



Kununurra – Wyndham Local Recovery Plan

SHIRE OF WYNDHAM EAST KIMBERLEY

2022 - 2027

1 CERTIFICATE OF ENDORSEMENT


Local governments are required under the provisions of Section 36 of the *Emergency Management Act 2005* to ensure that Local Emergency Management Arrangements (LEMA) are prepared for their local government area.

This includes the identification of a Local Recovery Coordinator and inclusion of a Recovery Plan as detailed in *State Emergency Management Policy 6 Recovery – 6.3.2*.

The document to which this certificate refers shall be referred to as the SWEK Local Recovery Plan 2016 and here after referred to as the Recovery Plan.

The Recovery Plan has been prepared by the Local Emergency Management Committee (LEMC) in consultation with Hazard Management Agencies, Shire of Wyndham East Kimberley, government and non-government organisations and community groups.


As a requirement of the State Emergency Management Committee Policy Statement 2.5, the Arrangements have been submitted to those bodies appearing below for endorsement.


Chair

21-04-2022
Date

Shire of Wyndham East Kimberley

Local Emergency Management Committee


Chief Executive Officer
Shire of Wyndham East Kimberley

21-04-2022
Date

Endorsed by Shire of Wyndham East Kimberley Council.

Date: 22nd February 2022

Resolution Number: 118587

Noted by the State Emergency Management Committee

Date: 4th August 2022

Resolution Number: 10/2022

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2 DISTRIBUTION

DISTRIBUTION LIST	
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Executive Officer LEMC	1
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Kimberley Police District Office	1
Kununurra Police	1
Wyndham Police	1
Kalumburu Police	1
DFES Kununurra/Wyndham	1
Department of Biosecurity, Conservation and Attractions – Parks and Wildlife Service	1
Department of Communities – Child Protection and Family Support	1
Department of Health	1
Department of Primary Industries and Regional Development – Agriculture and Food	1
Department of the Premier and Cabinet	1
Department of the Prime Minister and Cabinet – Indigenous Affairs	1
Department of Transport	1
Department of Communities – Housing	1
Department of Justice – Wyndham Work Camp	1
Services Australia – Centrelink	1
St John Ambulance Kununurra/Wyndham	1
NORFORCE	1
East Kimberley Sea Rescue Group	1

Horizon Power	1
Water Corporation	1
Kununurra and Wyndham Airport Service's	1
East Kimberley Chamber of Commerce and Industry	1
Main Roads Western Australia	1
Australian Red Cross	1
Telstra	1
Wyndham Port Authority	1
East Kimberley College	1
St Joseph's School - Kununurra	1
Wyndham District High School	1
St Joseph's School - Wyndham	1
Airbus - Wyndham	1
Ngnowar Aerwah Aboriginal Corporation	1
Miriwong Gajerrong Aboriginal Corporation	1
Wunan - Kununurra	1
Juniper Community Care – Kununurra/Wyndham	1
Committees:	
Kimberley District Emergency Management Committee	1
State Emergency Management Committee	1

3 AMENDMENT RECORD

NUMBER	DATE	AMENDMENT SUMMARY	AUTHOR
1	Dec 2016	Complete review of expired 2016 Plan. Endorsed by LEMC 06/07/2016. Endorsed by Council 28/06/2016 (Resolution 11415)	Emergency Services Coordinator (SWEK)
2	Dec 2020	Complete review of expired V2 Plan. Endorsed by LEMC TBA Endorsed by Council TBA (Resolution TBA)	Emergency Services Coordinator (SWEK)
3	Feb 2022	Endorsed by Council 22/02/2022 (Resolution 118587)	Emergency Services Coordinator (SWEK)
4	August 2022	Noted by SEMC 04/08/2022	Emergency Services Coordinator (SWEK)

Suggestions and comments can help improve this plan.

Feedback can include:

- What you like or don't like about this 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 above table, when updated.

4 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 Emergency Glossary* or the *WA Emergency Risk Management Procedure*.

For additional information in regards to the Glossary of Terms, refer to the current Emergency Management Western Australia Glossary.

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 Emergency Glossary* or the *WA Emergency Risk Management Procedure*.

For additional information in regards to the Glossary of Terms, refer to the current Emergency Management Western Australia Glossary.

A

Accident a sudden event in which harm is caused to people, property or the built or natural environment. See also **Incident** and **Emergency**.

Agency Representative an individual allocated to an incident from an assisting agency who has been delegated full authority to make decisions on all matters affecting that agency's participation at the incident. *Syn.* 'liaison officer'.

AIIMS see **Australasian Interservice Incident Management System**.

AIIMS Structure the combination of facilities, equipment, personnel, procedures and communications operating within a common organisational structure with responsibility for the management of allocated resources to effectively accomplish stated objectives relating to an incident (AIIMS).

Alert that period when it is believed that resources may be required which enables an increased level of preparedness. See also **Warning**.

All-Agencies Coordinated and Integrated Approach the 'all agencies coordinated and integrated' approach recognises that no one agency can address all of the impacts of a particular hazard. It is necessary for a lead agency to coordinate the activities of the large number of organisations and agencies that are involved. These can be drawn from across all levels of government, non-government, volunteer organisations and the private sector.

All-Hazards Approach the all-hazards approach assumes the functions and activities applicable to one hazard are often applicable to a range of hazards. The all-hazards approach increases efficiency by recognising and integrating common emergency management elements across all hazard types. It does not, however, prevent the development of specific plans and arrangements for hazards that require a specialised approach.

Assets anything valued by people which includes houses, crops, forests and in many cases the environment.

Australasian Interservice Incident Management System (AIIMS) a nationally adopted structure to formalise a coordinated approach to emergency incident management.

Australian Maritime Safety Authority (AMSA) a Commonwealth regulatory safety agency having as its charter the efficient delivery of safety and other services to the Australian maritime industry and provision of search and rescue services to the aviation and maritime sectors.

Authorised Officer (a) the State Emergency Coordinator and (b) a person authorised under Section 61 of the *Emergency Management Act 2005*.

Authorised Person a person authorised by legislation to utilise a range of powers conferred by that legislation.

Available Resources resources at an incident and available for allocation at short notice. *See also Resources.*

B

Biological Disaster a disaster caused by the exposure of living organisms to germs and toxic substances.

Briefing the process of advising personnel of the details of the incident or event with which they will deal.

Bureau of Meteorology (BOM) the overall mission of the Bureau is to observe and understand Australian weather and climate and provide meteorological, hydrological and oceanographic services in support of Australia's national needs and international obligations.

Bushfire a fire involving grass, scrub or forest. Syn. 'wildfire'.

Bushfire Danger Period a period of the year, either established by legislation or declared by the relevant agency, when restrictions are placed on the use of fire due to dry vegetation and the existence of conditions conducive to the spread of fire.

Bushfire Management all those activities directed to prevention, detection, damage mitigation and suppression of bushfires. Includes bushfire legislation, policy, administration, law enforcement, community education, training of fire fighters, planning, communications systems, equipment research and the multitude of field operations undertaken by land managers and emergency services personnel relating to bushfire control.

C

Civil Aviation Safety Authority an independent statutory authority responsible for conducting the safety regulation of civil air operations in Australia and the operation of Australian registered aircraft overseas.

Civil Disorder a riot, violent protest, demonstration, or illegal assembly that may affect public safety.

Combat to take steps to eliminate or reduce the effects of an incident upon the community.

Combat Agency a combat agency prescribed under Part 5 of the *Emergency Management Regulations 2006* is to be a public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.

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

Commander a single-agency term. A commander has authority only within that agency. Responsibilities include the direction and coordination of the activities of that agency. A commander operates vertically within that agency and cannot command members of another agency.

Communicable Disease a disease caused by germs such as bacteria and viruses that can be spread from one person to another. *Syn.* 'infectious disease'.

Communications Plan details the methods and systems for people to communicate with each other, the incident management structure, including the actual radio channels/mobile phone numbers. (AIIMS)

Community a group with a commonality of association and generally defined by location, shared experience, or function. A social group which has a number of things in common, such as shared experience, locality, culture, heritage, language, ethnicity, pastimes, occupation, workplace, etc.

Community Alert a community alert is issued to warn the community of a period danger and provide safety advice on what to do relative to the risks.

Community Warning a warning to provide information to the public so people can take appropriate action to reduce losses during an actual or developing emergency situation.

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. *Syn.* 'disaster cycle', 'disaster phases' and 'PPRR'

Consequence the outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain. In the emergency risk management context, consequences are generally described as the effects on people, social setting, public administration, and the environment and the economy.

Contamination invasion of a person or animal by pathogenic germs (contaminants). Presence of an infectious agent on inanimate articles such as clothes, surgical instruments, dressings, water, milk or food. Transfer and propagation of a contaminant.

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

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

Coordination the bringing together of organisations and elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, manpower and equipment) in accordance with the requirements imposed by the threat or impact of an emergency. Coordination 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. *See also* **Control** and **Command**.

D

Damage Classification evaluation and recording of damage to structures, facilities, or objects according to three (or more) categories:

- 1 'severe damage' which precludes further use of the structure, facility, or object for its intended purpose;

- 2 'moderate damage' or the degree of damage to principal members, which precludes effective use of the structure, facility, or object for its intended purpose, unless major repairs are made short of complete reconstruction; and,
- 3 'light damage' such as broken windows, slight damage to roofing and siding, interior partitions blown down, and cracked walls; the damage is not severe enough to preclude use of the installation for the purpose for which was intended.

Debrief (Operational Debrief) a meeting at the end of an operation with the purpose of assessing the conduct or results of an operation.

Defence Assistance to the Civil Community (DACC) assistance to the community provided by Department of Defence personnel in the event of natural disaster or civil emergency.

Disaster *see* **Emergency**

Disaster Area a geographical part of the State or Territory in which a state of emergency or disaster exists.

Disaster Management the body of policy and administrative decisions and operational activities which pertain to the various stages of a disaster at all levels. *See also* **Emergency Management**.

Disaster Victim Identification (DVI) procedures used to positively identify deceased victims of a multiple casualty event.

Discussion Exercise (DISCEX) a discussion exercise is an indoor exercise employing a carefully prepared scenario to test and practice various aspects of emergency management planning, procedures or training. Syn. 'tabletop exercise', 'model exercise' or 'syndicate exercise'. *See also* **Exercise**.

Disease Control all policies, precautions and measures taken to prevent the outbreak or spread of communicable diseases.

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

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

District Emergency Coordinator (DEC) the person appointed by the State Emergency Coordinator to provide advice and support to their district emergency management committee in the development and maintenance of emergency management arrangements and carry out other emergency management functions under the direction of the State Emergency Coordinator.

E

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.

Emergency area the area to which an emergency situation declaration or a state of emergency declaration applies.

Emergency coordination centre (ECC) a facility established to coordinate and organize emergency provision of services. *See also* **Emergency Operations Centre**.

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

- prevention – the mitigation or prevention of the probability of the occurrence of, and the potential adverse effects of, an emergency;

- preparedness – preparation for response to an emergency;
- 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
- 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.

Emergency Management District an emergency management district established under section 28 *Emergency Management Act 2005*.

Emergency Operations Centre (EOC) a facility, either static or mobile, from which the total operation or aspects of the operation are managed. A facility established to control and coordinate the response and support to an incident or emergency. Syn. **Incident Control Centre**. See also **Forward Control Centre**.

Emergency Plan a documented scheme of assigned responsibilities, actions and procedures, required in the event of an emergency. See also **Emergency Response Plan**.

Emergency Public Information (EPI) information provided to the community during emergency situations with instructions on how to get assistance or to protect personal health, safety and property.

Emergency Public Information Coordinator the person appointed at State, district or local level to coordinate arrangements for emergency public information support to Hazard Management Agencies at the respective level.

Emergency Response Plan a plan which sets out the roles and responsibilities of agencies in emergency response and the coordination arrangements which are to be utilised. See also **Emergency Plan**.

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.

Emergency Service an agency responsible for the protection and preservation of life and property from harm resulting from incidents and emergencies. Syn. 'emergency services authority' and 'emergency service organisation'.

Emergency Situation a declaration made under section 50 of the *Emergency Management Act 2005*, by a Hazard Management Agency or the State Emergency Coordinator, which provides access to additional emergency management powers.

Emergency Welfare Service an organisation to provide all reasonable welfare aid and services to people in need due to an emergency or disaster. Such measures include coordination, control and provision of services to be instituted before, during and after the impact of an emergency or disaster.

Essential Services Network Operators 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

Evacuation the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.

Evacuation Centre a centre that provides affected people with basic human needs including accommodation, food and water. In addition, to enhance the recovery process, other welfare/recovery services should also be provided.

Event an incident or situation, which occurs in a particular place during a particular interval of time.

Exercise simulation of emergency management events, through discussion or actual deployment of personnel, in order: to train personnel; to review/test the planning process or other procedures; to identify needs and/or weaknesses; to demonstrate capabilities; and to practice people in working together. For example: discussion exercises, field exercises, table top exercises and tactical exercises without troops.

F

Field Commander (Agency Specific) the officer responsible for commanding the activities of an agency in the field.

Forward Control Centre a facility, where the controller is located, at or near the scene of an emergency to facilitate better control and management of a particular emergency. In emergencies where the impact is widespread there may be the need to locate more than one forward control centre in which case the title of each forward control centre should be preceded by the place name. The forward control centre may be located in an existing building or be a self-contained mobile unit. Syn. 'field control centre', 'forward command centre', 'forward command post', 'forward control point', and 'incident control point'.

G

Geographic Information System (GIS) a computerised database for the capture, storage, analysis and display of locationally defined information. Commonly, a GIS portrays a portion of the earth's surface in the form of a map on which this information is overlaid.

Global Positioning System (GPS) a highly-accurate navigation system based on a constellation of 24 satellites orbiting the earth at 20,000 kilometres that transmit back a set of signals.

H

Hazard an event, situation or condition that is capable of causing or resulting in loss of life, prejudice to the safety, or harm to the health of persons or animals; or 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*.

- (a) a cyclone, earthquake, flood, storm, tsunami or other natural event;
- (b) a fire, a road, rail or air crash;
- (c) a plague or an epidemic;
- (d) a terrorist act as defined in The Criminal Code section 100.1 set out in the Schedule to the *Criminal Code 1995* of the Commonwealth;
- (e) any other event, situation or condition that is capable or causing or resulting in;
 - (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 *Emergency Management Regulations 2006*

Hazard Identification the process of recognising that a hazard exists and defining its characteristics.

Hazard Management see **Mitigation**.

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

Hazardous Material a substance or material which has been determined by an appropriate authority to be capable of posing an unreasonable risk to health, safety and property.

HAZCHEM Emergency Action Code a code system indicating the initial emergency actions for incidents involving hazardous materials.

HAZMAT see hazardous material.

I

Impact to have a noticeable or marked effect on.

Impact Area any area which is likely to bear, is bearing, or has borne the full impact of any disaster and in which major lifesaving operations are necessary.

Incident the occurrence or imminent occurrence of a hazard. See *also* **Accident** and **Emergency**.

Incident Action Plan a statement of objectives and strategies to be taken to control or suppress an incident; approved by the incident controller. Describes the actions to be taken to control or suppress an incident.

Incident Control Centre (ICC) the location where the incident controller and, where established, members of the incident management team provide overall direction of response activities in an emergency situation. Syn. 'emergency operations centre'.

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

Incident Management the process of controlling the incident and coordinating resources.

Incident Management System (IMS) a system that allows an Incident Controller and their team to control an incident and coordinate resources that is facilitated by information management and intelligence gathering.

Incident Management Team (IMT) a group of incident management personnel comprising the incident controller, and the personnel he or she appoints to be responsible for the functions of operations, planning and logistics. The team headed by the incident controller which is responsible for the overall control of the incident.

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

L

Legislation a set of rules made by a State, Territory or Federal Government, and includes acts and regulations.

Liaison Officer a representative of an agency/organisation as part of an incident management/operations area management group. Liaison officers should have the capability to

communicate with the agency they represent and the authority to commit their agencies' resources. See also **Agency Representative**.

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

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

Logistics the range of operational activities concerned with supply, handling, transportation, and distribution of materials. Also applicable to the transportation of people.

M

Major Incident an event which requires response by police, emergency services and the community which may affect a wider area over a longer period of time but is not a declared emergency situation or state of emergency.

Media Liaison Officer a liaison officer delegated the task of dealing with the media.

Minister references to the Minister means the Minister responsible for the *Emergency Management Act 2005*.

Mitigation measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and environment.

Municipality means the district of the Shire of Wyndham East Kimberley.

N

Natural Disaster Relief & Recovery Arrangements (NDRAA) the arrangements under which the Commonwealth Government assists the State and Territory governments to provide approved financial assistance to eligible persons and organisations following natural disasters.

Natural Disaster any emergency defined by the Commonwealth for the purposes of the Natural Disaster Relief Arrangements: including bushfire, earthquake, flood, storm, cyclone, storm surge, landslide, tsunami, meteorite strike and tornado.

O

Objective a goal statement of what is to be achieved.

Operating Procedures prescribed routine action to be followed by staff during operations.

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

Operational Area Manager (OAM) the person designated by the relevant HMA, responsible for the overall management of an Operation within a defined Operational Area and the provision of strategic direction and operational coordination to agencies and Incident Controller(s) in accordance with the needs of the situation.

Operational Area Support Group (OASG) a group of agency / organisation liaison officers convened and Operational Area Manager to provide agency specific expert advice and support in relation to strategic management of the emergency.

Operations Officer the officer delegated by the Incident Controller for the direction, supervision and implementation of tactics in accordance with the Incident Action.

P

PPRR an abbreviation for prevention, preparedness, response and recovery. See *Emergency Management Principles*.

Pandemic prevalent throughout an entire country or continent, or the whole world, as in a disease.

Perceived Risk the level of risk that is thought to exist by an individual or group of individuals.

Personal Support Services the process of assisting the diverse, immediate as well as longer-term personal needs of people affected by a disaster. Such needs may encompass provision of information, practical advice on a range of issues and emotional support. See *also Recovery*.

Plan a formal record of agreed emergency management roles, responsibilities, strategies, systems, and arrangements. See *also Emergency Plan*.

Population at Risk a well-defined population whose lives, property, and livelihoods are threatened by given hazards. Used as a denominator. All those persons who would be directly exposed to floodwaters within the dambreak - affected zone if they took no action to evacuate.

Preparedness preparation for response to an emergency. 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. See *also Comprehensive Approach*.

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

Probability the likelihood of a specific outcome, measured by the ratio of specific outcomes to the total number of possible outcomes. Probability is expressed as a number between 0 and 1, with 0 indicating an impossible outcome and 1 indicating an outcome is certain.

Public Authority:

- an agency as defined in the Public Sector Management Act 1994;
- a body, corporate or unincorporated that is established or continued for a public purpose by the State, regardless of the way it is established;
- a local government or regional local government;
- the Police Force of Western Australia;
- a member or officer of a body referred to in one of the above; or
- a person or body prescribed (or of a class prescribed) by the regulations as a public authority for the purposes of this definition.

Public Awareness the process of informing the community as to the nature of the hazard and actions needed to save lives and property prior to and in the event of disaster.

Q

Quarantine legal restrictions imposed on a place or tract of land by the serving of a notice and limiting access or egress of specified animals, persons or things.

R

Reception Centre a centre established for the immediate receipt of evacuees and as such will be the initial source for the delivery of welfare services to those evacuees.

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

Recovery Information Management develops timely, effective communication channels to gather, process and disseminate information relevant to the recovery of the affect community.

Recovery Management (principles of) successful recovery relies on:

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

Refuge Site a place where the community may take shelter within the community that is suitable to the hazard that presents. This may be an open space, building or other suitable place of shelter. It may be determined at the time of the emergency.

Register.Find.Reunite an Australian Red Cross service that registers, finds and reunites family, friends and loved ones after an emergency.

Registration the process of accurately recording onto disaster registration cards details of all persons affected by disaster whether they are evacuated or remain in the disaster area. See *also* **Register.Find.Reunite**.

Relief the provision of immediate shelter, life support and human needs to persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to emergency relief centres.

Resilience the ability of a system, community or society, exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structure and functions. This is determined by the degree to which the community has the necessary resources and is capable of organising itself both prior to and during times of need.

Resources all personnel and equipment available, or potentially available, for incident tasks.

Response the combatting of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage, and help to speed recover. 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. See *also* **Comprehensive Approach**.

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; and
- Expected losses (of lives, persons injured, property damaged, and economic activity disrupted) due to a particular hazard for a given area and reference period. Based on mathematical calculations, risk is the product of hazard and vulnerability.

Risk Acceptance an informed decision to accept the likelihood and the consequences of a particular risk.

Risk Assessment the overall process of risk identification, risk analysis and risk evaluation.

Risk Criteria the State's endorsed risk criteria and associated tools and guidelines which form the minimum required level of analysis/reporting.

Risk Identification the process of finding, recognising and describing risks.

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

Risk Reduction actions taken to lessen the likelihood, negative consequences, or both, associated with a risk.

Risk Register a register of the risks within the local government, identified through the Community Emergency Risk Management process.

Risk Statement a statement identifying the hazard, element at risk and source of risk.

Risk Treatment process of selection and implementation of measures to modify risk. The term "risk treatment" is sometimes used for the controls themselves.

Risk Treatment Options measures which modify the characteristics of hazards, communities, or environments.

S

Safest Corridor the route that evacuees take that presents the safest egress from the threat to the place of safety.

Search and Rescue (SAR) the process of locating and recovering disaster victims and the application of first aid and basic medical assistance as may be required.

Secondary Hazard a hazard that occurs as a result of another hazard or disaster, i.e. fires or landslides following earthquakes, epidemics following famines, food shortages following drought or floods.

Situation Report (SITREP) a brief report that is published and updated periodically during an emergency which outlines the details of the emergency, the needs generated, and the responses undertaken as they become known.

St John Ambulance Australia a national charitable organisation dedicated to the relief of persons in sickness, distress, suffering or danger. In all States it provides first aid training and volunteer first aid and community care services, and in Western Australia and the Northern Territory it also runs the public ambulance service.

Staging Area a prearranged, strategically placed area where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency.

Stand-Down that phase where an agency's response is no longer required, and services are wound back. Site teams are returned to base and additional staff called in are released from duty.

Standard Emergency Warning Signal (SEWS) a distinct sound approved by the State Emergency Management Committee to indicate an emergency announcement follows.

Standard Operating Procedures (SOP) a set of directions detailing what actions could be taken, as well as how, when, by whom and why, for specific events or tasks.

State Disaster Council a group established, under section 63 of the *Emergency Management Act 2005*, during a state of emergency to liaise with, advise and support the State Government and the State Emergency Coordination Group, and liaise with the Australian Government as required, in relation to the state of emergency.

State Emergency Coordination Group (SECG) a group that is established, under section 26 of the *Emergency Management Act 2005* during a state of emergency, or may be established where an emergency occurs or is imminent, to ensure the provision of a strategic, coordinated multi-agency response to and recovery from the emergency and report to the Minister.

State Emergency Management Committee (SEMC) committee established under section 13 of the *Emergency Management Act 2005*.

State Emergency Management Plan a plan prepared under section 18 of the *Emergency Management Act 2005* to outline the State arrangements for the emergency management of hazards and support functions.

State Emergency Management Policies a set of policies prepared under Section 17 of the *Emergency Management Act 2005* that provides for:

- a strategic framework for emergency management in the State;
- the roles and responsibilities of emergency management organisations; and

- other matters that are prescribed by the regulations.

State Emergency Public Information Coordinator (SEPIC) the SEPIC, appointed by the State Emergency Coordinator, is the Director Media and Public Affairs, Western Australia Police.

State of Emergency a declaration made under section 56 of the *Emergency Management Act 2005*, by the Minister, which provides access to further emergency management powers.

State Public Information Line (SPIL) a telephone call centre facility that may be established by the State Emergency Public Information Coordinator to receive and respond to general inquiries from the public regarding an emergency.

Strategy a statement detailing how an objective will be achieved.

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.

T

Tolerable Risk a risk which the exposed people are expected to bear without undue concern, once all reasonable practicable reduction measures have been adopted. 'Tolerable' is sometimes used interchangeably with 'acceptable', but its more negative connotations make it more appropriate for risks which are reluctantly accepted.

Treatment Options a range of options identified through the emergency risk management process, to select appropriate strategies' which minimize the potential harm to the community.

U

Unified Command a method for all agencies or individuals who have jurisdictional responsibility, or in some cases who have functional responsibilities at the incident, to contribute to: determination of overall objectives for the incident, and selection of strategies to achieve the objectives.

V

Volunteer Emergency Worker a volunteer worker who engages in emergency activity at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, of an agency to which either the State emergency response or recovery plan applies.

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).

W

Warning information provided to people at risk before or during an incident/emergency advising them to take appropriate action to reduce losses.

Warning System a suite of procedures and protocols established to inform individuals and communities about emerging or current threats and how to respond to reduce risk of death, injury, property loss and damage.

Weather Alert a warning broadcast on radio or television of an approaching storm or gale, or of an impending cold change.

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

Welfare Assembly Centre the initial point, within or just outside the disaster area, to which and from which emergency affected persons shall be directed as appropriate.

Welfare Centre location where temporary accommodation is available for emergency affected persons containing the usual amenities necessary for living and other welfare services as appropriate.

Welfare Information Centre any centre established within or near the disaster area to meet the immediate needs of emergency affected persons which will be the focal point for the delivery of welfare services to the community but does not provide accommodation.

Acronym	Full Name
AFP	Australian Federal Police
ADF	Australian Defence Force
AGDEMA	Attorney Generals Department of Emergency Management
ARFF	Airport Rescue and Fire Fighting
ATSB	Air Transport Safety Bureau
BFS	Bush Fire Service
BoM	Bureau of Meteorology
CEO	Chief Executive Officer
DBCA	Department of Biodiversity, Conservation and Attractions
DEC	District Emergency Coordinator
DEM	District Emergency Management Committee
DEMC	District Emergency Management Committee
DER	Department of Environment Regulation
DFES	Department of Fire and Emergency Services
DISCC	Disaster Information Support and Care Centres
DPLH	Department of Planning, Lands and Heritage
DMP	Department of Mines and Petroleum
DPIAD	Department of Primary Industries and Regional Development
DOC	Department of Communities
DOE	Department of Education
DOH	Department of Housing
DPI	Department of Planning and Infrastructure
ECC	Emergency Coordination Centre
EM	Emergency Management
EMAG	Exercise Management Advisory Group
EOC	Emergency Operations Centre
HMA	Hazard Management Agency
HP	Horizon Power

IC	Incident Controller
IMT	Incident Management Team
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LG	Local Government
LRC	Local Recovery Coordinator
LRCC	Local Recovery Coordinating Committee
LRP	Local Recovery Plan
MRWA	Main Roads Western Australia
OASG	Operations Area Support Group
OEM	Office of Emergency Management
OIC	Officer in Charge
PPRR	Prevention / Preparedness / Response / Recovery
RCC	Recovery Coordination Centre
RFDS	Royal Flying Doctors Service
SEC	State Emergency Coordinator
SEMC	State Emergency Management Committee
SEMP	State Emergency Management Policy
SES	State Emergency Service
SEWS	Standard Emergency Warning Signal
SJA	St John Ambulance
SOP	Standard Operation Procedure
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

6 INTRODUCTION

6.1. 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 programs and exercises.

6.2. 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.

6.3. Community Consultation

The Local Emergency Management Committee (LEMC) members and outside organisations have been consulted throughout the draft process, including minuted amendments.

6.4. Document Availability

Copies of these arrangements shall be distributed to all members, shall be free of charge during office hours and available on the Shire of Wyndham East Kimberley website.

- Kununurra Shire Office
20 Coolibah Drive, Kununurra.
- Wyndham Shire Office
Koolama Street, Wyndham.
- Shire's website www.swek.wa.gov.au.

6.5. Area Covered

The Shire of Wyndham East Kimberley (SWEK) is located in the ruggedly picturesque and sparsely populated northeast corner of Western Australia (WA), stretching from the Northern Territory (NT) border to the northern most tip of WA.

The Shire covers an area of 121,000 square kilometers and is one of four local governments that make up the Kimberley region. The Shire includes the towns of Kununurra and Wyndham and there are also a number of Aboriginal Communities; the largest being Kalumburu, which is situated in the northern part of the Shire.

The Shire boasts many attractions some of which include Carr Boyd Ranges, Celebrity Tree Park, Cockburn Ranges, Drysdale River National Park, Emma Gorge, Five Rivers Lookout (the Bastion), Gibb River Road, The Grotto, Ivanhoe Crossing, Kelly's Knob, Kununurra Diversion Dam/Lake Kununurra, Lake Argyle, Lily Lagoons, Mirima National Park, Mitchell River National Park, Ord River Irrigation Area, Ord River, Parry's Lagoon Nature Reserve, Pentecost River, Ragged Range, Wyndham Community Fishing Jetty and Zebedee Springs.

The Shire of Wyndham East Kimberley is a diverse and varied community which has a number of special considerations that need to be taken into account when planning for and managing an emergency incident. These special considerations are detailed at 1.7.3 Special Considerations.

Refer **Attachment number 9 – Locality Maps - Kununurra, Wyndham, Kalumburu & Communities.**

6.5.1. Population

The Shire of Wyndham East Kimberley has two main population areas, Kununurra and Wyndham. The town of Kununurra is the principal centre located 3,040kms northeast of Perth and is situated approximately 37 kms from the WA/NT Border. With its tropical climate and its many natural attractions, the Shire of Wyndham East Kimberley is the eastern gateway to the Kimberley.

The population is approximately 8,000 people which are split between the two towns of Kununurra and Wyndham as well as pastoral leases and Indigenous communities. This excludes large variances in tourist population during the Wet and Dry Seasons.

6.5.2. Climate

The climate is defined by a distinct wet season and dry season. The Shire of Wyndham East Kimberley is located north of the Tropic of Capricorn, so the climate in the East Kimberley is a tropical monsoon climate.

The dry season is characterised by clear blue skies, easterly winds and cooler temperatures. The weather is very stable and outdoor events can be planned years in advance.

The wet season is hot and humid, sometimes violent, and above all unpredictable. During the "build up", the beginning of the wet season, rain occurs in the form of violent thunderstorms. Huge cloud masses pile up in the afternoons with lightning and localised rainfall that is often preceded by strong winds. Weather patterns change as the wet season progresses. During the wet season tropical lows can develop into cyclones effecting the Shire.

Flooding is a common event in the East Kimberley wet seasonal period causing road closures, cutting off main access roads and localised flooding.

6.5.3. Water Supply

The Kununurra town water supply is provided and managed by the Water Corporation and obtained from bores in an unconfined aquifer on the northern bank of Lake Kununurra.

The Ord Irrigation Cooperative (OIC) provides water and drainage services to the farms within Stage 1 and 2 of the Ord River Irrigation Area (ORIA) in Kununurra. The Ord Stage 1 area is 15,150 hectares of agricultural land. Water is gravity fed to farms via a series of earth lined open supply channels, using a range of flow regulator structures.

Wyndham obtains its water supply from Moochalabra Dam. The dam's catchment is undeveloped Crown land. It provides a secure, high-quality water source. Moochalabra Dam is a reinforced rock fill dam with a clay core. The reservoir has a capacity of 2.35 GL.

6.5.4. Sewerage

Within the Shire, Kununurra and Wyndham provide connection to deep sewerage infrastructure that is maintained by the Water Corporation. The remainder are connected to their own onsite waste water systems, such as conventional septic tanks and leach drains, or alternative treatment systems.

6.5.5. Power Supply

The towns of Wyndham and Kununurra get their energy from the hydro power station at Lake Argyle. Horizon Power have back-up generators based in Kununurra and Wyndham.

6.6. Authority

The Local Recovery Plan has been prepared in accordance with section 41(4) of the *Emergency Management Act 2005* and forms a part of the Local Emergency Management Arrangements for the Shire of Wyndham East Kimberley. This plan has been endorsed by the Shire of Wyndham East Kimberley Local Emergency Management Committee and has been tabled for information and comment with the Kimberley District Emergency Management Committee. This Plan has been approved by the Shire of Wyndham East Kimberley.

6.7. Purpose

The purpose of the Local Recovery Plan is to describe the arrangements for effectively managing recovery at a local level, including accountability and responsibility.

6.8. 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 Shire of Wyndham East Kimberley.
- 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.
- Provide a framework for recovery operations.

6.9. 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.

7 RELATED DOCUMENTS AND ARRANGEMENTS

7.1. Related Documents

The following documents are related to this Plan:

- Emergency Management Act 2005.
- Westplan Recovery Coordination.
- Westplan Emergency Public Communications.
- Westplan Registration and Reunification.
- Westplan Welfare.
- Westplan Health.
- SEMP4.4 – State Recovery Coordination.
- Local Welfare Emergency Management Support Plan.
- SWEK Local Emergency Management Arrangements.
- SWEK Community Engagement Policy.
- SWEK Summary of Insurances.
- Disaster Recovery Funding Arrangements Western Australia (DRFA WA).
- Australian Emergency Management Handbook – Community Recovery Handbook.
- Australian Red Cross – Communicating in Recovery.

8 RESOURCES

8.1. Resources and Contacts

Resource details for recovery have been listed in **Attachment number 6 – SWEK Local Emergency Management Resource Register**.

Contact details for recovery have been listed in **Attachment number 3 – SWEK Local Emergency Management Contacts**.

8.2. Local Recovery Centre

The decision of where to establish the Local Recovery Centre will be made by the Local Recovery Coordinator and depend upon the location, extent and severity of the emergency.

Possible venues in which to establish a Local Recovery Coordination Centers in the SWEK area have been identified and are included in **Attachment number 7 - SWEK Welfare Centre locations**.

8.3. Financial Arrangements

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.

Financial Management:

- Establishing a cash reserve for the purpose, where it is considered appropriate for the level of risk;
- Understanding the use of *Section 6.8(1)(b) or (c) of the Local Government Act 1995*. Under this section expenditure not included in the annual budget can be authorized in advance by an absolute majority decision of the Council, or by the Mayor or President in an emergency and then reported to the next ordinary meeting of the Council;
- Understanding the use of *Section 6.11(2)* to utilize a cash reserve established for another purpose, subject to one month's local public notice being given of the use for another purpose. Local Government (Financial Management) Regulations 1996 – Regulation 189a) provides and exemption from giving local public notice to change the use of money in a reserve where the Mayor or President has authorized expenditure in an emergency. This would still require a formal decision of the Council before money can be accessed;
- Understanding the use of *Section 6.20(2)* to borrow funds, subject to one month's local public notice of the proposal and exercising of the power to borrow by an absolute majority decision of the Council.

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);
- 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.

The State EM Policy Section 6 and State EM Plan Section 6 outlines the States recovery funding arrangements.

Relief programs include:

- Disaster Recovery Funding Arrangements in WA (DRFA-WA)
- Centrelink
- Lord Mayor's Distress Relief Fund (LMDRF)

Information on these relief arrangements can be found in the State EM Plan Section 6.10.

8.3.1. Services Australia - Centrelink

Centrelink will ensure that payments to its existing clients in the area affected by the emergency are not disrupted and may provide financial assistance to any person whose livelihood has been affected by the emergency.

Centrelink coordinates the Australian Government Disaster Recovery Payment.

8.3.2. DRFAWA

To be an eligible event, these criteria must be met:

- A coordinated, multi-agency response is required
- The cost of emergency assistance to individuals and communities, or damage to essential public assets, is estimated to exceed \$240,000
- It must be a terrorist event or one of 10 natural disasters, including: bushfire, earthquake, flood, storm, cyclone, storm surge, landslide, tsunami, meteorite strike, or tornado.

DFES coordinates all communication with the Commonwealth and will confirm whether an event is deemed eligible.

Once an event is declared eligible, the Commonwealth issues a unique Australian Government Reference Number (AGRN) to be noted on all claims and supporting documentation.

Assistance measures available

The different funding options available under the DRFAWA are referred to as assistance measures. These are broken down into four main categories:

Category A – Emergency assistance for individuals. Category A measures are generally administered by the Department of Communities and local governments.

Category B – Emergency assistance for the repair of essential public assets and to support primary producers and small businesses to recover from a disaster event. Not all of the assistance measures offered by the Commonwealth are provided by Western Australian Government. There is, however, an additional assistance measure relating to fencing for primary producers that the WA Government does provide.

Category C – A community recovery package that is intended to support a holistic approach to the recovery of regions, communities or sectors severely affected by an eligible disaster.

Category D – Covers ‘exceptional circumstances’, in the opinion of the Commonwealth, to alleviate distress or damage.

8.3.3. Lord Mayors Distress Relief Fund (LMDRF) – Public Appeals

All cash donations resulting from public appeals should be directed to the LMDRF, as detailed in SEMP 4.4 Recovery Coordination.

Calls for public donations to assist with any emergency should be initiated by the Board of the LMDRF. Such calls may be either on the initiative of the Board itself or by the Board in consultation with any Government or statutory body.

The commencement of an appeal fund does not override the statutory obligations, on the part of various government agencies, to provide welfare, relief and reconstruction assistance to those affected by emergencies.

9 ROLES AND RESPONSIBILITIES

9.1. Local Recovery Coordinator

The Director Infrastructure has been appointed as the Local Recovery Coordinator in accordance with Section 41(4) of the *Emergency Management Act 2005*. The Senior Ranger and Emergency Services Coordinator will act in the role when the primary appointee is unavailable when an emergency occurs.

9.1.1. Role

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

9.1.2. Functions

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

10 LOCAL RECOVERY COORDINATION GROUP

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

10.1. Memberships

The SWEK LRCG will have the following core membership structure with additional participation, as required by the nature of the emergency. The core membership comprises:

- SWEK Shire President - Chair
- Local Recovery Coordinator or Deputy
- Elected members
- Members of the impacted community
- Executive Officer
- Hazard Management Agency representative
- Administrative/Secretarial Support
- Key SWEK staff as required based on the nature and extent of the emergency, including the following:
 - Communications Manager
 - Manager Stakeholder Relations
 - Executive Director Corporate Services (or delegate)
 - Executive Director Community Services (or delegate)
 - Executive Director Planning and Development (or delegate)
 - Executive Director Manager Finance (or delegate)
 - Manager Rangers & Emergency Services (or delegate)
- Key agency representatives as required based on the nature and extent of the emergency, including the following:
 - Department of Fire & Emergency Services
 - Department for Child Protection & Family Support
 - Services Australia (Centrelink)
 - Department of Agriculture & Food Western Australia
 - Main Roads WA
 - Essential services (including Western Power, Telstra, Water Corporation, Ord Irrigation Cooperative)
 - Department of Education
 - WA Country Health Service
 - Department of Parks & Wildlife
 - Department of Environment Regulation
 - East Kimberley Chamber of Commerce & Industry

10.2. Functions

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

10.3. Local Recovery Coordination Group Subcommittees

The LRCG Subcommittees will be convened as required, depending on the size, impact and complexity of the emergency event, to assist the LRC and LRCG by addressing specific components of the recovery process.

10.4. Community (Social) Subcommittee

Objectives:

- 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.
- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event.

10.5. Infrastructure (Built) Subcommittee

Objectives:

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

10.6. Environment (Natural) Subcommittee

Objectives:

- To provide advice and guidance to assist in the restoration of the natural environment post the event.
- To facilitate understanding of the needs of the impacted community in relation to environmental restoration
- To assess and recommend priority areas, projects and community education to assist with the recovery process in the immediate and short-term regarding the restoration of the environment including weed management and impacts on wildlife.
- To assess and recommend medium and long-term priority areas for consideration to assist in the restoration of the natural environment in the medium to long term.

10.7. Finance (Economic) Subcommittee

Objectives:

- The Finance Subcommittee is responsible for making recommendations to the Lord Mayor's Distress Relief Fund (LMDRF) on the orderly and equitable disbursement of donations and offers of assistance to individuals who have suffered personal loss and hardship as a result of the event.

Functions:

- Develop the eligibility criteria and procedures by which payments from the LMDRF will be made that are:
 - are equitable, fair simple and transparent;
 - 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.
- Facilitate the disbursement of financial donations from the corporate sector to affected individuals, where practical.

11 ORGANISATIONAL RESPONSIBILITIES

The following list details the assigned and/or potential roles and responsibilities of organisations that may be participants in the recovery phase of an emergency affecting your community.

11.1. Local Government

- Ensure that a Local Recovery Plan for its district is prepared, maintained and tested (s.41(4) EM Act);
- Appoint a Local Recovery Coordinator(s) [(s.41(4) EM Act);
- Chair the LRCG;
- Provide secretariat and administrative support to the LRCG, as required;
- Provide other representatives to the LRCG or its subcommittees, as appropriate to the emergency (e.g. Building Surveyor, Environmental Health Officer, Community Services); and
- Ensure the restoration/reconstruction of services/facilities normally provided by the local government.

11.2. Department of Communities

- Provide a representative to the LRCG;
- Coordinate emergency welfare services as part of the recovery process, including emergency accommodation, catering, clothing and personal effects, personal services, registration and reunification, financial assistance (State EM Plan section 5.4); and
- Manage the provision of the Personal Hardship and Distress measures under DRFAWA, including counselling, emergency assistance and temporary accommodation (State EM Plan section 6.10 and DRFAWA).

11.3. Department of Primary Industries and Regional Development

- Provide a representative to the LRCG;
- Provide technical support to primary producers and industry groups for recovery from animal or plant pest or disease emergencies; and
- Manage the provision of assistance measures to primary producers, particularly in relation to eligible financial services or reimbursements under DRFAWA (State EM Plan section 6.10 and DRFAWA).

11.4. Main Roads Western Australia

- Provide a representative to the LRCG;
- Assess and report on damage to State/Federal road infrastructure that may impact on the community;
- Issue of advice of roads closure/alternate transport route; and
- Provide advice and support to local governments involved in reopening and restoring damaged local roads. Main Roads WA is responsible for processing all local government

road infrastructure claims under WANDRRA3. Under the DRFAWA, DFES Disaster Recovery Funding Officers will be processing all local government road infrastructure claims directly under the DRFAWA.

11.5. Essential Services (Including Power, Telecommunications, Water, Gas, Horizon Power, Telstra)

- Provide a representative to the LRCG (co-opted as required);
- Assess and report on damage to essential services and progress of restoration of services; and
- Facilitate restoration of priority services as requested by the LRCG.

11.6. East Kimberley Chamber of Commerce and Industry

- Provide a representative to the LRCG (co-opted as required); and
- Assist with the assessment of the impact of the emergency on small business;

11.7. Department of Education

- Provide a representative to the LRCG (co-opted as required); and
- Advice on issues affecting normal operation of schools, e.g. restrictions on student access or damage to school premises.

11.8. Local Health Services Provider (Department of Health or Local Health Officer)

- Provide a representative to the LRCG;
- Advise on health, environmental health and medical issues arising from the emergency; and
- Coordinate the local health components of the recovery process.

11.9. Department of Water and Environment Regulation

- Provide advice on environmental protection, clean up and waste management.

11.10. Lord Mayor's Distress Relief Fund

- Liaise with the LRCG to assess the requirement for public donations and if required initiate "Calls for Public Donations" in accordance with the State Policy on "Appeals and Donations during Emergencies";
- As required set up a local appeals committee in conjunction with the LRCG; and
- Provide advice to the LRCG on criteria for, and assessment of, requests for financial assistance.

12 COMMUNICATIONS IN RECOVERY

12.1. Principles of Recovery Communications

Effective communications are a key principle of disaster recovery and critical to facilitating community involvement. An affected community has a right to all information relevant to its recovery.

During emergencies, established communication channels can be disrupted, which may result in disaster-affected people feeling disconnected and isolated from their families, friends, existing community networks and services.

People affected by disaster are often overwhelmed by large amounts of information and as a result their ability to take in information, think about it and remember it can be impacted.

During recovery, standard communication principles will apply but there will be additional considerations including the following key principles:

12.1.1. Assist the Community by Providing Relevant, Clear And Timely Information

Ensure the information is presented in a way that is clear and free of jargon. Short, sharp amounts of relevant and practical information are most useful. By consulting with the community, it is possible to establish what people actually want to know, i.e. what is happening with recovery, how they can access support and who to contact should they have any questions.

12.1.2. Target Communications and Utilise Appropriate Methods of Communication For All Audiences

Ensure your communication fits the audience; by knowing your audience and the best way to reach them. Work in conjunction with the community and individuals and utilise existing networks and strengths. Respect the community by ensuring communication is culturally appropriate.

12.1.3. Communications To Be Accessible

Ensure that information is accessible to audiences in diverse situations, addresses a variety of communication needs and is addressed through a variety of media and channels.

12.1.4. Reiterate Key Messages and Re-Communicate Regularly

After and during an emergency people can have trouble remembering information. It is important to reiterate and re-communicate information periodically throughout the recovery process.

12.1.5. Acknowledge the Impact to Help Validate People's Experiences

It is important to allow people affected by an emergency to acknowledge and validate their experiences.

12.2. ROLES AND RESPONSIBILITIES

12.2.1. Response Phase

The organisational responsibilities of communicating during emergencies are defined in Westplan - Emergency Public Communications.

- The controlling agency will manage the emergency public information function during the response phase of the emergency. The controlling agency may appoint a Public Information Officer (PIO).
- The controlling agency will also manage the public information function during the recovery phase of the emergency, **unless and until** that function is handed over to the local government.
- Hazard management agencies may address the public and the media only on matters for which they are responsible and in which they have expertise.
- Agencies shall consider the communication needs of people with disabilities and culturally and linguistically diverse (CALD) elements within the particular community affected by the emergency.

12.2.2. Recovery Phase

- The SWEK Communications Manager, in liaison with the LRC, will manage the public information during the recovery phase of the emergency when control has been handed over from the controlling agency.
- All communication activities will be carried out in accordance with the SWEK Community Engagement Policy.

12.2.3. Media Engagement

The Communications Manager has delegated authority under the SWEK Register of Delegations of Authority, ref 2015:003, to “Prepare, produce and distribute SWEK information, media releases, publications and make comment, with the condition that comment is limited to matters relating to functions of the CEO, defined by the Act”.

13.1. COMMUNICATIONS PLAN

Refer to **Attachment number 1** for a Communication Plan template.

The information that needs to be communicated in the early phases of the recovery process depends upon the characteristics of the event in terms of type, location, severity and effects on the community.

The communication plan should address the following:

13.1.1. Who Needs the Information

This involves determining the target audience within identified stakeholders. Broad groups of stakeholders include:

- Members of the affected community
- Groups and agencies involved in recovery
- Elected members
- Media
- People with special needs (refer lema special needs groups).

13.1.2. What is to be Communicated – Key Messages

The broad categories of information that need to be communicated in the recovery process include:

- What has happened?
- What recovery is likely to involve
- What plans are in place for the well-being of the community?
- What services and resources are available?
- Information which will assist the community to effect recovery

13.1.3. How is the Message Communicated

The available communications methods should be considered including:

- Community meetings
- Printed materials – e.g. Newsletters, pamphlets, flyers, brochures
- Notice boards at public buildings
- Posters / billboards (including mobile sam billboards)
- Website (swek and other agencies)
- Media including radio, print and tv
- Social media
- Email and text messaging
- Word of mouth.

13.1.4. Where is the Message Communicated

Information can be provided in a range of locations and settings including:

- Any place where people naturally congregate (churches, shopping centres, schools, community halls, sporting facilities etc.)
- Disaster site (if safe to do so)
- Reception or assembly points
- Evacuation and recovery centers
- Outreach programs
- Community information forums
- Community events

13.1.5. When is the Message Communicated

Information must be provided to affected communities in a timely manner. The timing of messages is to be included in the communication plan.

13.1.6. Feedback Strategy

Obtaining feedback ensures two-way communications is taking place. Two-way communication involves the sharing of perspectives, beliefs, and positions between interested parties, and between an emergency recovery agency and its stakeholders. Building a feedback strategy into the communications plan is important to ensure the communication being provided is beneficial to the community. Feedback can be obtained from the community in a number of ways:

- Include council contact details on all communications (email, telephone number, web address)
- Have feedback and evaluation systems integrated into all communications
- Gather data from community meetings, via note taking and face to face
- Talk to staff and volunteers that are returning from the affected area to ensure information and knowledge is transferred

13.2. COMMUNITY AND STAKEHOLDER ENGAGEMENT

Stakeholders are those who may affect, be affected by, or perceive themselves to be affected by an emergency event or the emergency recovery process. In other words, stakeholders are those people or groups who have a legitimate interest in the emergency recovery operation. It is important to be as inclusive as possible.

SWEK community engagement activities during recovery aims to

- recognise that communication with a community should be two-way and that input and feedback should be sought and considered over an extended time;
- ensure the use of best practice community engagement including: inclusiveness, commitment, building relationships and mutual respect, integrity, transparency and accountability, feedback; and evaluation.
- ensure early engagement with clear and consistent information to hasten and promote the recovery process and provide community the opportunity to address issues.

12.4.1. Community Engagement Plan

Successful engagement with a community can act as a type of community development; empowering the community and individuals to understand and influence their recovery, increase social cohesion and assist in rebuilding the social fabric of the group that has undergone significant dislocation.

In the later phases of recovery, when decisions are made that will have significant community impact, such as those regarding the rebuilding of an affected community, the SWEK Community Engagement Staff Toolkit should be utilised by the LRC, in liaison with the Communication Manager and Stakeholder Relations Manager to:

- Identify stakeholders (internal and external).
- Determine the appropriate level of stakeholder engagement based on the size, impact and complexity of the emergency event.

- Establish a communication plan that identifies what information needs to be disseminated and possible communication channels and venues.

24.4.2. Community Information Briefings and Debriefings

Community meetings can be an excellent means of communicating recovery information to and from an affected community during varying stages of the recovery process. If well planned and actively managed, they can be useful in providing information, gathering concerns, dispelling rumour and correcting misconceptions.

In the event of a major incident, community information meetings are often held jointly by emergency services, local governments and State government departments.

Community briefings provide:

- Clarification of the emergency event (controlling agency)
- Advice on services available (recovery agencies)
- Input into the development of management strategies (local government)
- Advice to affected individuals on how to manage their own recovery, including the provision of public health information (specialist advisers)

24.4.3. Purpose and Objectives

The purpose of the meeting must be clearly defined and communicated. Community meetings that are not well planned and are hazy about their objectives have a high potential to go awry and degenerate into a forum blame-laying and complaint.

The objectives of community meetings depend on the stage of recovery that the community has reached at the time of the meeting. However, the objectives should always include raising or maintaining the profile of the recovery effort and assisting the community towards recovery.

24.4.4. Planning the Meeting

In planning public meetings, the following should be taken into account:

- Who is running the meeting? (local authority, emergency management organisation, recovery agency);
- The objectives of the meeting, the agenda to be addressed, the process of conducting the meeting, the speakers (including local identities) and their subject matter;
- The availability of personnel to address issues after the meeting;
- The process for expressions of concern or complaint by attendees;
- Advertisement of the venue, date and time, purpose, patronage, speakers and complaint process;
- Strategies to deal with and follow up expressions of concern or complaint and further meetings/arrangements;
- Management issues; and
- The needs of vulnerable groups.

24.4.5. Conducting the Meeting

Public meetings should:

- Be held at a neutral venue (if possible);
- Have a strong, independent but fair and non-defensive chair;
- Have representatives from emergency-related disciplines to give factual information;
- Address the psychosocial issues as well as physical aspects of recovery;
- Have a pre-determined finishing time;
- Allow for a review of the meeting and its effect on the recovery process; and
- Follow up issues raised and prepare report-back for subsequent meetings.

Regardless of the success or otherwise of the meeting, every effort should be made to conclude the meeting on a note of optimism for the early and successful recovery of the community.

13 LIST OF ATTACHMENTS

Attachment Number	Description
1	Recovery Communications Plan Template
2	Local Recovery Coordinator or Committee Activation Checklist
3	SWEK Local Emergency Management Contacts Register
4	Operational Recovery Plan
5	Recovery Needs Assessment & Support Survey Form
6	SWEK Local Emergency Management Resource Register
7	SWEK Welfare Centre Locations
8	SWEK Local Emergency Management Coordination Centre List
9	Locality Maps – Kununurra, Wyndham, Kalumburu & Communities
10	SWEK Aboriginal Community Locations

Attachment 1: Recovery Communications Plan Template

Recovery Communications Plan

Date:

Time:

Prepared by

Part A: Identify Audience and Message

AIM	What is the purpose of the Communication Plan?			
OBJECTIVES	Specific			
	Measurable			
WHO is the Audience? <i>Identify and prioritise target audience and appropriate engagement level</i>	WHAT are the Key Messages? <i>Using clear, succinct statements</i>	HOW and WHERE are messages delivered? <i>Communications methods</i>	WHEN <i>Must be timely</i>	FEEDBACK <i>Strategy for collecting feedback</i>

Part B: Action Plan

REF#	AGREED ACTIONS	PRIORITY	RESPONSIBILITY	BY WHEN

Attachment 2: 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 12months	
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	

Attachment 3: SWEK Local Emergency Management Committee Contacts Register

REDACTED – RELEASE UPON APPLICATION

Attachment 4: 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
(Name and Position)

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 (printname)

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) _____

Total # of people normally residing at this property____(number)

1.2 Other people normally at residence

Family name _____ First name(s) _____ Age ____

Family name _____ First name(s) _____ Age ____

Family name _____ First name(s) _____ Age ____

Family name _____ First name(s) _____ Age ____

(Please provide children's ages)

1.3 Have you registered with CPFS by filling in a NRIS registration form?

() 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:

Mobile Phone for 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?

() Yes (Go to Question 4.1a)

() No (Go to Question 4.2)

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

Do need clothing/toiletries or bedding?

() 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?

() 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 (Go to Question 4.6c)

() No (Go to Question 4.7)

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 (Please circle one)

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)

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

Please indicate who in your house has lost these documents

- | | |
|---|-------|
| <input type="checkbox"/> Bank books | _____ |
| <input type="checkbox"/> Cheque books | _____ |
| <input type="checkbox"/> Credit cards | _____ |
| <input type="checkbox"/> EFTPOS cards (money cards) | _____ |
| <input type="checkbox"/> Community cards | _____ |
| <input type="checkbox"/> Passport | _____ |
| <input type="checkbox"/> Birth certificate | _____ |
| <input type="checkbox"/> Marriage certificate | _____ |
| <input type="checkbox"/> Citizenship certificate | _____ |
| <input type="checkbox"/> Insurance papers | _____ |
| <input type="checkbox"/> 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)

Attachment 6: SWEK Local Emergency Management Resource Register

Kununurra:

Item Description	Size	Location	No of items
Grader		Kununurra Depot	1
Truck - Tipper	3 Tonne	Kununurra Depot	1
Truck - Tipper	10 Tonne	Kununurra Depot	1
Tractor		Kununurra Depot	1
Backhoe		Kununurra Depot	1
Skid Steer		Kununurra Depot	1
Mowers & Slashers	Various	Kununurra Depot	4
Custom made trailer with water tank fitted	600L	Ranger Services	1
Slip on Fire Unit for Ranger vehicle	300L	Ranger Services	2
Tractor		Kununurra Airport	1
Diesel Powered Sweeper		Kununurra Airport	1
Truck	3.5 Tonne	Kununurra Airport	1
Custom made trailer with water tank fitted	1000L	Kununurra Airport	1

Wyndham:

Item Description	Size	Location	No of Items
Tipper	3 Tonne	Wyndham Depot	1
Tractor	90HP	Wyndham Depot	1
Backhoe		Wyndham Depot	1
Diesel Fuel	3000Lt	Wyndham Depot	1
Mowers & Slashers	Various	Wyndham Depot	3

KUNUNURRA:

Primary Centre

Kununurra Leisure Centre	<p>Owner: Shire of Wyndham East Kimberley</p> <p>Contact 1: KLC Coordinator</p> <p>Mobile: 0428 223 599</p> <p>Ph: 08 9168 2120</p> <p>Fax: 08 9168 2581</p> <p>mail@swek.wa.gov.au</p> <p>Contact 2: Manager Community Development</p> <p>Mobile: 0439 692 877</p> <p>Ph: 08 9168 2120</p> <p>Fax: 08 9168 2581</p> <p>mail@swek.wa.gov.au</p>
Address: Coolibah Dr. cross of Chestnut Dr.	
Capacity: 400	
<p>Comments:</p> <ul style="list-style-type: none"> • Nominated as a Welfare Evacuation Centre • It has one main auditorium with a limited number of smaller rooms <p>For further information please consult the assessment sheet compiled by DC</p>	

Secondary Centre

East Kimberley College	<p>Owner: Dept. of Education</p> <p>Contact: Principal</p> <p>Mobile: 0458 881 861</p> <p>Ph: 08 9168 4400</p> <p>Fax: 08 9169 1185</p>
Address: Mangaloo St. cross of Ironwood Dr.	
Capacity: 200 people	
<p>Comments:</p> <ul style="list-style-type: none"> • Nominated for use as a welfare evacuation centre • To be further assessed when new building is completed. 	

Kununurra Youth Centre	Owner: Shire of Wyndham East Kimberley
------------------------	--

(Leased to PCYC)	Contact: Director Infrastructure Ph: 08 9168 4100 Fax: 08 9168 1798 mail@swek.wa.gov.au
Address: Chestnut Dr. cross of Coolibah Dr.	
Capacity: 200	
Comments: <ul style="list-style-type: none"> Nominated for use as a welfare evacuation centre 	

Department of Communities-(CPFS)

Emergency Management Welfare Support Coordination Centre

Kununurra Department of Communities-CPFS Office Conference Room	Owner: DC-CPFS Contact: District Director – East Kimberley Ph: 08 9168 0333 Fax: 08 9168 3607 Mob: 0428 053 731
Address: Corner of Messmate Way and Konkerberry Dr.	
Capacity: 20	
Comments: <ul style="list-style-type: none"> Two conference rooms Phone – computer access Catering and toilet facilities Administrative support 	

WYNDHAM:

NO SUITABLE WELFARE CENTRE LOCATIONS <ul style="list-style-type: none"> HMA to evacuate effected people to Kununurra or direct people to remain in their premises.
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Attachment 8: SWEK Local Emergency Management Coordination Centre List

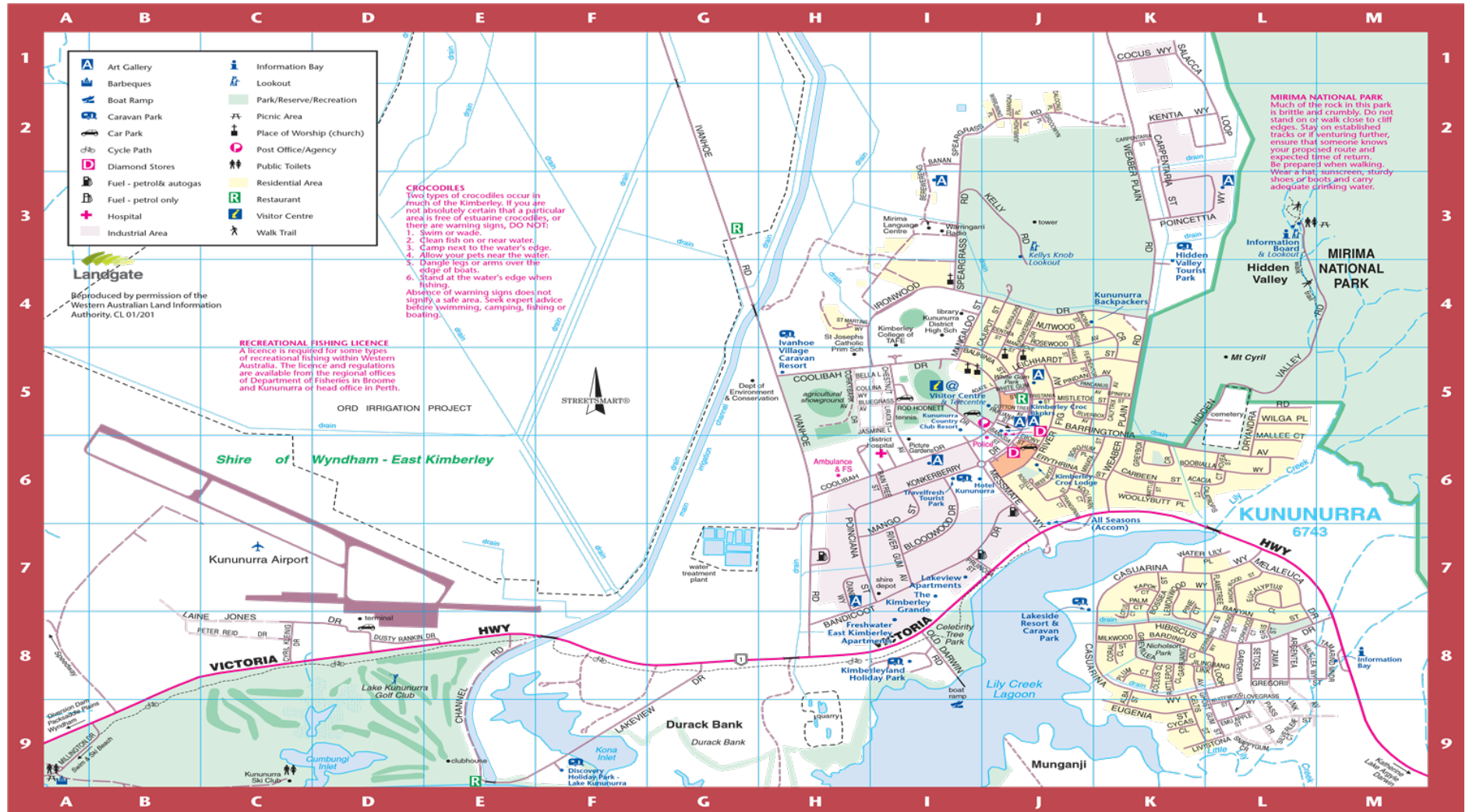
Kununurra:

	Name	Address	Contact Details
Primary	Kununurra Administration Building (SWEK)	20 Coolibah Drive Kununurra	Director Infrastructure (08) 9168 4100
Secondary	Kununurra Leisure Centre (SWEK)	Coolibah Drive Kununurra	KLC Coordinator (08) 9168 2120

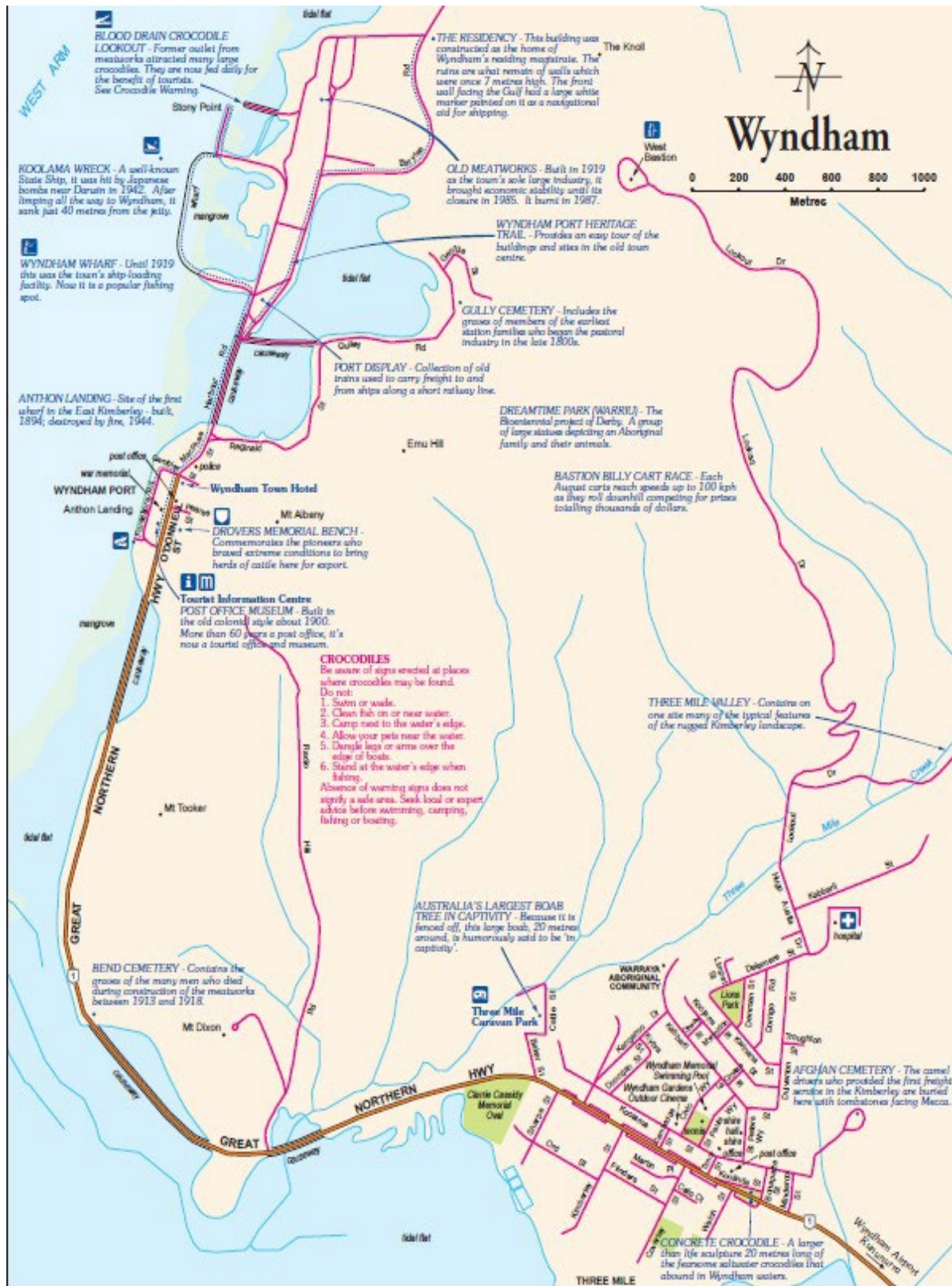
Wyndham:

	Name	Address	Contact Details
Primary	Wyndham Administration Building (SWEK) Council Chambers	Koolama Street Wyndham	Director Infrastructure (08) 9168 4100
Secondary	Wyndham Police Station Communications Room	MacPhee Street Wyndham	Officer In Charge 9161 4100

Attachment 9: Locality Maps – Kununurra, Wyndham, Kalumburu & Communities



Wyndham:

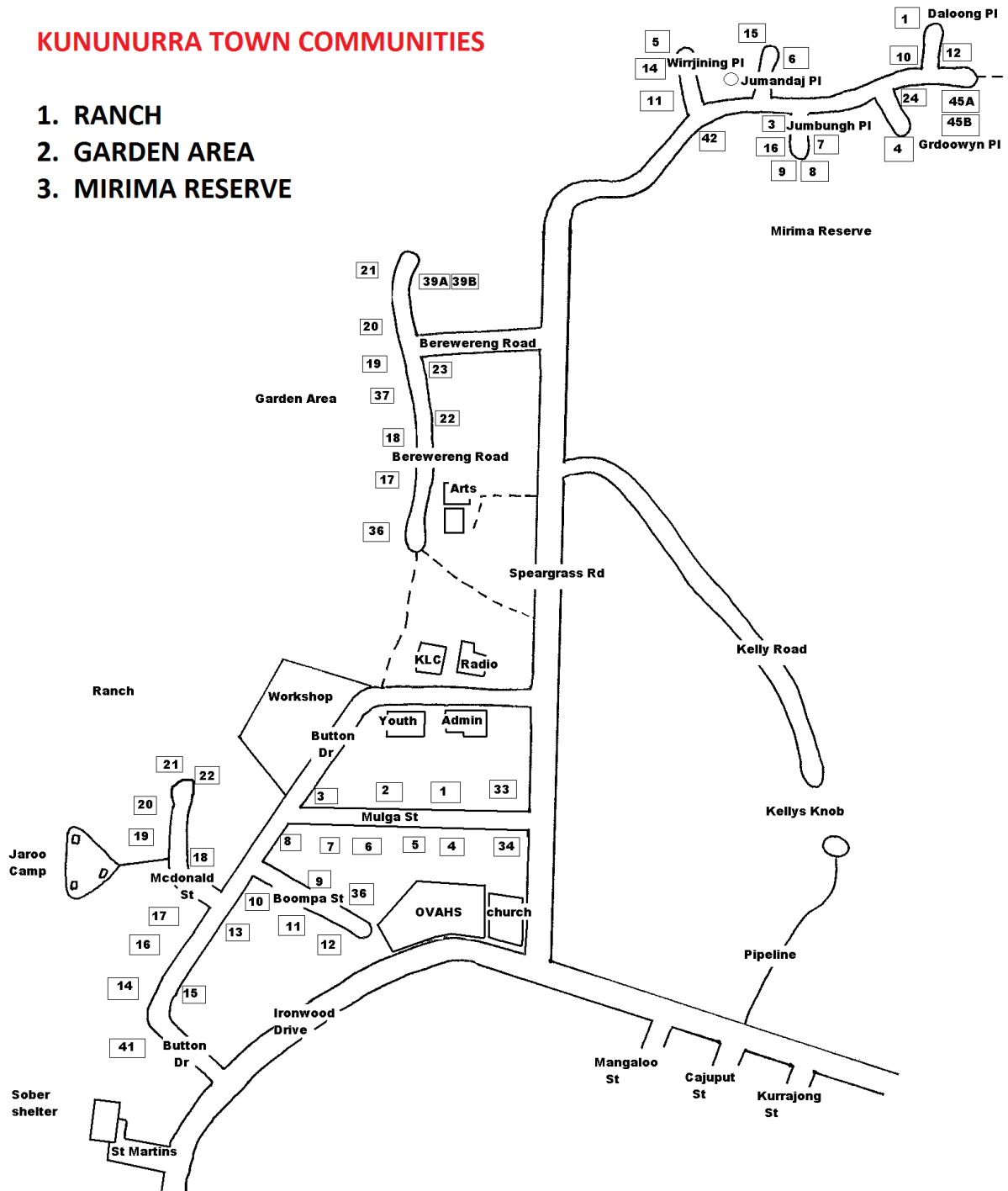


Kalumburu



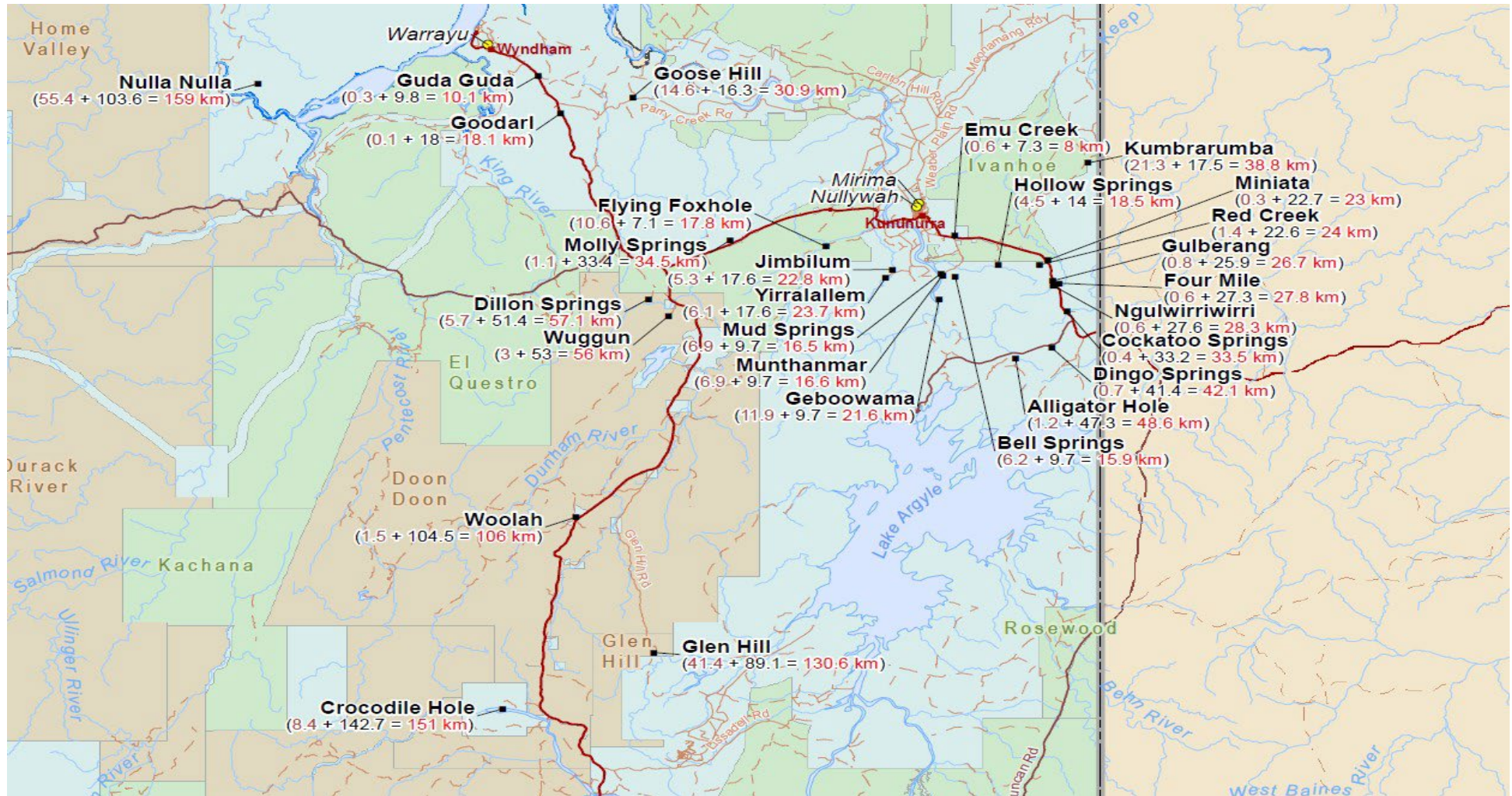
KUNUNURRA TOWN COMMUNITIES

1. RANCH
2. GARDEN AREA
3. MIRIMA RESERVE



Attachment 5: SWEK aboriginal community locations

ABORIGINAL COMMUNITIES SHOWING DISTANCES FROM KUNUNURRA / WYNDHAM





Community Name	Alternative Name	Location	Landmarks
Alligator Hole		<ul style="list-style-type: none"> - 47 km from Kununurra. - 1 km in from Lake Argyle Road 	<ul style="list-style-type: none"> - LHS turn from Lake Argyle Road - Past Granite Creek
Bell Springs		<ul style="list-style-type: none"> - 14 km from Kununurra 	<ul style="list-style-type: none"> - RHS turn onto Fish Farm Rd - Located on dirt section - Crossover the Creek crossing - Star picket on LHS - Go through white gate signposted
Bow River	Juwurlingi	<ul style="list-style-type: none"> - 165 km from Kununurra - 27 km from Warmun 	<ul style="list-style-type: none"> - RHS turn off Victoria Highway heading towards Halls Creek - Aboriginal coloured rock and signposted - White fence and gate to open - 12km on dirt road
Crocodile Hole	Rugan	<ul style="list-style-type: none"> - 136 km from Kununurra - 56km from Warmun 	<ul style="list-style-type: none"> - RHS turn off Victoria Hwy - Turn off is before Bow River Community - 4 km in off the Hwy
Darlu Darlu	Nine Mile	<ul style="list-style-type: none"> - 162 km from Kununurra 	<ul style="list-style-type: none"> - Enter via the Northern Territory on the Duncan Road (unsealed road 54.6 km from Kununurra) - Community is RHS turn off the Duncan Road - Before "Shire of Halls Creek" sign
Dillon Springs		<ul style="list-style-type: none"> - 60 km from Kununurra 	<ul style="list-style-type: none"> - RHS turn off Victoria Hwy - Turn off is before Card Creek (Wuggubun)
Dingo Springs	Yardungarll	<ul style="list-style-type: none"> - 41 km from Kununurra - 300m in on the Lake Argyle Road 	<ul style="list-style-type: none"> - LHS turn on Lake Argyle Road - Directly after Fine Spring Creek - Fence & gate to enter into community

Dodnun		- 465 km along Derby - Gibb River Road	<ul style="list-style-type: none"> - RHS turn off to Mt Elizabeth Station (362 km) - RHS turn off to Dodnun Community (13 Km along the Mt Elizabeth Road) - Community is sign-posted.
Eight Mile	Gulberang	- 26 km from Kununurra	<ul style="list-style-type: none"> - RHS turn off Victoria Hwy - Past Philcowski's Crossing - Near "K 490" sign - Community visible from the Hwy
Emu Creek	Gulgagulganeng	- 8 km from Kununurra	<ul style="list-style-type: none"> - LHS turn off Victoria Hwy towards NT - Past Emu Creek & Fish Farm Rd - Well worn dirt road - Go through a fence & gate before entering the community
Flying Foxhole	ABANDONED	- Off Packsaddle Road, near the Dunham River	
Four Mile	Johnson's Block	- 27 km from Kununurra	<ul style="list-style-type: none"> - LHS turn off Victoria Hwy - Immediately before Four Mile Creek - 500m dirt road off Hwy
Geeboowama	Rocky Springs & Morning Glory	- 22 km from Kununurra	<ul style="list-style-type: none"> - Fish Farm Road - enter onto dirt section - Community is LHS turn before Munthanmar & Mud Springs
Glen Hill	Mandangala	<ul style="list-style-type: none"> - 139 km from Kununurra - turn-off is 3 km along Scenic Road - then 41km along dirt road into Community 	<ul style="list-style-type: none"> - LHS turn at "Scenic Lookout" sign off Victoria Hwy heading towards Halls Creek or turn left at small sign "Telstra Site" onto a dirt road which is before the Scenic Lookout sign - Number of gates to go through

Goose Hill	Gulalluwa or Gilaluwa	<ul style="list-style-type: none"> - 91 Km from Kununurra (77 km to turn-off & 14 km in on road) - 37 km from Wyndham 	<ul style="list-style-type: none"> - RHS turn off Gt Northern Hwy at Parry Creek Farm sign (old Wyndham Road) - 14 km in on a dirt road, then on the LHS of road - Community is on the river side - Dirt Road
Guda Guda	Nine Mile	<ul style="list-style-type: none"> - Near Wyndham 	<ul style="list-style-type: none"> - RHS turn off Great Northern Hwy heading towards Wyndham, 3km after golf club sign (white water tank) - 7 kilometers before Wyndham Community Club
Honeymoon Beach	French Family	<ul style="list-style-type: none"> - 25 km from Kalumburu 	<ul style="list-style-type: none"> - On the Coast, refer to directional signs at Kalumburu
Jimbilum			<ul style="list-style-type: none"> - Access at 'Ceres Farm' sign on Packsaddle Road
Kalumburu		<ul style="list-style-type: none"> - Gibb River - Kalumburu Rd 	<ul style="list-style-type: none"> - On the coast, past Theda Station
Kandiwal		<ul style="list-style-type: none"> - 600 km from Kununurra - Near Mitchell Plateau 	<ul style="list-style-type: none"> - LHS turn off the Port Warrender Road to the Mitchell Plateau
McGowan Island	Maraltadj	<ul style="list-style-type: none"> - 25 km from Kalumburu 	<ul style="list-style-type: none"> - On the coast, refer to directional signs at Kalumburu
Miniata		<ul style="list-style-type: none"> - 25 km from Kununurra 	<ul style="list-style-type: none"> - LHS turn off Victoria Hwy - Turn off is before Red Creek 1
Mirima		<ul style="list-style-type: none"> - Town community of Kununurra 	<ul style="list-style-type: none"> - Located at the very end of Speargrass Road - Community is together with Garden Area
Molly Springs	Wijilarwarrim	<ul style="list-style-type: none"> - 34 km from Kununurra - 66 km from Wyndham 	<ul style="list-style-type: none"> - Past Yearling Creek, RHS turn off Great Northern Highway heading towards Wyndham - Pass the old Art Centre and through a creek - 750 metres in off Hwy (dirt road)

Mud Springs	Rowena Downs Ribinyung Dawang	- 16 km from Kununurra	- RHS turn onto Fish Farm Road, located at very end of dirt section
Munthanmar			- RHS turn onto Fish Farm Rd - Located on dirt section - crossover the Creek crossing - LHS turn off dirt road - Signposted
Ngallagunda	Gibb River Station	- 328 Kilometres from KNX to Gibb River Station turn-off. - Community along Derby-Gibb River Road.	- Community is signposted with "Gibb River Station"
Ngulwirriwirri		- 30.5 km from Kununurra	- RHS turn off Victoria Highway - Directly after Four Mile Creek - Drive through a fence & gate then past a tower to enter the community - 500m on dirt road from the Hwy
Ningbingi	Nimbing	- 79 km from Kununurra	- Located along the Cape Domett Road
Nulla Nulla		- 165 km from Kununurra	- Drive along Gibb River Rd, road access is at Home Valley Station. - Boat access is from Wyndham Port to the Durack River (easier) but need 4WD to drive to Community
Nulleywah	Ngaliwah	- Town Community in Kununurra	- LHS on Speargrass Road - Community is located behind Warrangarri Aboriginal Corporation
Oombulgurri	Forest River	- Forest River, Wyndham	- Go via plane from Wyndham or Kununurra. - Driving is difficult but can be achieved, always travel with a 2nd vehicle.
Pago		- 25 km from Kalumburu	- On the coast, refer to directional signs at Kalumburu
Prap Prap	Marunbabidi	- 51 km from Drysdale Station - 14 km in from the Kalumburu Road	- LHS turn off Kalumburu - Gibb River Road

RB River Junction		- 168 km from Kununurra unsealed road section = 57km	<ul style="list-style-type: none"> - Enter via the NT on the Duncan Road - Enter into the Halls Creek Shire - Community is RHS turn off the Duncan Road, signposted - Has a gate that is usually locked (need permission to enter) - After the "Shire of Halls Creek" sign but before RB Creek
Red Creek	Red Creek 1 & Biljing Biljing Bingarr	- 25 km from Kununurra	- RHS turn off Victoria Hwy
Warrayu		- Town community of Wyndham at the end of Kangaroo Drive	- Behind Joorook Ngarni Aboriginal Corporation
Woolah	Doon Doon	- 106 km from Kununurra	<ul style="list-style-type: none"> - RHS turn off Gt Northern Hwy - Roadhouse is on the right-hand side - Cross Donkey Creek to enter the community
Woolergerberleng	Woolie & Hollow Springs	- 14 km from Kununurra	<ul style="list-style-type: none"> - RHS turn off Victoria Hwy - Turn right directly at the "K 500" sign - Go through a deep creek and a gate to enter community - 4km in on dirt road - need permission to enter community
Wuggubun	Card Creek	- 53 km from Kununurra	<ul style="list-style-type: none"> - RHS turn off Great Northern Hwy - Turnoff is directly after Card Creek - Community is signposted
Yirralalem	Packsaddle Springs	- 45 km from Kununurra	- Access at 'Ceres Farm' sign on Packsaddle Road

14 DISCLAIMER

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