. This will require sensitivity and extensive consultation with the affected people and communities.
- Empowering individuals and communities – It is essential that emergency affected individuals and communities participate in the management of their own recovery. Emphasis should be given to supporting and maintaining the identity, dignity and autonomy of those affected. Support services and assistance measures should be well advertised on a repetitive basis, and easily accessible, but allow people to make their own decisions. Ensure that appropriate information is provided for cultural and linguistically diverse groups.
- Minimum intervention – External recovery services and resources are provided as a support to an affected community, to be used only if the needs of the community are beyond the capacity of existing services and resources within the community. Where possible, additional resources provided should be under local management through the network of existing service providers.
- Recognition of resourcefulness – It will become clear as the recovery process advances what capacity of individuals and communities have to participate in the management of their own recovery and the level of need for further support services. It is important to recognise what level individuals and the community is at, so as to not over or under compensate and hinder recovery.
- Planned/timely withdrawal – A critical aspect of recovery management is that of the withdrawal of external assistance. A planned withdrawal should be done with community involvement, ensuring a void will not be left.
- Accountability, flexibility, adaptability and responsiveness – Accountability is in reference to public administration and is very important in ensuring that the recovery process is transparent. Flexibility, adaptability and responsiveness in a potentially ever-changing environment during recovery are necessary to properly manage the recovery. The need for these skills is highlighted by the scrutiny of the public, media and political groups.

- Integration of services – Recovery efforts should commence immediately the response to the emergency begins such that initially the two occur as parallel activities. Effective liaison arrangements and networks are necessary to ensure that resources are utilised in the best way, especially where both recovery and response agencies require the limited resources. Various recovery services/agencies must work together efficiently which will be achieved through the establishment of networks and management arrangements during the planning process.
- Coordination – Recovery management is most effective when coordinated by one agency represented by an identifiable coordinator with the responsibility for managing the full extent of recovery activities.

1.3 Authority

This Local Recovery Plan has been prepared by the Shire of Wyndham East Kimberley through the Kununurra – Wyndham Local Emergency Management Committee (LEMC) and Local Recovery Committee pursuant to Section 41(1) of the Emergency Management Act 2005 (EM Act 2005) and in accordance with SEMC Policy and Procedure.

1.4 Aim

The aim of this Plan is to detail the community's recovery management arrangements that may be implemented following an emergency to restore, as quickly as possible, the quality of life in an affected community, so that they can continue to function as part of the wider community.

1.5 Objectives

The objectives of this plan are to:

- Establish a basis for the coordination of recovery activities to commence at a local level;
- Prescribe the concepts, responsibilities, mechanisms or procedures for statutory and non-statutory organisations involved in recovery activities;
- Identify priorities for restoration of essential services in consultation with key stakeholders; and
- Detail the services and resources that local government and other agencies and stakeholders will provide during the recovery process following an emergency.

1.6 Scope

This Local Recovery Plan is limited to the boundaries of the Shire of Wyndham East Kimberley. It details the general recovery arrangements for the community and does not in any way detail how individual organisations will conduct recovery activities within their core business areas.

The Shire of Wyndham East Kimberley will only be able to act within its financial and resource capability and to the extent of resources that may be available from State or Federal funding sources.

Scope of this plan will take into account the following functions:

- Activation mechanisms;
- Responsibilities and tasks;
- Recovery services;
- Resourcing arrangements; and
- Management structures and processes.

And take into account the priorities for recovery assistance defined as:

- Safety of individuals;
- Social recovery;
- Economic recovery;
- Physical recovery; and
- Environmental recovery.

1.7 Related Documents

- Shire of Wyndham East Kimberley Local Emergency Management Arrangements
- Dept. of Child Protection & Family Support Local Welfare Plans
- WestPlan – Recovery
- WestPlan – Welfare

Part 2: Recovery Management

2.1 Area Covered

The Shire of Wyndham East Kimberley is located in the ruggedly picturesque and sparsely populated northeast corner of Western Australia (WA), stretching from the Northern Territory border to the northernmost tip of WA. The Shire includes the towns of Kununurra and Wyndham, the township of Kalumburu, more than 40 Indigenous communities and a number of other small settlements and station homesteads.

The Shire covers 121 000 square kilometres and is one of the four local governments that make up the Kimberley region.

Key characteristics of the area are population growth due to the expansion of the Ord Irrigation area, new mining prospects, a thriving tourism industry and the associated infrastructure and employment opportunities.

2.2 Special Considerations

The region poses particular challenges for Local Recovery that include:

- Isolation due to distance – the nearest large settlement is Darwin some 800 kilometres away by road. Access is essentially limited to one route from the west (Broome/Halls Creek) and one from east (Darwin and Katherine);
- A climate of extremes with monsoonal rains from December to February that can result in major floods and isolation of communities. In addition the overall temperatures can be very high leading into the rains while high humidity is a further factor; and
- Limited resources within the region reflecting the small population across both full time and volunteer organisations.

2.3 Agreements, Understandings and Commitments

The Shire of Wyndham East Kimberley through the Local Recovery Committee may identify and enter into agreements, understandings or commitments that enhance the ability of the Shire to undertake its recovery responsibilities.

There are no current agreements, understandings or commitments.

2.4 Resources

The Local Recovery Coordinator (LRC) is responsible for determining the resources required for recovery activities in consultation with the Controlling Agency and Support Organisations.

The Local Recovery Coordinator is responsible for coordinating the effective provision of resources and services to avoid duplication of effort.

In some circumstances there may be an overlap between response and recovery activities e.g. where response and recovery agencies both require the same limited resources.

These instances should normally be resolved between the Incident Controller, Local Emergency Coordinator and the Local Recovery Coordinator, however where a compromise cannot be achieved, precedence is given to response requirements.

The Shire of Wyndham East Kimberley can provide additional support in the following areas to support recovery activities:

- The Environmental Health Section has a team of Environmental Health Officers that can assist with public health functions such as disease control, vermin control, food safety and surveillance;
- The Ranger section can assist with functions such as animal welfare management, traffic control and evacuation notification;
- Community services and associated teams can support community liaison and community welfare;
- Technical Services can provide some maps and plans for services such as drainage and sewer networks but the majority information regarding services and other utility networks are held with the Water Corporation and Horizon Power;
- General mapping and information packages through utilisation of GIS and document packages;
- Infrastructure Services can provide machinery, man power and other equipment to assist with clean-up operations; and
- Governance services can prepare media and other information packs to communicate with wider community.

2.5 Financial Management

Funding for recovery is outlined in *SEMP 4.2 Funding for Emergencies*.

Sound financial management is essential for maintaining the momentum of the recovery effort and promoting public and Federal/State Government confidence in the local recovery effort. The goal should be to facilitate an efficient return to economic and community normality through informed rather than ad hoc or reactionary decision-making.

Financial management in the recovery phase could include acquisition, distribution and accounting for funds.

It should ensure:

- Streamlining of financial processes;
- Cooperation between public and private sectors; and
- Appropriate levels of financial response.

Acquisition covers all sources of recovery funding and financial assistance (income) relating to:

- Existing (reassigned/reprioritised) budgets;
- Savings and reserves;
- Insurance payments (LG);
- Federal Government financial assistance (received through recovery claim process); and
- Grants.

Financial management during the recovery phase raises a number of challenges, including providing:

- An emergency financial strategy (a back-up financial plan, retaining rating capacity and provisions to divert funds);
- Capacity to revisit planning priorities;
- Use of reserves;
- Establishment of a relief trust fund;
- The Federal Government recovery claim process; and
- Financial Management.

Refer to

- *Financial Management Act 2006*
- Treasurers Instruction 302 - http://www.treasury.wa.gov.au/uploadedFiles/Treasury/Legislation/FAB_Update_No_73.pdf
- Emergency Management Procedures Manual
- Natural Disaster Relief and Recovery Arrangements Determination 2007
- Western Australian Natural Disaster Relief and Recovery Arrangements
- Emergency Management Act 2005
- Emergency Management Regulation 2006

Part 3: Local Recovery Coordinating Committee

3.1 Local Recovery Coordinating Committee

3.1.1 Role

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

3.1.2 Responsibilities

The Local Recovery Coordinating Committee is responsible for:

- Recommending key positions to the Shire within the committee and, when established, the sub-committees (e.g. Local Recovery Coordinator, Media Liaison Officer, sub-group Chairperson etc.);
- Recommending to the Shire the establishment of sub-committees as required;
- Assessing requirements for recovery activities relating to the Psychological, Social, Infrastructure, Physical, Health, Environmental, and Economic wellbeing of the community with the assistance of the responsible agencies where appropriate;
- Developing a strategic plan for the coordination of the recovery process for the event that:
 - takes account of local government long term planning and goals;
 - includes an assessment of the recovery needs and determines which recovery functions are still required;
 - develops a timetable and identifies responsibilities for completing the major functions;
 - considers the needs of youth, the aged, the disabled, and culturally and linguistically diverse people;
 - allows full community participation and access; and
 - allows for the monitoring of the progress of recovery.
- Facilitating the provision of services, public information, and information exchange and resource acquisition;
- Negotiating the most effective use of available resources including the support of State and Federal agencies;
- Monitoring the progress of recovery, and receive periodic reports from agencies involved;
- Ensuring a coordinated multi-agency approach to community recovery; and
- Making appropriate recommendations, based on lessons learnt, to the Kununurra - Wyndham LEMC to improve the community's recovery preparedness.

3.2 Local Recovery Coordinator

3.2.1 Role

The Local Recovery Coordinator (or any Deputy acting in the role) shall lead the Local Recovery Coordinating Committee (LRCC), and activate the Local Recovery Plan to ensure timely and effective short, medium and long term recovery strategies are implemented.

3.2.2 Responsibilities

- Prepare, maintain and test the Local Recovery Plan.
- Assess the community recovery requirements for each event, in liaison with the Controlling Agency, Local Emergency Coordinator (LEC) and other responsible agencies, for:
 - Advice to the Shire CEO on the requirement to activate the Plan and convene the LRCC; and
 - Initial advice to the LRCC when convened.
- Undertake the functions of the Executive Officer to the LRCC.
- Assess the LRCC requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate, including determining what resources will be required for the recovery process in consultation with the HMA.
- Coordinate local level recovery activities for a particular event, in accordance with plans, strategies and policies determined by the LRCC.
- Monitor the progress of recovery and provide periodic reports to the LRCC.
- Liaise with the State Recovery Coordinating Committee (SRCC) Chair or the State Recovery Coordinator where appointed, on issues where State level support is required or where there are problems with services from Government agencies locally.
- Ensure that regular reports are made to the SRCC on the progress of recovery.
- Arrange for and conduct a debriefing of all participating agencies and organizations as soon as possible after stand down.

A Checklist to assist the LRC is found at Appendix 3.

3.3 Local Recovery Coordinating Committee (LRCC) Structure

The Local Recovery Coordinating Committee (LRCC) will preferably be chaired by the CEO or their nominee and have relevant community leaders as its members, including appropriate State Government Agency representatives.

Where a LRCC is established, a core group of key stakeholders will be invited by the Chair to be represented on the committee supported by other organisations seconded as required. The membership of the LRCC is dynamic and will change with the needs of the community at various stages during the recovery process.

Where a LRCC is established to manage the local recovery process, Appendix 4 prescribes a structure that will be implemented as appropriate to the situation.

Executive

Chairperson:	Director Infrastructure SWEK
Local Recovery Coordinator:	Director Infrastructure SWEK
Secretary:	Shire Officer

Core Membership

Shire of Wyndham East Kimberley:	Manager Engineering Services Coordinator Financial Management
Controlling Agency	

Co-opted Members (*as required*)

Co-opted members may be required from the following groups (but is not limited by):

Hazard Management Agencies

Support Agencies

Govt. Agencies

Non-Govt. Organisations

Community representation

Agencies with specific knowledge, skills or resources required to assist with recovery.

3.4 Recovery Coordination Centre

The Shire of Wyndham East Kimberley Recovery Coordination Centre (RCC) will be located at the SWEK Administration Offices:

- Kununurra, 20 Coolibah Drive or
- Wyndham, Koolama St.

Where these locations are unavailable or deemed unsuitable the SWEK LRC will designate an alternate location as soon as possible and publicise it after it is established.

The SWEK LRC will develop an inventory and ensure necessary equipment and supplies are maintained at designated sites.

3.5 Stand Down

The Local Recovery Coordinator will stand down participants of the LRCC when they are no longer required.

The recovery phase must have an end. An exit strategy is required to transition recovery services to mainstream services. Organisational arrangements must be wound down and responsibility for completion of outstanding tasks and actions assigned and acknowledged.

3.6 Debrief & Post Operation Reports

The Local Recovery Coordinator will arrange for the debriefing of all participants and organisations as soon as possible after the stand-down. A report will be tabled with the LEMC for review and update of the Local Recovery Plan. A copy of the report will be forwarded to the HMA and the SEMC and the Kimberley/ Pilbara DEMC.

3.7 Reporting

Reporting is required to maintain accountability and transparency of LRCC and Sub-Committees, to keep the community informed, gain support and assistance and record an account of recovery efforts, including lessons learnt.

Regular and thorough reporting of an emergency event, and of the recovery phases, will provide the SWEK LRCC with justification for actions taken and money spent to:

- The Community affected by the emergency;
- Ratepayers;
- Taxpayers;
- The public (through the media); and
- Federal/State Government, if there are requests for physical assistance (e.g., from Australian Defence Force) or financial assistance (requests for a donation to a Mayoral Relief Fund or for recovery funding assistance).

The reporting systems must be flexible, simple and concise, and be adaptable to the event. Administrative assistance across all aspects is required to ensure the information is documented and recorded for future reference.

A Communication Plan is required to ensure Reporting is communicated in a timely manner to those who require the report. Regular reporting should include as a minimum the following:

- Welfare
- Public health
- Business
- Environment
- Private property damage
- Critical infrastructure
- Communications
- Adequacy of local resources
- External assistance
- Transport

3.8 Exercises

The LRC is to ensure that adequate exercises are undertaken to test the Local Recovery Plan on a regular basis.

Part 4: Local Recovery Arrangements

4.1 Introduction

This part of the Plan details issues that apply where an event is assessed as being of sufficient magnitude to require the Local Recovery Coordinating Committee to be involved in the recovery process.

As required by the *Emergency Management Act 2005* and consistent with the community recovery concepts detailed at Page 14 & 15 of this Plan, Local Government is responsible for managing recovery within its Local Government district. Therefore, the Shire of Wyndham East Kimberley will be responsible for the management of recovery process within its district.

Where the level of recovery is beyond the capacity of the local community, State level support shall be requested as outlined in *WESTPLAN – Recovery Coordination*.

4.2 Agency Responsibilities

Agencies need to be consulted locally to verify how they will undertake these agreed responsibilities as this may vary due to geographic location and resource availability throughout the State. For this reason, the recovery roles and responsibilities of all agencies/groups should be detailed in the Local Recovery Plan, as this is what each of the parties to the Plan have agreed to.

The Roles and Responsibilities of agencies can be found at Appendix 1.

4.3 Contacts Register

A contact list for all agencies/groups with responsibilities under this Plan is attached at Appendix 2 to this Plan.

Contact details for the Chairman of the LRCC and the Local Recovery Coordinator are also contained in the Emergency Contact Directory that forms part of the Shire of Wyndham East Kimberley Local Emergency Management Arrangements.

4.4 Transition: Response to Recovery

Recovery activities should 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 Incident Controller is to ensure that the Local Recovery Coordinator is notified of the event and is included as a member of the Incident Support Group (ISG).

During the response activities, many of the agencies with recovery roles are heavily committed, therefore the inclusion of the Local Recovery Coordinator on the ISG will ensure:

- The alignment of response and recovery priorities;
- Liaison with the key agencies;
- An awareness of the key impacts and tasks; and
- Identification of the recovery requirements and priorities as early as possible.

The LRCC should be established as soon as possible for a briefing of the emergency even during the response phase, to detail the extent of contingencies to allow for smooth transition from response to recovery.

4.5 Activation

The decision to activate this Plan will be made by the LRCC Chairperson on the advice of the Local Recovery Coordinator as a result of an assessment of the assistance needed for recovery made by either:

- The Incident Support Group;
- Through consultation between the Controlling Agency, Incident Controller and the Local Emergency Coordinator; or
- The Local Government.

A Committee Activation Checklist, such as that provided at Appendix 3, may be appropriate to ensure that all required actions are undertaken when the Local Recovery Plan is activated.

4.6 Impact Assessment & Recovery Planning

It is essential that an assessment of the recovery and restoration requirements be conducted as soon as possible after the impact of the event. Impact assessment should not interfere with response operations. Access to the affected area may be restricted by the Controlling Agency until it is determined to be safe to enter.

The following sources may assist in the collection of impact assessment data:

- Controlling Agency;
- Welfare agencies – to identify persons in need of immediate assistance;
- Local government building inspectors and engineers;
- Insurance assessors; and
- Business associations, e.g. local Chamber of Commerce.

Depending upon the extent of the community relief, recovery assistance, restoration and reconstruction required the LRCC may develop a specific recovery plan setting out the recovery process to be implemented.

To facilitate best management of data collection and avoid those affected being asked the same questions by numerous survey teams; agencies must avoid acting independently and work within the SWEK LRCC framework and liaison. Information collected must be carefully managed so as to retain client confidentiality and to avoid any use for commercial gain.

It is recognised that various agencies will collect data for their own purposes; however, recovery planning must provide coordination of inspections, and the eventual synthesis of various reports into an overall summary.

A Recovery Needs Assessment & Support Survey Form is contained in Appendix 6. Due to the sensitivity of the information and potential conditions post event it is expected that two people will be present at each premises and they have been the subject of a prior Police Check.

4.7 Welfare and Health Services

Emergency management welfare support activities are directed at meeting the immediate needs of community members for food, personal requisites & clothing, shelter and safety. Please refer to the Local Welfare Management Plan for the area for more detail.

Health activities are directed at meeting the health needs of the community affected by an emergency event. Please refer to the Dept. of Health Emergency Plans for more information.

Recovery activities are directed at providing the information, resources, personal support and community infrastructure necessary for individuals and communities to achieve self-sufficiency and sustain independent functioning.

As part of the overall impact assessment to assist in the operational recovery planning it may be appropriate to conduct a survey of people/families affected by the emergency. A sample “Recovery Needs Assessment Survey” Form is attached at Appendix 6 for use in the appropriate circumstances.

4.8 Emergency Financial Assistance

The Dept. for Child Protection & Family Support (DCPFS) may provide financial assistance to people who are impacted by an emergency event who are eligible and in need.

Other financial assistance (including WANDRRA) may be provided by other Government and Non-Government agencies depending on the size and impact of the emergency event and the appropriate legal and procedural requests to do so.

4.9 Appeals & Donations

Where possible, donations of goods and services should be discouraged as they are difficult to manage. Due to lack of quality control foodstuffs may pose a health threat. Donations of cash are more practicable to manage and provide the opportunity to utilise local services which in turn assists with the recovery of local business.

Donations of Cash: The Local Recovery Committee will encourage the use of the Lord Mayor’s Distress Relief Fund (where triggered by the character of event) for

people wanting to make cash donations. In other situations the Shire may support the establishment of a local fund that complies with an adopted Terms of Reference.

Donations of Service and Labour: Any donations of services or labour to assist with the recovery from an emergency should be administered by the affected Local Government or if established the Local Recovery Committee. Where the State Government level recovery coordination arrangements are activated under WESTPLAN – RECOVERY COORDINATION the Recovery Services Sub Committee may arrange the administration of donations of services and labour.

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

4.10 Public Information

Timely, efficient and effective dissemination of information to the affected community and the community at large in respect to recovery measures and contact points is essential. The method of dissemination of information on recovery measures during the recovery phase will depend upon whether or not the Recovery Plan has been fully activated.

The Local Recovery Coordinator will appoint a Media Liaison Officer following an emergency where the Local Recovery Plan has been fully activated to coordinate the dissemination of information on recovery activities.

Agencies or organisations involved in the recovery process are encouraged to disseminate information on their services to the public in the usual manner, however it is expected that Media Releases will be provided to the LRC for comment prior to dissemination.

Public Information Continuity

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

Managing Public Expectations

Those affected and the public at large cannot be expected to understand the challenges faced by a Local Recovery Coordinator who, with limited resources and without statutory powers, will be attempting to coordinate the recovery effort. Prior agreements and planned press releases will serve to inform and pre-empt unrealistic expectations.

Coordination of Public Information Messages

Every agency participating in the recovery process will have a responsibility to communicate with their customers. Joint information centres, joint or agreed press

releases and agreement on key messages will facilitate the process and provide a better service to those affected. An agreement shall be entered into among agencies as to protocols to be followed.

Role of Politicians

State/Federal politicians and the Shire of Wyndham East Kimberley CEO/President will play key communication roles in providing information and participating in briefings. They will also have a role as spokesperson from time to time.

Communicating Change

Where recovery priorities or actions are likely to be controversial, those affected have the right to learn about it first-hand and to participate in the decision-making process. Face-to-face communication will be facilitated at both public meetings and private meetings with impacted residents/organisations.

Managing Media Interest

Media management will be coordinated by experienced media personnel working directly with the LRCC to ensure the delivery of honest, timely and regular press releases. Using a pre-appointed spokesperson and coordinating the communication of key messages and using joint information centres (multi-agency coordination) will assist with media management.

Electronic media such as websites (hosted by Local Government and participating agencies) and internet news sites should be utilised during recovery. Providing answers to frequently asked on an advertised website (SWEK website would be made available for this) is an excellent public information tool.

Any potential impact on tourism must be acknowledged. Liaison with the Kununurra Visitor Centre should be maintained.

4.11 Information Centres

An Information Centre/One Stop Shop may be established, when required, by the Shire of Wyndham East Kimberley to provide information and advice to the effected community. The location and contact details of the Information Centre will be disseminated to the community when and where it is established.

The Centre would also include representatives from all the agencies and service providers relevant to the event, e.g. Government agencies, Health and Welfare services and small business.

4.12 Infrastructure

The restoration/reconstruction of essential services, e.g. roads, transport, water, sewage, electricity, and waste disposal, will remain the responsibility of the agencies with existing responsibility for the provision of those services.

The LRCC is responsible for recommending priorities and ensuring work is completed.

4.13 State Level Assistance

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

State level assistance will be provided in accordance with existing departmental or agency policies and work within the National Disaster Relief Arrangements.

State level assistance in recovery is outlined in the WESTPLAN Recovery Coordination. This details arrangements that apply where an event is assessed as being of sufficient magnitude to require State involvement in the recovery process.

State level assistance aims to restore to community the capacity for self-help. Assistance at the State level will involve continuous demands for information on problems encountered and progress of recovery.

State level assistance may be in the form of:

- Provision of advice (DFES, DCPFS);
- HMA to provide on-going advice and assistance to link back into future planning of prevention and preparedness; and
- Provision of assistance, where:
 - There is a statutory requirement for actions or need to invoke a statute to achieve the desired outcomes from the recovery process;
 - State level assistance is essential to or will make a significant contribution to the coordination of the recovery process; and
 - There are economies of scale.

Most State level involvement and assistance during recovery of an emergency is delivered through a variety of Government agency functions.

Part 5: Appendices

Appendix 1: Agency Roles & Responsibilities

Organisation	Responsibilities
Anglicare Financial Counselling Service	<ul style="list-style-type: none"> • To provide debt negotiation & advocacy. • Access entitlements, insurance, superannuation, Centrelink payments, and crisis payments. • Assist in interest loans for white goods & beds. • To provide understanding of credit code & bankruptcy. Referrals to Ombudsman.
Australian Defence Force (ADF) Norforce	<ul style="list-style-type: none"> • Assist with emergency Defence Assistance to the Civil Community arrangements.
Centrelink	<ul style="list-style-type: none"> • Employment and provide support allowance funding.
Department for Child Protection & Family Support (CPFS)	<ul style="list-style-type: none"> • Coordinate all welfare arrangements. • Coordinate disaster relief funding. • Provide the SWEK Local Welfare Arrangements.
Department of Education	<ul style="list-style-type: none"> • To oversee District schools in the East Kimberley.
Department of Parks and Wildlife (DPAW)	<ul style="list-style-type: none"> • Coordinate and assume responsibility for native flora and fauna recovery and management. Advise on matters pertaining to recovery and fire control. The Department is responsible for protecting and conserving the environment and nature of WA for its intrinsic value and for the benefit of present and future generations. DPAW's function is to protect National Parks, Marine Parks, Conservation Parks, State Forests, Nature Reserves, Marine Nature Reserves and Marine Management areas. • Key responsibilities include broad roles in managing, regulating & assessing maintenance aspects of the use of the States natural resources.
Horizon Power	<ul style="list-style-type: none"> • To maintain electricity supplies and ensure safety of public and infrastructure associated with the supply of electricity across the network. Provide response for the restoration of electricity to the SWEK. • Advise on priority of restoration of electricity.

Organisation	Responsibilities
Kimberley Development Commission (KDC)	<ul style="list-style-type: none"> • The KDC is a State Government agency, which works to help develop the Kimberley's regional economy and enhance the qualities that make the region so unique. • The KDC works in close partnership with other State and Federal Government Agencies, Local Government, industry, business and community groups to ensure the region continues to develop.
Kununurra Chamber of Commerce and Industries	<ul style="list-style-type: none"> • Provide liaison and consultation with business community needs.
Main Roads (MRWA)	<ul style="list-style-type: none"> • To provide safe and efficient road access on the MRWA road network.
SWEK Environmental Health Officer (or alternate)	<ul style="list-style-type: none"> • Implement and coordinate environmental health programs. • Oversee the administration of SWEK as per Environmental Health Emergency Support Plan.
SWEK Governance Support Officer (or alternate)	<ul style="list-style-type: none"> • Undertake media management for the LRC & LRCC.
SWEK Local Recovery Chairperson (CEO or nominated delegate)	<ul style="list-style-type: none"> • Chair the SWEK LRCC. • Ensure key staffing roles including LRC are fulfilled. • Ensure administrative support to LRC & LRCC. • Ensure fulfilment of key operational elements in line with organisational responsibilities.
SWEK Local Recovery Coordinator (LRC) (Position held by a nominated person or Deputy from within the Shire)	<ul style="list-style-type: none"> • Ensure all key aspects of community recovery are undertaken. • As requested by Chairperson act as spokesperson on behalf of the Shire.
SWEK Manager Community Services (or alternate)	<ul style="list-style-type: none"> • Manage the social health and wellbeing of the community. • Participate in social program development & implementation. • Securing funding. • Liaising with Human Service providers
SWEK Manager East Kimberley Regional Airport	<ul style="list-style-type: none"> • To maintain Airport operations at Kununurra and Wyndham that can support recovery operations.
SWEK Manager Operations (or alternate)	<ul style="list-style-type: none"> • To maintain and construct roads, drainage and paths, coordinate street and pavement sweeping and green waste collection within the Shire.
SWEK Manager Operations (or alternate)	<ul style="list-style-type: none"> • To coordinate and carryout waste collection and disposal, litter collection and hard waste collection

Organisation	Responsibilities
SWEK Manager Operations (or alternate)	<ul style="list-style-type: none"> • Coordinate the maintenance of parks, reserves, gardens and street trees within the Shire.
Telstra	<ul style="list-style-type: none"> • As a national carrier and ISP, Telstra function is to provide infrastructure to enable state, national and international communications. • To provide communication services on a local and national basis and maintain the Telstra network.
WA Country Health Service	<ul style="list-style-type: none"> • Coordinate disease control issues.
WA Housing Authority (relevant to public housing, government employee housing and remote Aboriginal Housing)	<ul style="list-style-type: none"> • Manage and relocate displaced residents. • Manage and attend to emergency and critical maintenance items • Assess property damage.
WA Police	<ul style="list-style-type: none"> • To provide protection of life & property. • Law enforcement/ apprehending and processing of offenders. • Traffic management and road safety. • Crime prevention and community policing. • Assist with EM and co-ordination. Resources include staff, vehicles, mobile police facility, warning devices & communications District wide.
Water Corporation	<ul style="list-style-type: none"> • Coordinate and manage reinstatement of SWEK potable water supply. • Advise and coordinate all aspects of drainage from estuaries, inlets and waterways.

Other agencies and organisations will be approached on an as needs basis to support aspects of the recovery. This can include commercial businesses such as mines and those that are community based.

Appendix 2: Contacts Register

Kununurra:

First Name	Surname	Email Address	Mobile	Phone	Position	Organisation
Kelly	Colledge	kelly.colledge@cpfs.wa.gov.au	0409 780 736	9168 0333	District Director East Kimberley	Child Protection and Family Support
Megan	Spence	Megan.Spence@cpfs.wa.gov.au	0427 196 037	9193 8400	District Emergency Services Officer Kimberley District	Child Protection and Family Support (Based in Broome)
Noel	Wilson	noel.wilson@agric.wa.gov.au	0429 105 336	9166 4001	Manager Northern Region	Department of Agriculture and Food WA
Nick	Kearns	nick.kearns@housing.wa.gov.au	0409 418 891	9166 5100	Regional Manager East Kimberley	Department of Housing
Felix	McQuistan	felix.mcquistan@dfes.wa.gov.au	0448 970 378	9168 2161	Area Officer East Kimberley	DFES (Fire Services)
Graham	Sears	graham.sears@dfes.wa.gov.au	0429 881 559	9169 1372	District Officer East Kimberley	DFES (SES)
Daryl	Moncreiff	daryl.moncreiff@dpaw.wa.gov.au	0418 919 384	9168 4200	Regional Manager Kimberley	DPAW
Roanna	Edwards	roanna.edwards@horizonpower.com.au	0455 069 193	9166 4713	Retail and Community Manager	Horizon Power
Andrew	Olgivie	kfp@westnet.com.au	0427 194 903	9169 1772	Captain	Kununurra VFRS
Sean	Rose	sean.rose@mainroads.wa.gov.au	0437 632 448	9168 4728	Operations Manager - Kununurra	Main Roads
Lincoln	Heading	lincfel@bigpond.com		9169 1003		SES
Sarel	De Koker	sarel.dekoker@stjohnambulance.com.au	0427 473 150	9168 2302	Station Manager	St John Ambulance
Cr Darren	Spackman	darren.spackman@swек.wa.gov.au	0418 681 100		Councillor	SWEK
David	Klye	david.klye@swек.wa.gov.au	0419 132 777	9168 4161	Director Infrastructure Local Recovery Coordinator LEMC Chair	SWEK
Ebony	Daniell	ebony.daniell@swек.wa.gov.au	0408 423 527	9168 4100	Environmental Health Officer	SWEK
Paul	Bawden	paul.bawden@swек.wa.gov.au	0439 031 583	9168 2648	Manager East Kimberley Regional Airport Deputy Recovery Coordinator.	SWEK
Paul	Wilson	paul.wilson@swек.wa.gov.au	0429 157 230	9168 4100	Senior Ranger and Emergency Services Coordinator Executive Officer Deputy Recovery Coordinator	SWEK
Donna	Hindmarsh	donna.hindmarsh@health.wa.gov.au	0408 944 304	9166 4242	Operations Manager	WA Country Health Service
Steve	Principe	steve.principe@police.wa.gov.au	0438 931 221	9166 4530	Officer in Charge Deputy Chair LEMC	WA Police
Ernie	Pucci	Ernie.Pucci@watercorporation.com.au	0477 300 179	9168 0721	Dams Coordinator	Water Corporation
Thomas	Pearce	Tom.Pearce@watercorporation.com.au	0409 202 056	9168 0749	Operations Manager	Water Corporation

Minutes Distribution:

Daniel	Hill	Kimberley.pilbara.da@semc.wa.gov.au	0409 415 256	9158 3204	Acting District Advisor Kimberley - Pilbara	SEMC Secretariat
Tony	Stevenson	tony.stevenson@dfes.wa.gov.au	0417 973 644	9169 1370	District Officer	DFES
Carl	Askew	carl.askew@swek.wa.gov.au		9168 4100	CEO	SWEK
Scott	Beckwith	scott.beckwith@horizonpower.com.au	0418 916 979	91929910	Manager Kimberley Business	Horizon Power (Based in Broome)

Wyndham:

First Name	Surname	Email Address	Mobile	Phone	Position	Organisation
Kelly	Colledge	kelly.colledge@cpfs.wa.gov.au	0409 780 736	9168 0333	District Director East Kimberley	Child Protection and Family Support
Megan	Spence	Megan.Spence@cpfs.wa.gov.au	0427 196 037	9193 8400	District Emergency Services Officer Kimberley District	Child Protection and Family Support (Based in Broome)
Noel	Wilson	noel.wilson@agric.wa.gov.au	0429 105 336	9166 4001	Manager Northern Region	Department of Agriculture and Food WA
Nick	Kearns	nick.kearns@housing.wa.gov.au	0409 418 891	9166 5100	Regional Manager East Kimberley	Department of Housing
Bill	Dempsey	bill.dempsey@dpaw.wa.gov.au	0457 514 537	9168 4200	District Coordinator	Department of Parks and Wildlife
Tony	Stevenson	tony.stevenson@dfes.wa.gov.au	0417 973 644	9169 1370	District Officer	DFES
Scott	Beckwith	scott.beckwith@horizonpower.com.au	0418 916 979	91929910	Manager Kimberley Business	Horizon Power (Based in Broome)
Sean	Rose	sean.rose@mainroads.wa.gov.au	0437 632 448	9168 4728	Operations Manager - Kununurra	Main Roads
Simon	Turnbull	simon.turnbull@stjohnambulance.com.au	0418 416 863	9161 1518	Community Paramedic	St John Ambulance
Cr Darren	Spackman	darren.spackman@swek.wa.gov.au	0418 681 100		Councillor	SWEK
David	Klye	david.klye@swek.wa.gov.au	0419 132 777	9168 4161	Director Infrastructure Local Recovery Coordinator Chair LEMC	SWEK
Paul	Wilson	paul.wilson@swek.wa.gov.au	0429 157 230	9168 4100	Senior Ranger and Emergency Services Coordinator Executive Officer Deputy Recovery Coordinator.	SWEK
Jane	Drew	louise.drew@health.wa.gov.au		9166 4377		WA Country Health Service
Gene	Wright	gene.wright@police.wa.gov.au	0408 932 037	9161 0400	Sergeant (OIC)	WA Police
Simon	Womersley	simon.womersley@police.wa.gov.au	0408 194 839	9161 0400	Sergeant (OIC) (June 2016) Deputy Chair LEMC	WA Police
Ernie	Pucci	Ernie.Pucci@watercorporation.com.au	0477 300 179	9168 0721	Dams Coordinator	Water Corporation
Thomas	Pearce	Tom.Pearce@watercorporation.com.au	0409 202 056	9168 0749	Operations Manager	Water Corporation

Minutes Distribution:

Daniel	Hill	Kimberley.pilbara.da@semc.wa.gov.au	0409 415 256	9158 3204	Acting District Advisor Kimberley - Pilbara	SEMC Secretariat
Carl	Askew	carl.askew@swek.wa.gov.au		9168 4100	CEO	SWEK

Appendix 3: Local Recovery Coordinator or Committee Activation Checklist

Task Description	Complete
Within 48 hours*	
Local Recovery Coordinator to contact and alert key local contacts	
Local Recovery Coordinator to liaise with the Controlling Agency and participate in the incident management arrangements, including the Incident Support Group and Operations Area Support Group where appropriate	
Local Recovery Coordinator to receive initial impact assessment from the Controlling Agency	
Local Recovery Coordinator to determine the need for the Local Recovery Coordinating Group to be convened and its members briefed, in conjunction with the local government	
Local Recovery Coordinator and the local government to participate in the determination of state involvement in conjunction with the State Recovery Coordinator	
Meet with specific agencies involved with recovery operations to determine actions	
Further develop and implement event specific Communication Plan, including public information, appointment of a spokesperson and the local governments' internal communication processes.	
Consider support required, for example resources to maintain a record of events and actions	

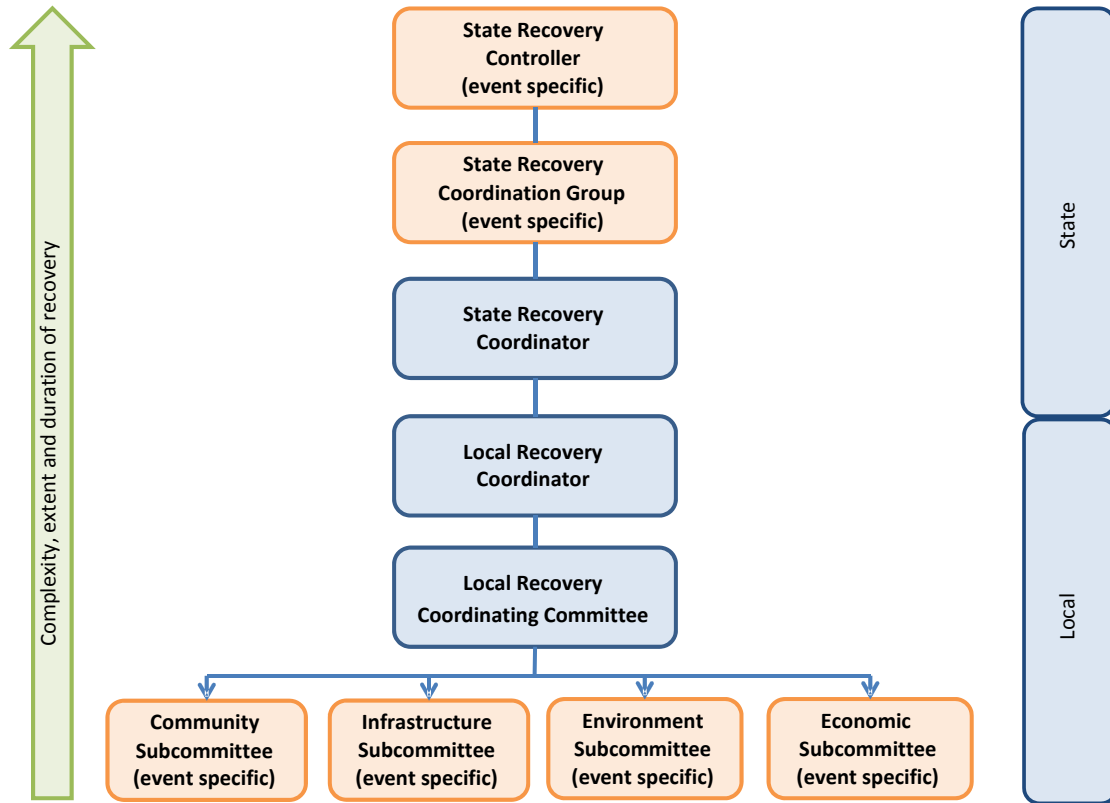
Task Description	Complete
Within 1 week	
Participate in consultation on the coordination of completion of a Comprehensive Impact Assessment by the Controlling Agency	
Activate a recovery coordination centre if required	
Identify special needs groups or individuals.	
Determine the need to establish subcommittees, and determine functions and membership if necessary	
Develop an Operational Recovery Plan which determines the recovery objectives and details the recovery requirements, governance arrangements, resources and priorities	
Confirm whether the event has been proclaimed an eligible natural disaster under the WA Natural Disaster Relief Arrangements and if so what assistance measures are available.	
Manage offers of assistance, including volunteers, material aid and donated money.	
Report to organisational hierarchy on likely costs/impact of involvement in recovery activities.	
Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counselling, material aid, accommodation, financial assistance and social, recreational and domestic facilities.	
Establish a system for recording all expenditure during recovery (includes logging expenditure, keeping receipts and providing timesheets for paid labour)	

Consider establishing a call centre with prepared responses for frequently asked questions	
Establish a 'one-stop shop' recovery centre to provide the affected community with access to all recovery services.	
Manage restoration of essential infrastructure/utilities.	
Brief media on the recovery program.	

Task Description	Complete
Within 12 months	
Determine longer-term recovery strategies	
Debrief recovery agencies and staff	
Implement transitioning to mainstream services	
Evaluate effectiveness of recovery within 12 months of the emergency	

*The Action Checklist is a guide only and the timeframes are approximate.

Appendix 4: Local Recovery Coordinating Committee (LRCC) Structure



Community Subcommittee

Objectives

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event
- To facilitate understanding on the needs of the impacted community in relation to community wellbeing
- To assess and recommend priority areas, projects, and events to assist with the recovery process in the immediate and short-term regarding the restoration and strengthening of community wellbeing
- To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration and strengthening of community wellbeing
- To ensure the affected community is informed and involved in the recovery processes so actions and programs match their needs.

Environment Subcommittee

Objectives

- To provide advice and guidance to assist in the restoration of the natural environment and environmental health post the event
- To facilitate understanding of the needs of the impacted community including quality of drinking water, management of impacted asbestos and potential effects from response activities 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 water quality, weed management and impacts on wildlife; and
- To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration of the natural environment in the medium to long term.

Buildings and Infrastructure Subcommittee

Objectives

- Assist in assessing requirements for the restoration of buildings, services and facilities in conjunction with the responsible agencies where appropriate
- To provide advice and assist in the coordination of the restoration of building and infrastructure assets and essential services damaged or destroyed during the emergency; and
- To assess and recommend priority building and infrastructure projects to assist with the recovery process in the immediate and short, medium and long term.

Economic Subcommittee

Role

To make recommendations that can support the distribution of funds and grants to community and support more widely for businesses continuity across the region.

Functions

- Work with effected community and businesses to identify measures and support access to funding schemes that can support their recovery at the earliest time. This includes:
 - ensuring the principles of equity, fairness, simplicity and transparency apply
 - recognise the extent of loss suffered by individuals and businesses
 - complement other forms of relief and assistance provided by government and the private sector ; and
 - recognise immediate, short, medium and longer term needs of affected businesses.

Appendix 5: Operational Recovery Plan

(Suggested composition/layout following a major emergency)

SWEK Local Recovery Coordinating Committee

Operational Recovery Plan

Emergency: (type and location)

Date of Emergency:

Section 1

Introduction

- Background on the nature of the emergency or incident
- Aim or purpose of the plan
- Authority for plan

Section 2

Assessment of Recovery Requirements

- Details of loss and damage to residential, commercial and industrial buildings, transport, essential services (including State and Local Government infrastructure)
- Estimates of costs of damage
- Temporary accommodation requirements (includes details of evacuation centres)
- Additional personnel requirements (general and specialist)
- Human services (personal and psychological support) requirements
- Other health issues

Section 3

Organisational Aspects

- Details the composition, structure and reporting lines of the groups/committees and subcommittees set up to manage the recovery process
- Details the inter-agency relationships and responsibilities
- Details the roles, key tasks and responsibilities of the various groups/committees and those appointed to various positions including the Recovery Coordinator.

Section 4

Operational Aspects

- Details resources available and required
- Redevelopment Plans (includes mitigation proposals)
- Reconstruction restoration programme and priorities, (including estimated timeframes)
- Includes programs and strategies of government agencies to restore essential services and policies for mitigation against future emergencies
- Includes the local government program for community services restoration
- Financial arrangements (assistance programs (NDRRA), insurance, public appeals and donations)
- Public information dissemination.

Section 5

Administrative Arrangements

- Administration of recovery funding and other general financial issues
- Public appeals policy and administration (including policies and strategies for office and living accommodation, furniture and equipment details for additional temporary personnel).

Section 6

Conclusion

Summarises goals, priorities and timetable of plan.

Signed by

Chair, Local Recovery Coordinating Committee

Date:

Appendix 6: Recovery Needs Assessment & Support Survey Form

Recovery Needs Assessment and Support Survey Form

This needs assessment is being conducted to gather information about your personal circumstances so we can assist you, provide you with information on particular services, or refer you to organisations who can best assist you with your recovery process.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to a number of interviewers. However please note that further contact may be necessary.

You are not obliged to provide any or all of the information requested. You should be aware that the information you provide may be passed to other agencies involved in the recovery process.

Please note that completion of this survey does not guarantee your specific needs will be met immediately, however every effort will be made to obtain the assistance you need as quickly as possible.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquires about the survey, please ring this telephone number:

In terms of the Privacy Act should you wish to access, change or amend any information you have given please ring the above telephone number. You can also contact this agency at: (physical address).

Interview Conducted at _____
(Place)

(Date) (Time)

By _____
Interviewer (print name)

Tear this page off and give it to the person being interviewed, along with any information sheets/brochures.

NOTES FOR INTERVIEWER

Introduce yourself to the person being interviewed.

“Hello, I am {*name*}; I am here on behalf of the Shire of Wyndham East Kimberley local recovery committee about the recent emergency event. I would like to talk with you to see if there is anything we can help you with, or organisations we can refer you to, to assist your recovery.”

Read through the cover page with the interviewee and complete it. Tear it off and give it to the person being interviewed. It is now their receipt.

1. Provide them with the information sheets/brochure.
2. Start at section one and continue to work through all sections.
3. Texts in grey italic font are prompts for you to note or advise the interviewee on.
4. If the interviewee declines to give information, complete known details and return the form with cover intact.

NOTE: some people may take this opportunity to offload any frustrations. Do not take this personally; it is best to listen and then move on to the next question when possible.

Administrative information

Person conducting interview Name (print):

Contact details: _____

Date: _____

Person being interviewed I have been given the front page of this survey form and agree to the use of the information I have given for the purposes of recovery from this emergency.

Name (print): _____

Signature: _____ Date: _____

Section One: Occupier and Property

1.1 Principal Occupier's Name(s):

Family name _____

First name(s) _____

1.2 Total # of people normally residing at this property _____ (number)

1.3 Other people normally resident

Family name _____ First name(s) _____

Family name _____ First name(s) _____

Family name _____ First name(s) _____

Family name _____ First name(s) _____

(Please provide children's ages)

1.4 Have you registered with CPFS by filling in a NRIS registration form? (Please circle one)

Yes (Go to Question 1.4a) No (Go to Question 1.5)

You may be required to register to access recovery services. Please ask your interviewer to explain the process to you.

1.4a If yes, what is your registration number _____

1.4b Does anyone in your family have a different registration number? Yes / No

Write the other #(s) if you know them _____

1.5 Location of affected property

Address of affected property: _____

Phone day/night of affected property: _____

1.5a What is your rates number/valuation number (if known) _____

1.5b Would you like to be considered for rates relief (if available) Yes / No

1.6 Do you own the property Yes / No

If No, please provide contact details of the owner if you know these.

Name: _____

Address:

Phone day/night: _____

1.7 Where are you currently living (please tick one)

- Living at affected property – go to Section Two
- Temporary accommodation until we can return to property
- Temporary accommodation looking for new permanent accommodation
- In new permanent accommodation

1.8 Current address and contacts (if not living at affected property)

Address: _____

Phone day/night: _____

Section Two: Damage to Dwelling/Contents and Insurance

2.1 Was your house damaged? (Tick one)

- Yes (Go to Question 2.2)
- No (Go to Question 2.3)
- Don't know as have not yet seen house (Go to Question 2.3)
- Not damaged but not accessible (Go to Question 2.3)

2.2 Please tick the list below to indicate damage that occurred

Nature of damage

- Water supply not working
- Sewerage not working
- Drainage blocked
- Electricity cut
- Gas cut
- Telephone cut
- Road in access cut or restricted
- Damage to outbuildings on property
- Other (please describe)

2.2a When was your house damaged? Date: _____

2.2b To the best of your knowledge, what caused this damage?

Cause of damage

- Flood water
- Storm
- Hazardous materials incident
- Earthquake
- Fire
- Other (please detail)

2.2c Has your house been inspected by the council (building inspector)?

Yes / No / Don't know (Please circle one)

2.2d Would you like someone to do a check of your house and property to ensure it is safe to move back into? Yes / No (Please circle one)

2.2e Is your house insured? (Please tick one)

Yes
Go to Question 2.2f

No
Go to Question 2.3

Don't own house
Go to Section 3

I decline to answer this question

Go to Question 2.3

2.2f Have you lodged an insurance claim? Yes / No (Please circle one)

2.2g What is the name of your insurance company or agent?

2.2h Has an insurance assessor inspected the property? Yes / No (Please circle one)

2.3 Have you experienced damage to contents in your house? (Please tick one)

Yes

Go to Question 2.3a

No

Go to Question 2.4

Don't know as have not yet seen contents

Go to Question 2.4

2.3a Are your house contents insured? (Please tick one)

Yes

Go to Question 2.3b

No

Go to Section 3

I decline to answer this question

Go to Question 2.4

2.3b What is the name of your insurance company or agent?

2.3c Has an insurance claim been lodged? Yes / No (Please circle one)

2.3d Has an insurance assessor inspected the damage? Yes / No (Please circle one)

Section Three: Alternative Accommodation

3.1 Do you need assistance to find alternative accommodation? (Please circle one)

() Yes Go to Question 3.1a

() No Go to Section 4

3.1a What kind of accommodation do you require? (Please tick one)

() Temporary (less than a week)

() Short-term (1-4 weeks)

() Long-term (more than one month)

() Please estimate number of months ()

() Permanent

3.1b The accommodation needed is to house:

Adults _____ (number)

Children _____ (number)

3.1c Do you have any special needs for your accommodation i.e., access for wheelchairs, aged, please provide details: _____

3.1d Do you have pets? Yes / No (Please circle one)

If yes, please detail what kind of pet and how many: _____

Section Four: Health and Welfare

Household

4.1 Do you require any clean-up assistance for your house or property?

- () Yes Go to Question 4.2a
- () No Go to Question 4.3
- () Don't know Go to Question 4.3

4.1a Please provide details of the kind of assistance you would like: _____

(If you have answered yes your details will be passed on to the council who are coordinating clean-up services where available).

4.2 Are you looking after any evacuees at your home?

- () Yes Go to Question 4.4a
- () No Go to Question 4.5

4.2a Would you like to receive information about financial support for hosting these evacuees? Yes / No (Please circle one)

Personal

4.3 If you have had contents in your home damaged, would you like to be contacted by agencies that are distributing donated goods? (Please circle one)

- () Yes Go to Question 4.1a
- () No Go to Question 4.2

4.3a What kind of goods do you need? (Please list)

4.4 Do you have a need for clothing/toiletries or bedding? (Please circle one)

- () Yes Go to Question 4.5a
- () No Go to Question 4.6

4.4a What kind of these items do you need? (Please list)

- 4.5** Are there any medications which you or your family use that you are unable to get?
(Please circle one)
() Yes Go to Question 4.6a
() No Go to Question 4.7

4.6a If you would like us to help you get medication, please describe the medications in as much detail as possible_____

4.6b Is a prescription required for these medications? Yes / No (Please circle one)

4.6c If Yes please provide the name and address of your doctor and pharmacist

4.7 Would you like to find out about support or counselling services for you or a family member?
Yes / No (Please circle one)

(This question is included to help you access services that may be provided by affiliate organisations)

4.8 Do you have any affiliation to any other groups in the community? Yes / No

If yes please indicate which groups_____

Domestic animals/pets

4.9 Have you got any domestic animals or pets which are in need of care?

- () Yes Go to Question 4.9a
() No Go to Section 5

4.9a What kind of animals are they? (Please list all your animals)

4.9b Where are they located? (Please provide address/physical location)

4.9c What kind of care do they need? (Please detail)

Section Five: Financial

5.1 Do you require any assistance with income support?

- Yes Go to Question 5.1a
- No Go to Question 5.2

5.1a Are you already a client of Centrelink? (Please circle one)

- Yes Please contact Centrelink directly
- No Please contact Centrelink through the help line and they can advise you on assistance available

Note there may be grants available from other sources such as the Red Cross and mayoral relief funds. Applications will need to be filled in for these grants. Please advise those being interviewed about any relief funds that have been established and provide them with application forms if possible.

Documents

5.2 Have you lost, or do you not have access to, any of the following? (Please tick all those that apply)

Please indicate who in your house has lost these documents

- Document lost or not able to be accessed
- Lost
- Cannot access

Who in your house has lost this document?

- Bank books
- Cheque books
- Credit cards
- EFTPOS cards (money cards)
- Community cards
- Passport
- Birth certificate
- Marriage certificate
- Citizenship certificate
- Insurance papers
- Other: Please detail:

5.3 If you have lost your bank documents do you have access to a branch of your bank?
Yes / No / Does not apply (Please circle one)

Appendix 7 – Glossary of Terms

The terms used in this Local Recovery Plan are consistent with Section 3 of the Emergency Management Act 2005. For additional information in regards to the Glossary of Terms, refer to the current Emergency Management Western Australia Glossary 2011.

Community Emergency Risk Management	A systematic process that produces a range of measures which contribute to the well-being of communities and the environment.
Comprehensive Approach	The development of emergency and disaster arrangements to embrace the aspects of prevention, preparedness, response, and recovery (PPRR). PPRR are aspects of emergency management, not sequential phases.
Controlling Agency	An agency nominated to control the response activities to a specified type of emergency.
Coordination	The bringing together of organisations and elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, manpower and equipment) in accordance with the requirements imposed by the threat or impact of an emergency. Coordination relates primarily to resources, and operates, vertically, within an organisation, as a function of the authority to command, and horizontally, across organisations, as a function of the authority to control.
District	Means an area of the State that is declared to be a district under section 2.1 <i>Local Government Act 1995</i> .
District Emergency Management Committee (DEMC)	A committee established under Section 31(1) of the <i>Emergency Management Act 2005</i> .
Emergency	An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response.
Emergency Management	The management of the adverse effects of an emergency including: (a) Prevention – the mitigation or prevention of the probability of the occurrence of and the potential adverse effects of an emergency; (b) Preparedness – preparation for response to an emergency; (c) Response – the combating of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage and help to speed recovery; and (d) Recovery – the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing.

Emergency Management Agency	A hazard management agency (HMA), a combat agency or a support organisation as prescribed under the provisions of <i>the Emergency Management Act 2005</i> .
Emergency Risk Management	<p>A systematic process that produces a range of measures which contribute to the well-being of communities and the environment. This process considers the likely effect of hazardous events and the measures by which they can be minimised.</p> <p>Hazard - A situation or condition with potential for loss or harm to the community or the environment.</p> <p>Risk - A concept used to describe the likelihood of harmful consequences, arising from the interaction of hazards, communities and the environment.</p>
Hazard	<ul style="list-style-type: none"> (a) a cyclone, earthquake, flood, storm, tsunami or other natural event (b) a fire (c) a road, rail or air crash (d) a plague or an epidemic (e) a terrorist act as defined in The Criminal Code section 100.1 set out in the Schedule to the <i>Criminal Code 1995</i> of the Commonwealth (f) any other event, situation or condition that is capable of causing or resulting in <ul style="list-style-type: none"> (i) loss of life, prejudice to the safety or harm to the health of persons or animals or (ii) destruction of or damage to property or any part of the environment and is prescribed by <i>Emergency Management Regulations 2006</i>
Hazard Management Agency (HMA)	A public authority or other person, prescribed by regulations because of that agency's functions under any written law or because of its specialised knowledge, expertise and resources, to be responsible for the emergency management or an aspect of emergency management of a hazard for a part or the whole of the State.
Incident	An event, accidentally or deliberately caused, which requires a response from one or more of the statutory emergency response agencies.
Incident Controller (IC)	The person designated by the relevant Hazard Management Agency, responsible for the overall management and control of an incident and the tasking of agencies in accordance with the needs of the situation.
Incident Management Team	The group of incident management personnel comprised of the Incident Controller, and the personnel appointed to be responsible for the functions of AIIMS.

Incident Support Group (ISG)	A group of agency/organisation liaison officers convened and chaired by the Incident Controller to provide agency specific expert advice and support in relation to operational response to the incident.
Lifelines	The public facilities and systems that provide basic life support services such as water, energy, sanitation, communications and transportation. Systems or networks that provide services on which the well-being of the community depends.
Local Emergency Coordinator (LEC)	That person designated by the Commissioner of Police to be the Local Emergency Coordinator with responsibility for ensuring that the roles and functions of the respective Local Emergency Management Committee are performed, and assisting the Hazard Management Agency in the provision of a coordinated multi-agency response during <i>Incidents</i> and <i>Operations</i> .
Local Emergency Management Arrangements (LEMA)	Written by the local government, Local Emergency Management Arrangements are documented emergency management plans for the local government district. Consistent with State emergency management policies and plans, arrangements are to include information as stipulated in section 41(2) of the Act, accommodating the comprehensive approach to emergency management; Prevention, Preparedness, Response and Recovery (PPRR) that contribute to the reduction or elimination of hazards and to reducing the susceptibility or increase in the resilience to hazards of the community or the environment in the local government district.
Local Emergency Management Committee (LEMC)	Means a committee established under section 38 of the <i>Emergency Management Act 2005</i> .
Operational Area Support Group (OASG)	A group of agency/organisation liaison officers, including the designated Emergency Coordinator, convened by the Operational Area Manager/Incident Controller to provide agency specific expert advice and support in relation to strategic management of the incident/s.
Preparedness	Arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed. Measures to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects.
Prevention	Regulatory and physical measures to ensure that emergencies are prevented, or their effects mitigated. Measures to eliminate or reduce the incidence or severity of emergencies.
Recovery	The coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being.

Response	Actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised and that people affected are given immediate relief and support. Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.
Risk	<p>A concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities and the environment.</p> <ul style="list-style-type: none"> - 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	The systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk. Refer to <i>AS/NZS ISO 31000:2009</i>
Risk Register	A register of the risks within the local government, identified through the Community Emergency Risk Management process.
State Emergency Management Committee (SEMC)	A committee established under Section 13 of the <i>Emergency Management Act 2005</i> .
Support Organisation	A public authority or other person who or which, because of the agency's functions under any written law or specialized knowledge, expertise and resources is responsible for providing support functions in relation to that agency.
Vulnerability	The degree of susceptibility and resilience of the community and environment to hazards. The degree of loss to a given element at risk or set of such elements resulting from the occurrence of a phenomenon of a given magnitude and expressed on a scale of 0 (no damage) to 1 (total loss).
Welfare Centre	Location where temporary accommodation is actually available for emergency affected persons containing the usual amenities necessary for living and other welfare services as appropriate.

Acronyms

ADF:	Australian Defence Force
BoM:	Bureau of Meteorology
CEO:	Chief Executive Officer
DAFWA:	Department of Agriculture and Food
DCPFS:	Department for Child Protection and Family Support
DFES:	Department of Fire and Emergency Services
DEMC:	District Emergency Management Committee
DoE:	Department of Education
DoH:	Department of Health
DPAW:	Department of Parks and Wildlife
DPI:	Department of Planning and Infrastructure
EOC:	Emergency Operations Centre
HMA:	Hazard Management Agency
IC:	Incident Controller
ISG:	Incident Support Group
LEC:	Local Emergency Coordinator
LEMC:	Local Emergency Management Committee
LEMA:	Local Emergency Management Arrangements
LG:	Local Government
LRC:	Local Recovery Coordinator
LRCC:	Local Recovery Coordinating Committee
LRP:	Local Recovery Plan
OASG:	Operations Area Support Group
OIC:	Officer in Charge
RCC:	Recovery Coordination Centre
SEMC:	State Emergency Management Committee
SEMP:	State Emergency Management Policy
SES:	State Emergency Service
SJA:	St John Ambulance
SRCC:	State Recovery Coordinating Committee
SWEK:	Shire of Wyndham east Kimberley
VBFB:	Volunteer Bush Fire Brigade
VFRS:	Volunteer Fire and Rescue Service
WAPOL:	Western Australian Police