COMMITTEE ATTACHMENTS
ORDINARY MEETING OF COUNCIL
WEDNESDAY 17 FEBRUARY 2021

REPORT NUMBER	REPORT TITLE AND ATTACHMENT DESCRIPTION	PAGE NUMBER(S)
COM01-02/21	**Local Emergency Management Committee Meeting Dates & Unconfirmed Minutes from Wednesday 25 November 2020** **Attachments** 1. "Unconfirmed" minutes from Local Emergency Management Committee meeting held on 25 November 2020	1 – 76

Shire of
Chittering

Local Emergency Management Committee Minutes
25 November 2020

Held in Council Chambers, 6177 Great Northern Highway, Bindoon
Commencement: 10:02am   Closure: 10:37am

MEMBERSHIP AS AT 23 OCTOBER 2020

Members	Deputies
Chair Shire President, Cr Kylie Hughes	**Deputy Chair** Shire Deputy President, Cr Carmel Ross
Executive Officer Community Emergency Services Manager / Chief Bush Fire Control Officer	Deputy Chief Bush Fire Control Officers
Local Recovery Coordinator	
Executive Manager Development Services	
Executive Manager Technical Services	
Executive Manager Corporate Services	
Principal Environmental Health Officer	
Principal Building Surveyor	
Local Welfare Liaison Officer	
St Johns Ambulance Gingin/Chittering representative	
WA Police – Gingin representative	
Department of Communities representative	
DFES District Officer – Metropolitan North East	
DFES District Emergency Management Advisor	
Department of Defence representative	
Department of Health representative	
Department of Primary Industries & Regional Development representative	
Western Australian Meat Industry Authority representative	
Bindoon Primary School representative	
Edmund Rice College representative	
Immaculate Heart College representative	

Objectives

(a)   To plan, administer and test the Local Emergency Management Arrangements.
(b)   To keep up to date the Contact details in the Local Emergency Management Arrangements.
(c)   Meet and produce post-incident reports.
(d)   Meet and produce post-exercise reports.
(e)   Produce an Annual report.
(f)   Produce and approve an Annual Business Plan.

The Committee will advise the local government all matters relating to Emergency Management.

Tenure of Membership
Shall be in accordance with the *Emergency Management Act 2005, Section 38(4).*

Delegated Authority
Nil

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ATTACHMENTS:

1. **Local Emergency Welfare Plan – Midland Region (November 2020)**
2. **COVID-19 – Welfare Centre Guidelines**

Preface

When the Chief Executive Officer approves these Minutes for distribution they are in essence "*Unconfirmed*" until the following Ordinary Meeting of Council, where the minutes will be confirmed subject to any amendments.

The "*Confirmed*" Minutes are then signed off by the Presiding Member.

Attachments that formed part of the agenda, in addition to those tabled at the Ordinary Meeting of Council are put together as an addendum to these Minutes.

Unconfirmed Minutes

These minutes were approved for distribution on 1 December 2020.

Matthew Gilfellon
Chief Executive Officer

Confirmed Minutes

These minutes were confirmed at a meeting held on 24 February 2021.

Signed   ………………………………………………………………………………..

Note: *The Presiding Member at the meeting at which the minutes were confirmed is the person who signs above.*

1. DECLARATION OF OPENING OF MEETING ANNOUNCEMENTS OF VISITORS

The Chairperson declared the meeting open at 10:02AM

Good morning ladies and gentlemen, we wish to acknowledge the traditional custodians of the land we are meeting on, the Yued people. We would like to pay respect to the Elders of the Nyoongar nation, past and present, who have walked and cared for the land, we acknowledge and respect their continuing culture, and the contributions made to this region.

2. RECORD OF ATTENDANCE / APOLOGIES / APPROVED LEAVE OF ABSENCE

2.1 Attendance

The following members have confirmed their attendance (Quorum – 9 Members):

Members:	Matthew Gilfellon	Chief Executive Officer
	Cr Kylie Hughes	Shire President
	Dave Carroll	Chief Bushfire Control Officer
	Ryan Hamblion	Department of Communities
	Blythe Gooden	Department of Communities
	Murray McBride	Department of Fire & Emergency Services
	Rick Choules	St Johns Ambulance
	Stephanie Halen	Department of Defence
	Peter Stuart	Shire of Chittering
	Natasha Kaweme	Shire of Chittering
Observers:	Jodie Connell	Development Services Support Officer (Minute Secretary)
	Liz Coles	Bindoon Belles (CWA)

2.2 Apologies

Vanessa Trundle	Department of Defence
David Wilson	Deputy Chief Bush Fire Control Officer – South
Yvette Grigg	Department of Fire & Emergency Services
Cr Carmel Ross	Shire of Chittering Council
Daryl Coleman	Swan SES
Marie Barton	Edmund Rice College

2.3 Approved leave of absence

Nil

3. DISCLOSURE OF INTEREST

Nil   6

4. CONFIRMATION OF PREVIOUS MINUTES

4.1   Local Emergency Management Committee meeting: 27 May 2020

> **4.1   OFFICER RECOMMENDATION**
> **Moved Matthew Gilfellon / David Carroll**
> **That the minutes of the Local Emergency Management Committee meeting held on Wednesday,**
> **27 May 2020 be confirmed as a true and accurate record of proceedings.**
>   **CARRIED UNANIMOUSLY**

5. REPORTS

5.1   Western Australian Police

Nil

5.2   Department of Fire and Emergency Services – District Officer (North East Metropolitan)

Murray McBride stated that there was not much to report. An exercise was held at Department of
Fire & Emergency Services on Friday 20 November 2020. All other operations are business as usual.

5.3   Department of Fire and Emergency Services – District Emergency Management Advisor

The attached "*Post Exercise Report – Chittering LEMC Exercise 26 August 2020*" was briefly discussed
by the Committee and tabled at the meeting in Yvette's absence.

SHIRE OF CHITTERING LEMC EXERCISE
26TH AUGUST 2020

1. EXECUTIVE SUMMARY

The Shire of Chittering have done significant work in preparing for a major incident within their community. The Local Emergency Management Committee exercise was run with the aim to;

"Raise the awareness of Shire staff, elected Council members and the LEMC members regarding emergency management responsibilities and processes to enhance preparedness for the coming summer season."

Individual objectives mapped across to the capability framework, are identified on the next page.

Outcomes

While detailed outcomes are provided in the following page the following points provide a summary of the key issues that came from the discussion.

1. Concern over the Schools action plans for the bush fire season ahead.
2. Some confusion over who is responsible to assist if a school bus is caught in road closures.
3. A pre-event communication plan socialized within the community would be helpful.
4. COVID 19 restrictions may raise challenges during evacuations. A number of evacuation centres may need to be set up due to physical distancing and the need to keep vulnerable community members separate. The Department of Communities may not have the capability to run a number of different centres dependent on other events in the state.
5. Managing recovery can be onerous and long term. Business continuity plans for all agencies and internal local government fatigue management strategies are essential.

Actions

1. This report to be tabled at the next meeting of the LEMC for further detailed discussion and action as appropriate.
2. DFES to work with the local schools on action plans for the forthcoming bushfire season.
3. District EM advisor to follow up with the Dept of Education regional director in regard to confusion over responsibilities for children when caught in road closures on buses.
4. A pre-event communication plan, including muster points for information, reminders to use car radios to access ABC bulletins etc be considered for inclusion in the LEMA.
5. All LEMC agencies examine the suitability of their business continuity plans and fatigue management systems.

2. TABLE OF LESSONS IDENTIFIED

#	Capabilities	Exercise Objectives	Outcomes and Lessons Identified
01	Governance EM Plans 1.4 Emergency Management plans are regularly reviewed, exercised and tested.	To discuss existing processes and capabilities and identify any new strategies, existing gaps that could be actioned to improve the emergency management arrangements	Some of the outcomes, strategies and gaps as listed below could be used to update the LEMA.
02	Emergency Response Command Control and coordination. 6.1 Pre established and well understood protocols and structures exist that define the interrelationships between stakeholders during an event and facilitate effective command, control and coordination. Agency Interoperability 6.7 Effective and interoperable communication systems (including incident management systems) exist to allow seamless communications during an emergency.	To test and raise awareness of roles and responsibilities, existing procedures and strategies regarding multi agency coordination (ISG) and communications.	Incident Support Group practiced by agencies for understanding of their roles and functions. Importance of multi-agency support to the incident to ensure the community is supported is well understood. LG, including CEO, president or recovery coordinator need to maintain situational awareness by being present at the ISG. Importance of ISG to keep all member agencies up to date and informed. Pre-event communications plan should be developed within the LEMC with local communication strategies including where to muster for information, reminder to utilise car radios for ABC bulletins if the power is out, and any other means of communication that the LEMC would like to share with their community. Details can be discussed further at LEMC meetings.

| 03 | Evacuation

6.3 Agencies have the resources and skills to undertake both directed and voluntary evacuation of both people and animals.

6.4 Suitable sites have been identified and are available that maintain the provision of critical goods and services. | To test and raise awareness of roles and responsibilities , existing procedures and strategies regarding evacuation. | Discussions around the actions of schools in this scenario. Sheltering in place versus evacuation. DFES to meet with schools re their action plan.

Discussions around COVID 19 impacts on evacuees, in particular vulnerable groups such as the aged and frail. Where to take them, ie perhaps a temporary muster point while family and friends are contacted.
DFES have some very new capability with air-conditioned tents and supplies in regard to this. **DFES to liaise with SJA, on capability details.**

If multiple evacuation centres were required due to physical distancing limitations, Dept of Communities would struggle to have capability and LG and others may have to assist with running of evacuation centres.

Importance that animals play in the decision of residents to evacuate was discussed. Important that there is somewhere people can take pets to ensure they evacuate in a timely manner. Ensure messaging includes that pets are welcome, not in the evacuation centre, but perhaps to an open space nearby. |
| 04 | Planning and Mitigation

Business continuity planning | To raise awareness regarding the importance of business continuity planning and fatigue management strategies, | Business continuity plans and partnering agreements with neighbours and industry were discussed. Agreements with neighbours exist. |

		including partnering agreements to share resources and services.	Fatigue management was discussed. Ideas that could be captured in the LEMA include, rosters that are applied early, multiskilling of employees to share tasks, constant monitoring, rotation of staff between high demand frontline recovery roles and more normal BAU roles to reduce intensity of work.
	4.8 Business continuity plans are in place across government, industry and business and consider specific risks.		
05	Impact Management and recovery coordination 7.3 Agencies have the ability to undertake and complete Impact assessments across the natural, built, social and economic environments. 7.4 Agencies have the resources and skills to support impacted communities to manage their own recovery and achieve the best possible outcome. This includes reconstruction and restoration of natural, built, social and economic environments. 7.5 Recovery arrangements are in place following a major emergency. This should include engagement between HMAs, local government, NGOs, industry and communities and should consider long term impacts.	To test and raise awareness of roles and responsibilities, existing procedures and strategies regarding recovery, including the development of an Impact Statement.	Impact Statement familiarity session. Awareness of importance of summary of impacts and contacts as a solid foundation for the beginning of recovery. Recovery issues and strategies discussed. • Well planned and well executed public information campaigns are vital. • They need to be two-way, input and feedback should be sought from your community over a period of time. • Affected residents will have a great need for ongoing information, consider having information at evacuation centres, similar to one stop shops. • Streamlining of re building process, including cutting red tape and waiving of fees. • Safety and welfare paramount and will direct initial actions. • Be mindful of economic impacts and use local supplies and businesses where possible.

		• Empower the community by ensuring self-determination and local decision making. • Initiate programmes to stimulate the community morale and economic growth

3. ATTENDANCE SHEET

Murray McBride	District Officer	DFES
David Carroll	CESM	DFES
Matthew Gilfellon	CEO	Shire of Chittering
Maxi McDonald	Paramedic	St Johns Ambulance
Rick Choules		St Johns Ambulance
Ryan Hamblion	DESO	Dept of Communities
Donna Watts		Department of Defence
Marie Barton	Principal	Edmund Rice College
Jim Garrett	Exec Mgr	Shire of Chittering
Peter Stuart	Exec Mgr	Shire of Chittering
Melinda Prinsloo	Exec Mgr	Shire of Chittering
Lisa Kay		Staff
Lynette Prendergast		Staff
Graham Furlong		Staff
Liz Coles		CWA
Daryl Coleman		SES
Jamie Crosby		WA Police
Yvette Grigg	DEMA	DFES (facilitator)

5.4 Department of Communities

Ryan Hamblion spoke to the following:
- Ryan Introduced Blythe Gooden, Local Welfare Coordinator, to the Committee.
- The Local Welfare Plan was mentioned to be addressed in General Business.
- Training sessions for Welfare Centres got good attendance for both

5.5 Australian Defence Force

Stephanie Halen introduced herself to the Committee in absence of Vanessa Trundle.

5.6 St John Ambulance (Chittering & Gingin)

Rick Choules spoke to the following:
- New St John Ambulance sub centre construction is underway near Chittering Health Centre.
- Building has substantially commenced with the possibility of the centre being operational in the next 4 months
- New facility is visible to public from Great Northern Highway and will hopefully be attractive to new volunteers.

5.7 Shire of Chittering

Matthew Gilfellon spoke to the following:
- The Shire's Welfare Committee have recently started visiting the Welfare Centres to ensure familiarity and make sure Centres are equipped and any issues are addressed.
- Matt requested from Ryan what the necessary personal protective equipment for COVID-19 measures in Welfare Centres were. Ryan stated that he would speak more about personal protective equipment in General Business.

5.8 Community Emergency Services Manager & Chief Bushfire Control Officer

David Carroll spoke to the following:
- Brigades are operating as business as usual.
- Exercises held by the brigades since the last meeting included Huw Davies Day in August, a communications exercise at Bindoon Army Camp in September and the Rural Urban Interface in October.
- COVID-19 restrictions still in place as per Phase 4 requirements. All precautions being taken by brigade members.

5.9 Swan SES

Nil

5.10   Bindoon Primary School

Nil

5.11   Edmund Rice College

Nil

5.12   Immaculate Heart College

Nil

6. GENERAL BUSINESS

6.1   Setting of 2021 Committee Meeting Dates

In accordance with c1.12.3.11 Meetings in the "Council Committees and Advisory Group" booklet the Chittering Bushfire Advisory Committee are to determine the meeting dates for 2021.

The dates are to be discussed by Committee Members and agreed upon.

The dates that are suggested for 2021 are as follows:
   i.   Wednesday 24 February
   ii.   Wednesday 26 May
   iii. Wednesday 25 August
   iv.   Wednesday 24 November

6.1   OFFICER RECOMMENDATION
Moved Matthew Gilfellon / Seconded Kylie Hughes
That:
1. **The Local Emergency Management Committee meeting dates for 2021 are as follows:**
      a. **Wednesday 24 February**
      b. **Wednesday 26 May**
      c. **Wednesday 25 August**
      d. **Wednesday 24 November**

2. **The Local Emergency Management Committee meetings will be held in the Council Chambers, 6177 Great Northern Highway, Bindoon commencing at 10:00am.**

CARRIED UNANIMOUSLY

Matthew Gilfellon and Ryan Hamblion discussed the necessity of four meetings annually. Matthew stated that it would be preferred that some of those meetings are opportunities for desktop or practical exercises.

6.2 **Endorsement of the "Local Emergency Welfare Plan – Midland Region"**

Ryan detailed the details of the Local Emergency Welfare Plan including the impact COVID-19 has had. Ryan detailed the changes that have been made to the plan, the objectives and precautions included. Ryan also detailed the Department of Communities' personal protective equipment supply and requirements for personal protective equipment for Local Government members who may open a Welfare Centre. The Committee also discussed the logistics of food preparation and distribution with COVID-19 restrictions.

The Committee discussed the minimum personal protective equipment required for operating a Welfare Centre, scenarios of evacuees who are self-isolating or have symptoms and management of that type of situation. The Department of Communities and Department of Fire & Emergency Services members discussed their resources available during an evacuation and how those resources or officers available could assist.

The Committee discussed different systems that could be used at Welfare Centres such as a bracelets system and the implications of having mandatory registration. Further discussion was held by the Committee regarding personal protective equipment and the difference in requirements per phase.

Ryan Hamblion stated that members who may receive Welfare Plans from other states were asked to disregard them due to the differences in restrictions relating to COVID-19.

6.2 **COMMITTEE RECOMMENDATION**
Moved Ryan Hamblion / Seconded Murray McBride
That:
1. **The "Local Emergency Welfare Plan – Midland Region (November 2020)" be tabled and accepted.**

2. **The "Local Emergency Welfare Plan – Midland Region (November 2020)" and "COVID-19 – Welfare Centre Guidelines" be attached to the meeting minutes for dissemination.**

CARRIED UNANIMOUSLY

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7. NEXT MEETING

The next meeting of the Local Emergency Management Committee will be Wednesday, 24 February 2021.

8. CLOSURE

The Chairperson declared the meeting closed at 10:37AM

Local Emergency Welfare Plan

MIDLAND REGION

(SUPPORTING CITY OF SWAN, CITY OF KALAMUNDA, SHIRE OF MUNDARING, TOWN OF BASSENDEAN and SHIRE OF CHITTERING)

(November 2020)

Prepared by

Department of Communities - Emergency Services

Tabled and accepted at the Shire of Chittering

LOCAL EMERGENCY MANAGEMENT COMMITTEE on 25 November 2020

This Plan can be activated for hazards defined under the WA State Emergency Management Arrangements eg State Hazard Plan - Heatwave, State Hazard Plan – Fire, State Hazard Plan – Crash Emergency, State Hazard Plan - HAZMAT.

To activate this Plan call the Department of Communities For Metro Plans - Emergency Services On Call Coordinator on 0418 943 835, 24 hours/ 7 days.

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Contact details

To make comment on this plan please contact -   **18**

Ryan Hamblion
Senior District Emergency Services Officer
Metro East
Department of Communities
E: Ryan.Hamblion@Communities.wa.gov.au
M: 0427 429 042

Amendment List

AMENDMENT		DETAILS	AMENDED BY
NO.	DATE		NAME
	NOV 2020	Complete Review and Reissue.	Ryan Hamblion
1			
2			
3			
4			
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Contents

1. Introduction

1.1   **Outline**

The Local Emergency Welfare Plan is to be read in conjunction with the State Emergency Welfare Plan, both prepared by the Department of Communities (Communities).

The State and Local Emergency Welfare Plans are support plans which document the strategic management and coordination of welfare services in emergencies, as part of the Western Australian State Emergency Management (EM) Arrangements.

The scope of this local plan includes:
- Communities responsibilities for the planning, response and recovery stages for the management and coordination of welfare services, including resources, within the identified geographical boundaries;
- agreed responsibilities of emergency management partnering agencies, coordinated by Communities to provide welfare services during emergencies.

1.2   **Exercise and review period**

This plan is to be exercised at least annually, and will be reviewed every two years, with Appendices and contact details reviewed quarterly and after each activation.

1.3   **Welfare services definition**

The provision of immediate and ongoing supportive services to alleviate, as far as practicable, the effects on people affected by an emergency. To assist in coordinating the provision of welfare services, six (6) functional areas have been identified:
- **emergency accommodation including welfare centres** – see Appendix 5
- **emergency catering** – see Appendix 7
- **emergency clothing and personal requisites** – see Appendix 8
- **personal support services** – see Appendix 9
- **registration and reunifica**tion – see Appendix 6
- **financial assistance** - in Western Australia there are a number of financial assistance programs that may be put in place following a major emergency. Communities has the provision of some financial assistance being available for assessed immediate needs. This is determined at the time of the emergency using the principle of needs on a case-by-case basis for affected persons, as approved by Communities State Welfare Coordinator/ Communities Emergency Services Coordinator.

2. Preparedness and Operation of this Plan

2.1   **Organisational responsibilities**

The development and maintenance of this plan is allocated to the Communities District Emergency Services Officer, in consultation with members of the Emergency Welfare Coordination Group (EWCG), if there is one, and the Local Emergency Management Committee (LEMC). A contact list of the organisations that constitute the EWCG is provided in Appendix 3 and their agreed organisational responsibilities are provided in Appendix 4.

2.2   Special considerations

Local Governments (LGs) plan for special considerations as per the State EM Policy 4.6.1 –

EM planning must consider where special arrangements will be required. For example any groups within the community whose circumstances may create barriers to obtaining information, understanding instructions, or reacting to an emergency. This includes but is not limited to:

- children and youth;
- older people;
- people with disability;
- those who are medically reliant;
- Aboriginal and Torres Strait Islanders;
- individuals from culturally and linguistically diverse (CaLD) backgrounds;
- isolated individuals and communities; and
- transient individuals and communities.

In addition, EM planning must consider special arrangements for animals as per the State Emergency Welfare Plan 2.3.6 -

Animals in welfare centres

For health and safety reasons no animals, including pets, are permitted in welfare centres with the exception only of Assistance animals e.g. Guide Dogs, "Hearing" Dogs and Disability Aid Dogs. Some local governments may have an Animal Welfare Plan for them to coordinate the management of animals and pets in emergencies.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in Local Emergency Management Arrangements. Also see Appendix 5 Emergency Accommodation, point 5.4 Children, organisations, educational and care facilities.

Communities prioritises its response in line with its operational capacity, and relies on those agencies or organisations which provide support to these groups having suitable plans and response capabilities in place, prior to an emergency to cater for these groups' needs.

2.3   Resources – Preparedness and Operational

Communities has primary responsibility for managing and coordinating welfare services resources. This plan is based on the utilisation of resources existing within a community and to supplement those resources when required at the State level. In some emergencies interstate/national resources may be required. Requests for additional resource support should be made by the Local Welfare Coordinator to the State Welfare Coordinator/Emergency Services Coordinator. Communities is responsible for appointing Welfare Coordinators as follows:

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
Communities State Welfare Coordinator (SWC)	The title "State Welfare Coordinator" used throughout this plan is the Communities representative appointed by the

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	Communities Director General (DG). This role is delegated to the Director Emergency Services. Responsibilities include: (a) Coordination of all emergency welfare support services at the State level; (b) Represent the DG on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required; (c) Act as the DG's representative on the following: • SEMC Response and Capability Subcommittee; • SEMC Recovery Subcommittee; • SEMC Community Engagement Subcommittee; • Other State and national level committees as appropriate. (d) Chairing the State Welfare Emergency Committee (SWEC); (e) Coordination of all partnering agencies within the State Welfare Coordination Centre.
Communities Emergency Services Coordinator (ESC)	This role may be delegated by Communities Emergency Services (ES) Director to the rostered Communities ES On Call Officer during activation and operations to carry out Communities emergency management functions. The ESC is the link between the Local Welfare Coordinators and the State Welfare Coordinator and, where applicable, with the relevant HMA/Controlling Agency. The ESC is authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements. Responsibilities include: (a) Establish the State Welfare Coordination Centre and manage centre functions during operation; (b) Activate responses to emergency situations, authorise emergency expenditure and utilise resources to meet those responses; (c) Assist the State Welfare Coordinator with their functions as required; (d) Manage emergency welfare services functions as required; (e) Provide support to country staff/offices involved in emergencies; (f) Represent Communities on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required.
Communities District Welfare Representatives	(a) Represent Communities on District Emergency Management Committees (DEMCs) to address emergency welfare support matters (Communities District Director or proxy); (b) Ensure the arrangements of this plan are clearly

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	understood at the district level; (c) Clarify Communities policy on emergency welfare matters where required; (d) Refer matters of a contentious nature to Communities Emergency Services for resolution; (e) Ensure development, testing and maintenance of Local Emergency Welfare Plans for the district in which the Local Government (LG) areas fall; (f) Appointing Local Welfare Coordinators for each Local Emergency Management Committee (LEMC); (g) Represent Communities on Operational Area Support Groups (OASGs) as required.
District Emergency Services Officer (DESO)	a) As a local emergency management resource, develop local arrangements, procedures and resources eg EM Kits; b) Develop, test and maintain the Local Emergency Welfare Plans for the district in which the LG areas fall; c) Ensure staff and volunteers of Communities and partnering agencies are trained and exercised in their welfare responsibilities by conducting training sessions and exercises annually; d) Liaise and establish networks and partnerships with agencies; e) Assist with activations if available; f) Assist and support the District Welfare representatives and Local Welfare Coordinators to carry out their roles.
Communities Local Welfare Coordinators (LWC)	Local Welfare Coordinators (LWCs) shall be nominated officers of Communities within an LG area/s. A Communities LWC responsibilities include: (a) Establish and manage the activities of the local Emergency Welfare Coordination Groups (EWCG), where determined appropriate by the District Director; (b) Represent Communities and the emergency welfare function on LEMCs and Local Recovery Committees; (c) During activation, manage and coordinate emergency welfare services, including establishing and managing welfare centres, and if further welfare assistance is required request for additional support services via the Communities Emergency Services; (d) Represent Communities on the Incident Support Group (ISG) when required.
Communities Welfare Centre Coordinator (WCC)	In some circumstances Welfare **Centre** Coordinators (WCCs) are appointed. They shall be nominated officers of Communities and the WCC responsibilities include: (a) Establish and manage the operations of the welfare centre/s, including coordinating staff and partnering agencies staff and volunteers, to provide appropriate

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	welfare services to the evacuees in the welfare centre. (b) Communicate regularly with the LWC, and if further welfare assistance is required request for additional support services via the LWC; (c) Remaining at the centre to manage the centre operations.
Local Government Welfare Support	a) When an emergency event takes places within the boundaries of an LG, they may be activated by the HMA or by Communities to provide the initial welfare response to evacuating community members. This is primarily due to their close proximity to the emergency event and their ability to quickly identify and open a pre-determined welfare centre. If the activation request is from the HMA the LG should contact Communities to inform and consult with them of the activation to open a welfare centre. The role of the LG in these early stages would be to ensure that evacuees have a safe location to relocate to, and that they can be provided with basic needs and services until such time as Communities can arrive to take on the coordination role of the welfare centre. Basic needs and services may include refreshments, registration, basic information, and personal support. On arrival of Communities, the LG would then provide a handover to the designated Communities Welfare Coordinator, and take on the **LG Welfare Liaison Officer** role as a support to Communities. b) In some circumstances the emergency event may not escalate to a significant level, and the LG may determine that they are able to continue to operate the welfare centre without the need for deployment of Communities staff. If this situation arises the LG must seek approval from Communities to retain the coordination role and have this decision documented formally. c) In some circumstances it may not be possible for Communities to attend the welfare centre due to geographical distances, road conditions, conflicting events, or other unforeseen circumstances. In these cases the LG may be asked to continue to provide the coordination role for the welfare centre, with support and advice being available from Communities via telephone or other means. In these situations Communities would approve in advance any required expenditures in relation to operating the welfare centre, and would meet these costs if required.

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	If LGs elect to undertake their own welfare arrangements without Communities consultation, **LGs are responsible for their own costs**.

2.4 Training

Training, both internally and inter-agency, will be determined by Communities and Emergency Welfare Coordination Groups. All training is to ensure staff and volunteers of Communities and partnering agencies have the necessary skills to provide appropriate welfare services under this plan, and in accordance with their roles and responsibilities.

2.5 Plan Activation Procedures

Communities will activate this plan from two sources:

(1) As per State Emergency Management Policy 5.3.4 'A Support Organisation is responsible for specific activities in support of the Controlling Agency/HMA, and may also support Combat Agencies and other Support Organisations upon request'.

(2) The State Welfare Coordinator/Emergency Services Coordinator based on information provided internally and/or externally, may identify the need to activate this support plan.

Regardless of who first identifies the need, the HMA/Controlling Agency and Communities State Welfare Coordinator (SWC), Emergency Services Coordinator (ESC) or Local Welfare Coordinator shall confer and agree that this plan should be activated; discuss the safe location of welfare centres and welfare services required. If activated at the local level the Local Welfare Coordinator will advise Communities SWC/ESC.

Once this decision is made the State or Local Welfare Coordinator shall assess the immediate welfare services required and activate Communities and partnering agencies if required and available. See Appendix 1 Communities Standard Operating Procedures for activation procedures.

Communities, representing partnering agencies, should be included as a member of the ISG and OASG, if formed, and will appoint an appropriate Communities representative accordingly.

2.6 Plan Activation Stages

The plan will normally be activated in stages. In an impact event for which there is no warning period, these stages may be condensed with stages being activated concurrently.

Activation Stage number	Activation Stage name and actions
Stage 1	**Alert:** By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided from within Communities. (a) Partnering agencies are alerted by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies alert their own personnel; (c) Additional information allowing partnering agencies time to arrange preliminary preparations is provided; (d) Key personnel are briefed on action to be taken; (e) Establish liaison as appropriate with the HMA/Controlling Agency and/or Emergency Coordinator.
Stage 2	**Activation:** By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided internally and/or externally. (a) On behalf of the HMA/Controlling agency, and in consultation with the welfare centre owners, the Local Welfare Coordinator organises for the designated welfare centre to be opened if required. The safest and most appropriate centre needs to be agreed on by the HMA, LG and Communities; (b) Required partnering agencies are activated by the SWC/ESC or Local Welfare Coordinator and proceed to the welfare centre; (c) Welfare services are provided under the coordination of the Local Welfare Coordinator with partnering agencies assisting as required; (d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Local Welfare Coordinator and partnering agencies; (e) Welfare services requirements are continuously monitored and reviewed by the Local Welfare Coordinator and adjusted accordingly. (f) If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/ESC.
Stage 3	**Stand Down:** HMA/Controlling Agency to officially notify Communities to Stand Down; or SWC/ESC or Local Welfare Coordinator to request of HMA/Controller Agency to Stand Down if they assess welfare services no longer required. (a) Partnering agencies are informed of the Stand Down by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies stand down in accordance with

Activation Stage number	Activation Stage name and actions
	relevant procedures for their agency;
	(c) Partnering agencies are to advise the SWC/ESC or Local Welfare Coordinator when stand down has been completed;
	(d) Communities to officially hand back the welfare centre facility to the owner and coordinate cleaning and any repairs required whilst the facility operated as a welfare centre;
	(e) The SWC/ESC or Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible;
	(f) Post operation reports to be written by Communities – see 2.9.

2.7   Public Information Management

The HMA/Controlling Agency is responsible for the provision and management of media and public information during emergencies, and all non-welfare matters will be referred to them. Communities and partnering agencies to this plan should only provide information to the public and the media on issues that are directly their responsibility, and with approval from the Communities SWC/ESC.

If the **Register.Find.Reunite. system** is activated, Communities SWC/ESC will give approval for Australian Red Cross to provide R.F.R. information to the HMA/Controlling Agency, or the State Emergency Public Information Coordinator (SEPIC).

2.8   Exchange of Information

During a state of emergency or emergency situation, emergency management agencies can share personal information relating to persons affected by the emergency, State EM Plan 5.2.5. Communities Local Welfare Coordinator is to contact Communities SWC/ESC to seek approval before there is any exchange of information.

2.9   Debriefs and Post Operation Reports

The Local Welfare Coordinator conducts a debrief of participating staff and agencies as soon as practical after all agencies are stood down. This is to identify lessons learnt through the activation for continuous improvement of any future activations. Following this, the Local Welfare Coordinator, or appointed Communities officer, writes the Post Operation Report.

3   Recovery

3.1   Recovery Definition

The Emergency Management Act 2005 (s. 3) defines recovery as the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial, and economic wellbeing.

As per the State Emergency Management Plan and the State Emergency Welfare Plan, it is the responsibility during recovery for the Department of Communities to coordinate the welfare components of recovery in line with the services outlined in this Plan for people affected by an emergency.

3.2   Emergency relief and assistance in recovery

Where possible, all offers of assistance and donations, including donated goods and services, should be coordinated through the Local Recovery Committee to avoid duplication of effort and confusion, State EM Policy 6.9.

Communities, as a support organisation, is not responsible for the coordination or collection of monetary donations or donated goods or services; restocking perishables or transporting people to/from homes and communities.

3.3   Financial Assistance in recovery
Sourced from State EM Plan 6.10 –
Through the **Disaster Recovery Funding Arrangements – Western Australia (DRFA-WA)**, the State Government provides a range of relief measures to assist communities recover from an eligible natural event

Department of Communities may provide some financial assistance in recovery for individuals and families if DRFA-WA is activated. This assistance is to alleviate the personal hardship or distress arising as a direct result of an eligible natural disaster, and is assessed on a case by case basis by Communities SWC/ESC. Some categories are subject to income and/or assets testing.

Other financial assistance that may be available after an emergency are:-
- **Department of Human Services Centrelink (Centrelink)** – will ensure payments to its existing clients in the area affected by the emergency are not disrupted. It can often provide financial assistance to any person whose livelihood has been affected by the emergency. Where possible, Centrelink should be invited to join the Local Recovery Coordination Group.
  If activated by the Australian Government, Centrelink can administer –
    - **Australian Government Disaster Recovery Payment (AGDRP)** - a one-off payment to assist people who have been significantly affected by a disaster. It is not for minor damage or inconvenience.
    - **Australian Government Disaster Recovery Allowance (AGDRA)** - a short term payment to assist individuals who can demonstrate their income has been affected as a direct result of a declared disaster. .
- **Public Appeals – Lord Mayor's Distress Relief Fund** – City of Perth established and manage this fund to provide relief of personal hardship and distress arising from natural disasters occurring within Western Australia.

3.4   Cessation of recovery
Communities cessation of welfare services in recovery will be dependent on community needs, access to existing community services, and individuals' and

communities' resilience.   Accordingly, Communities cessation may vary from other recovery services.

3.5   Review of recovery activities
Communities will undertake an evaluation of the effectiveness of its own recovery activities including an assessment of preparedness for any future event.

Appendix 1 – Department of Communities Standard Operating Procedures

Government of **Western Australia**
Department of **Communities**

STANDARD OPERATING PROCEDURES

STAGES

Alert
- Stage when Department of Communities (DC) staff member becomes aware via sighting, the media or contact from another person or agency.
- DC Local Office staff member becoming aware should contact the Local Welfare Coordinator. If not available progress to the Team Leader then District Director to confirm need for potential activation.
- Other DC staff and some relevant partnering agencies may be alerted.
- Contact Emergency Service if local/State Welfare Coordinator State level.

Activation
Activation may come from:
- Police Emergency Coordinator
- A Hazard Management Agency (HMA)/ Controlling Agency (CA)
- DC Emergency Services On Call Officer
- State Welfare Coordinator (SWC)
- District Director
- Crisis Care

Stand Down
1. Notification from the HMA/CA, SWC, ES On Call Officer
2. DC assess welfare services no longer required and consult with HMA/CA, SWC, ES On Call Officer to stand down

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Alert – When alerted to an incident, DC should confirm need for activation with the HMA/CA (Incident Controller).

Activation

No Activation/No Action Advise ES

If local activation, Local Welfare Coordinator (LWC), or other nominated officer; contact Emergency Services On Call Duty Officer on 0418 943 835 for approval to proceed.

Welfare Centre and other services required

- Notify DC staff
- Callout, brief, task assignment
- Appoint Incident Support Group (ISG) Liaison Officer
- Appoint Welfare Centre Coordinator (WCC)
- Notify partnering agencies
- Call out those required and assign tasks.
- DESO provide support and advice.

- Continuous coordination
- Reports to ES and District Director
- Ongoing review and assessment of needs

No Welfare Centre
But other welfare services required. Notify other staff as required to provide the services.

Stand Down
(See stand down procedures under the State and Local Emergency Welfare Plan)
- Notify DC staff, including District Director.
- Notify partnering agencies.
- If a local activation, notify ES On Call Officer.

ES On Call Officer notifies State Welfare Coordinator and monitors situation

Notify District Director
District Director role:
- Be available to support the LWC rep as requested.
- Attend OASG meetings if required.
- Liaise with DESO.
- Maintain an overview and source resources when local capacity exceeded; via ES.
- Manage DC day to day services and operation of the District.
- Manage media in consultation with ES Director.

Debriefs
- Organise debrief/s for DC staff and partnering agencies.
- Write Post Operation Report in consultation with ES and District Director.
- Organise letters of thanks to partnering agencies.

Appendix 2 – Local Emergency Welfare Coordination
Please see Appendix 4 – Organisational Responsibilities for details of each partnering agency's responsibilities.

Hazard Management Agency (HMA)/Controlling Agency (CA)

- **Has overall responsibility and management of the emergency and activate Department of Communities to coordinate welfare services**
- **Provides regular updates and information about the emergency to the Department of Communities Local Welfare Coordinator**

ISG/OASG

WA Police Force

- Maintain public order
- Assist with security at welfare centres if available

Department of Communities (Communities)
Welfare Coordinator (WC) / Welfare Centre Coordinator (WCC)
Linked to the Local Government/s's LEMC/s and Emergency Welfare Coordination Group if there is one

Communities coordinate some or all of the welfare services six (6) functional areas –
- **emergency accommodation including the management of welfare centres**
  ADRA may assist with the provision of emergency short to medium term accommodation at State and/or local level
- **emergency catering**
- **emergency clothing and personal requisites**
- **personal support services, including First Aid**
- **registration and reunification;**
- **financial assistance**

Local Government/s

- Provide welfare centre facilities
- where not available have alternative privately owned facilities listed in their LEMAs
- Assist with welfare centres, logistics and welfare support
- Manage donated goods and services

Registration & Reunification	**Emergency Catering**	**Personal Support services**	**Personal Support First Aid**	**Clothing and personal requisites**	**Financial assistance**
Registration coordinated by Communities with assistance from ○ **Australian Red Cross** ○ **Local Government staff** **Reunification coordinated by Australian Red Cross upon activation by Communities**	**Coordinated by Communities with assistance from** • **Country Women's Association** • **Salvation Army** • **Service clubs eg Rotary, Lions, sporting clubs** • **Meals on Wheels** • **Regional Prisons**	**Coordinated by Communities with assistance from** • **Australian Red Cross** • **Salvation Army** • **Local churches** • **Local organisations** • **Department of Health** • **Department of Education** • **Aboriginal organisations** • **Multicultural orgs** • **Department of Human Services – Centrelink** • **YouthCare** • **Legal Aid**	**Coordinated by Communities and managed by** • **St John Ambulance** • **Department of Health with assistance from staff & volunteers with current first aid certificates** • **Local health services, GPs** • **Local orgs eg Surf Life Saving Clubs**	**Coordinated by Communities with assistance from** • **Salvation Army** • **Local churches** • **Local Volunteering WA** • **Local organisations** • **Service clubs eg Rotary, Lions,**	**Communities can provide financial assistance for assessed immediate needs, determined at the time of the emergency on a case-by-case basis for affected persons** **Department of Human Services – Centrelink** **Communities to provide information on any other financial assistance if available**

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Appendix 3 –Emergency Welfare Coordination Group/Partnering Agencies

- In some locations where there are enough local partnering agencies, Communities will establish an Emergency Welfare Coordination Group.
- This coordination group is an advisory, consultative and referral group to oversee and assist in the planning and operation of local level welfare services. Their agreed organisational responsibilities are provided in Appendix 4.
- All partnering agencies staff and volunteers assisting Communities in accordance with this plan are required to comply with Communities policies, including those relating to working with children, volunteers, Occupational Health and Safety and emergency management.

Department for Communities (DC) Functions include: Overall Coordination * Accommodation * Financial Assistance * Counselling Personal Support * Personal Requisites * Registration			
Name/Position	**Email**	**Work Hours**	**After Hours Contact**
First Contact Ryan Hamblion Senior District Emergency Service Officer	- Ryan.Hamblion@Communities.wa.gov.au -	0427 429 042	On Call Duty Officer - 0418 943 835
Second contact Lucy Davies District Director	- Lissanne.Davies@Communities.wa.gov.au -	9274 9414	0427 443 559
Third contacts - Mundaring Cassie Kelly Local Welfare Coordinator	- Cassie.Kelly@Communities.wa.gov.au -	9274 7512	0429 900 759
Third contacts – Swan/Bullsbrook David Skipworth Local Welfare Coordinator	- David.Skipworth@Communities.wa.gov.au -	9374 7530	0448 518 985
Third contacts - Kalamunda Michelle Clough	- Michelle.Clough@Communities.wa.gov.au	9374 7517	0412 788 561

Local Welfare Coordinator			
Third contacts - Bassendean Sharon Ellis Local Welfare Coordinator	Sharon.Ellis@Communities.wa.gov.au	9274 9481	0430 110 615
Third contacts - Chittering Blythe Gooden Local Welfare Coordinator	Blythe.Gooden@communities.wa.gov.au	9274 9411	0468 944 797

City of Swan Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets			
Name/Position	**Email**	**Work Hours**	**After Hours Contact**
First Contact Heath Stenton Manager Community Safety	Heath.Stenton@swan.wa.gov.au	0409 102 343	After Hours: 1. Community Safety On- Call – 0407 563 660
Second Contact Magnus Ohman Fire & Emergency Management Coordinator	Magnus.Ohman@swan.wa.gov.au	0427 356 597	2. Community Safety Manager 0409 102 343

	Shire of Mundaring		
	Functions include:		
	Coordination Assistance * Provision of facilities to use as Evacuation Centres		
	Financial Assistance/Appeals * Assistance with Pets		
Name/Position	**Email**	**Work Hours**	**After Hours Contact**
First contact Adrian Dyson Manager Community Safety & Emergency Management	AdrianDyson@mundaring.wa.gov.au	9290 6659	0427 010 390
Second Contact Craig Cuthbert Coordinator Community Safety & Emergency Management	craigcuthbert@mundaring.wa.gov.au	9290 6605	0429 002 025
Third Contact Mark Luzi Director Statutory Services	markluzi@mundaring.wa.gov.au	9290 6650	0427 010 428

Shire of Kalamunda
Functions include:
Coordination Assistance * Provision of facilities to use as Evacuation Centres
Financial Assistance/Appeals *   Assistance with Pets

Name/Position	Email	Work Hours	After Hours Contact
First contact Jamie Hunter Senior Fire and Emergency Management Officer	Jamie.hunter@kalamunda.wa.gov.au	9257 9920	0457 549 948
Second contact Tim Parry Coordinator Community Safety	Tim.parry@kalamunda.wa.gov.au	9257 9891	0409 127 968
Third Contact James Wickens Manager Environmental Health and Community Safety	James.Wickens@kalamunda.wa.gov.au	9257 9961	0437 832 041

Town of Bassendean
Functions include:
Coordination Assistance * Provision of facilities to use as Evacuation Centres
Financial Assistance/Appeals *   Assistance with Pets

Name/Position	Email	Work Hours	After Hours Contact
First contact Luke Gibson Director Community Planning	lgibson@bassendean.wa.gov.au	93778002	0409 695 430
Second contact Sharna Merritt Senior Ranger	smerritt@bassendean.wa.gov.au	9377 8064	0419 955 254

Shire of Chittering			
Functions include:			
Coordination Assistance * Provision of facilities to use as Evacuation Centres			
Financial Assistance/Appeals * Assistance with Pets			
Name/Position	**Email**	**Work Contact**	**After Hours Contact**
First Contact David Carroll CESM/CBFCO	cesm@chittering.wa.gov.au	9576 4600	0409 529 138
Second Contact Matthew Gilfellon CEO	matthew.gilfellon@chittering.wa.gov.au	9576 4600	0427 576 127
Third Contact Tresa White HR Coordinator	hr@chittering.wa.gov.au	9576 4600	0458 192 648

Red Cross				
Functions include:				
Registration of evacuees * Manage Inquiry * Personal support				
(1st, 2nd, and 3rd contact used for day to day business. For emergency responses refer to after hours contact numbers in 3rd column)				
Name/Position	**Email**		**Work Hours**	**After Hours Contact**
First Contact Erin Fuery Emergency Services Manager	efuery@redcross.org.au		0448 991 399	
Second Contact Karen Edmeades ES Recovery & Resilience Coordinator	kedmeades@redcross.org.au		0448 713 604	Emergency Control 0408 930 811
Third Contact Harry Deluxe ES Operations/Workforce Coordinator	hdeluxe@redcross.org.au		0437 989 602	

Salvation Army				
Functions include:				
Catering * Emergency Clothing/Personal requisites * Personal support				
Name/Position	**Email**		**Work Hours**	**After Hours Contact**
First contact Ben Day Director of Emergency Services	Ben.day@aus.salvationarmy.org		9209 1142	0407 611 466 0427 986 435
2nd Contact Heather Donaldson Assitant State Coordinator	Heather.Donaldson@salvationarmy.org		9209 1142	0427 385 637

Country Women's Association			
Functions Include:			
Catering support * Personal services * Emergency clothing/personal requisites			
Name/Position	**Email**	**Work Hours**	**After Hours Contact**
Bindoon Belles Liz Coles	winky778@hotmail.com	0428 173 824	Activated by Salvation Army
Bullsbrook Delyse Ward	normdel1@bigpond.com	0427 690 759	
Mt Helena/ Parkerville Kerry Borgas	kerryborgas@iinet.net.au	0409 641 017	

Services Australia (Formely Dept of Human Services)			
Functions include:			
Financial Assistance * Counseling			
Name/Position	**Email**	**Work Hours**	**After Hours Contact**
First contact Leon Russo Region Manager Services Australia Emergency Management Portfolio	Leon.russo@servicesaustralia.gov.au	0439 664 414	0439 664 414

Police			
Functions Include:			
Maintain public order at evacuation centre as required			
Mundaring Jeff Taylor OIC	Jeff.Taylor@police.wa.gov.au	9290 1900	0475 821 529
Swan Jason Van der Ende OIC	jason.vanderende@police.wa.gov.au	6372 1106	0437 725 130
Kalamunda Simon Parke OIC	simon.parke@police.wa.gov.au	93592014	0408 943 068
Bassendean Matthew McCaughey OIC	matthew.mccaughey@police.wa.gov.au	9376 7007	0429 120 304
Chittering Iain Lind OIC	Iain.Lind@police.wa.gov.au	9575 5602	0429 117 780

St John Ambulance (Volunteers) Functions Include: First aid only			
Name/Position	**Email**	**Work Hours**	**After Hours Contact**
St John – Apart from medical emergencies all activations must be approved by the ESU On Call Emergency Services Coordinator on 0418 943 835	**Emergencies – 000/112/106** **Event Health Services** – Can provide advice and consult on appropriateness of activation. Will also activate services and stand down general attendance when requested.	9334 1234	9334 1234
Melissa Rorke Event Operations Manager	melissa.rorke@stjohnambulance.com.au	0419 817 059	9334 1311
Manager EM Unit Steve Hall	em.unit@stjohnambulance.com.au	0419 044 651	9334 1455

Youth Care Functions Include: Personal Support and Pastoral Care			
Name/Position	**Email**	**Work Hours**	**After Hours Contact**
1st Contact YouthCARE PCIR Darlene Herbert/Steve Jansz	pcir@youthcare.org.au	0407 413 855 9376 5000	0407 413 855

(PCIR Coordinators)

DFES/SES			
Functions Include:			
Logistics Support			
Name/Position	**Email**	**Work Hours**	**After Hours Contact**
First contact Swan SES Duty Officer On call 24/7		0407 197 130	0407 197 130
Second contact Shaun Plummer Local Manager	manager@swanses.org.au	0409 689 188	0409 689 188
Third Contact Daryl Coleman Deputy Local Manager	deputy@swanses.org.au	0411 221 032	0411 221 032

DFES/COMMUNITY LIAISON UNIT (CLU)			
Functions Include:			
Public information * Liaison between Incident controller and community			
Name/Position	**Email**	**Work Hours**	**After Hours Contact**
1st Contact Leah Parlour Director Community Preparedness	Leah.parlour@dfes.wa.gov.au	448342457	Duty Officer 0408 296 320

VOLUNTEERING WA				
Functions Include				
*Management of Volunteers *Management of Donated Goods				
*Personal Support				
Name/Position	**Email**	**Work Hours**	**After Hours Contact**	
1st Contact Jen Wyness Senior Manager Services	jen@volunteeringwa.org.au	9482 4315	0422 941 483	

DEPARTMENT FOR HEALTH			
Functions Include:			
Personal Support			
Name/Position	**Email**	**Work Contact**	**After Hours Contact**
1st Contact (24/7) On Call Duty Officer (Department of Health) Disaster Preparedness and Man. Unit		9328 0553	9328 0553

Appendix 4 – Organisational Responsibilities

- Partnering agencies that may be engaged by Department of Communities (Communities) to assist in fulfilling their welfare obligations as part of the Local Emergency Welfare Plan.
- Communities as an emergency management support organisation coordinates emergency welfare services when activated via this plan – the Local Emergency Welfare Plan.
- To coordinate emergency welfare services requires the support of a number of statutory, private and voluntary organisations, known as partnering agencies. These responsibilities are allocated on a state-wide basis and have been determined by agreement between the respective agencies at the State level via the State Welfare Emergency Committee and Communities.
- At the local level these responsibilities may be varied to suit the capabilities and availability of welfare organisations. The responsibilities are negotiated between Communities and the agency at the local level and are reflected in this Appendix.
- The allocated responsibilities do not restrict one agency from assisting another, regardless of its primary role.
- Should a partnering agency not be able to manage its primary responsibilities, support with those responsibilities may be requested from the Local Welfare Coordinator. Ultimately, Communities is responsible for these functions where no partnering agency assistance is available.

Please note this List of Agencies is state level agencies as per the State Westplan – Welfare. DESOs will need to identify appropriate agencies at the local level; negotiate with each of them appropriate Responsibilities and record accordingly below. Please keep this list in alphabetical order.

Other agencies may be invited to join the Emergency Welfare Coordination Group as required

Agency / Organisation Name	Normal role if engaged

Department of Communities (Communities) – Lead Welfare Agency	(1) Coordinate all functional areas of an emergency welfare response during emergencies;
	(2) Appoint the Local Welfare Coordinators to support each Local Government (LG) area;
	(3) If applicable, establish and manage the activities of the *(insert local name)* Emergency Welfare Coordination Group including the provision of secretariat support;
	(4) Provide staff and operate the Welfare Centres if required;
	(5) Coordinate all welfare resources utilised under this plan;
	(6) Coordinate the welfare functional areas of:
	   (a) Emergency Accommodation;
	   (b) Emergency Catering;
	   (c) Emergency Clothing and Personal Requisites;
	   (d) Personal Support Services;
	   (e) Registration and Reunification;
	   (f) Financial Assistance;

Agency / Organisation Name	Normal role if engaged
	(7) Provide representatives to various emergency management committees and coordination groups as required.
Department of Communities - Disability Services	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available; (3) Provide strategic policy advice regarding the provision of welfare services to people with disabilities; (4) Assist with other welfare functional areas where agreed.
Department of Communities - Housing	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available; (3) Provide strategic policy advice regarding the provision of emergency accommodation; (4) Assist with other welfare functional areas where agreed.
ADRA – Adventist Development and Relief Agency	(1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of emergency short to medium term accommodation; (3) Provide regular updates to Communities, including a list of all emergency accommodation organised for evacuees; (4) Assist with other welfare functional areas where agreed.
Australian Red Cross	(1) Provide a Support Agency Officer/s as required; (2) Assist with Registration at Welfare Centres; (3) Manage and operate the Register.Find.Reunite. system; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
Country Women's Association	(1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Emergency Catering at Welfare Centres; (3) Assist with the provision of Personal Support Services; (4) Assist with the provision of Emergency Clothing and Personal Requisites; (5) Assist with other welfare functional areas where agreed.
Department of Education	(1) Provide a Support Agency Officer/s as required ; (2) Provide access to facilities for Emergency Accommodation where available; (3) Provide access to facilities for Emergency Catering where available; (4) Provide access to staff to assist with Personal Support Services, including School Psychology Service where

Agency / Organisation Name	Normal role if engaged
	agreed and available; (5) Assist with other welfare functional areas where agreed.
Department of Fire and Emergency Services (DFES) Community Liaison Unit	(1) Provide a Support Agency Officer/s as required; (2) Engage "face to face" two way communication and liaison with affected communities through a point of public interface e.g. at a welfare centre distributing relevant incident information such as traffic management information, and support the facilitation of public meetings and other community based communications.
Department of Health	(1) Provide a Support Agency Officer/s as required; (2) Provide a comprehensive response to mental health effects of an emergency, as outlined in the Mental Health Disaster Subplan; (3) Provide health response as outlined in the State Health Emergency Response Plan; (4) Assist with the provision of Personal Support Services at Welfare Centres; (5) Assist with other welfare functional areas where agreed.
Department of Human Services – Centrelink	(1) Provide a Support Agency Officer/s as required; (2) Provide Financial Assistance to people affected by the emergency in accordance with DHS Centrelink guidelines, policies and the Social Security Act; (3) Provide support services or referral advice to appropriate agencies; (4) Assist with other welfare functional areas where agreed.
Department of Local Govnment, Sport & Cultural Industries, including Office of Multicultural Interests Divsn	*Negotiate at the local level how the Department of Local Government, Sport and Cultural Industries could assist*; (1) Provide a Support Agency Officer/s as required; (2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework; (3) Assist with other welfare functional areas where agreed.
GIVIT – online donation manage-ment system	(1) Provide a Support Agency Officer as required to be a reference source regarding donated goods.
Legal Aid Western Australia	(1) Provide a Support Agency Officer/s as required; (2) Provide relevant legal information for emergency impacted persons and/or communities; (3) Assist with other welfare functional areas where agreed.
Local Churches/ Church Ministers Fellowship	(1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of Personal Support Services; (3) Assist with other welfare functional areas where agreed.
Local	*Negotiate at the local level with individual Local Governments*

Agency / Organisation Name	Normal role if engaged
Government Welfare Support	*any additional responsibilities eg Ranger Services.* (1) Provide a Local Government (LG) Welfare Liaison Officer as required; (2) Assist with the welfare functional area of Emergency Accommodation by utilising LG facilities as Welfare Centres, and where not available have alternative privately owned facilities listed in their LEMAs; (3) Assist Communities to provide the initial welfare response to evacuating community members. See above 2.3 Local Government Welfare Support Response. (4) Assist with other welfare functional areas where agreed.
Salvation Army	(1) Provide a Support Agency Officer/s as required; (2) Provide Emergency Catering at Welfare Centres; (3) Provide Emergency Clothing and Personal Requisites such as toiletries and other incidentals to those affected as required; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
St John Ambulance	**Please call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA. If an ambulance is required please call 000/112/106.** (1) Provide a Support Agency Officer /s as required; (2) Provide qualified First Aiders at Welfare Centres, where required and available; (3) Assist with other welfare functional areas where agreed.
(*Insert Local Name*) Volunteering WA	(1) Provide a Support Agency Officer/s as required; (2) Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment; (3) Manage affiliated and spontaneous non-affiliated Volunteers; (4) Assist with other welfare functional areas where agreed.
WA Police Force	(1) Provide a Support Agency Officer/s as required; (2) Maintain public order where required; (3) Assist with other welfare functional areas where agreed.
YouthCare	(1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Personal Support Services at Welfare Centres where available including practical support, emotional support and pastoral care support. (3) Assist with other welfare functional areas where agreed

Appendix 5 – Emergency Accommodation

The provision of temporary shelter for persons rendered homeless by an emergency, or due to evacuation from an emergency, ranging from short to medium term accommodation, is coordinated and assessed by Communities.

Please note - in the event of an evacuation, people may make their own accommodation arrangements eg stay with family or friends locally (if this is safe) or in another town.

Points of clarification:

5.1   Establishment of welfare centres

As per State EM Policy -

(a) 5.7.3 - The Controlling Agency is responsible for the management of evacuation during an incident, and this continues during an emergency response.

(b) 5.7.4 - Local governments, HMAs, relevant EMAs (i.e. Support Organisations and Controlling Agencies), in consultation with relevant Local Emergency Management Committees (LEMCs), must identify and advise of refuge site and welfare centres including evacuation centres appropriate for the hazard. The welfare centres should be documented in the LEMA, and are also recorded on the State Welfare Centre Database which HMAs and Controlling Agencies have access to.

(c) 5.9.5.5 - LEMCs must ensure that LEMA identify appropriate facilities and existing infrastructure within their boundaries are available for use by EMAs or note where there are no facilities.

Therefore the establishment and management of welfare centres by Communities is on behalf of the HMA or Controlling Agency, in consultation with welfare centre owners. This could be LGs or private facility owners. Welfare centres are established as emergency facilities from which Communities coordinate accommodation, food, clothing, financial assistance, registration, personal support and other welfare services until alternative arrangements can be made.

5.2   Welfare centres definition

In Western Australia welfare centres are a facility that may provide for evacuation, reception, accommodation and relief and recovery (commonly referred to as a 'one-stop-shop') for an impacted community. Welfare centres may continue the extended provision of services into the recovery phase where LGs take responsibility as the lead agency in recovery. For the purposes of this plan all such facilities are classified as Welfare Centres.

5.3   Safety considerations

To ensure the safety of evacuees and welfare centre staff and volunteers, Communities will not establish welfare centres –

- in Bushfire Emergency Warning areas, and will only establish welfare centres in Bushfire Watch and Act areas with the assurance of the HMA/Controlling Agency that it is deemed safe to do so;
- if there is not safe access routes to the welfare centres;

- if there are structural concerns about the facility, and/or health concerns eg no running water, no drinking water, non-functioning sewage system, gas or chemical leaks in the area.

5.4   Children, organisations, educational and care facilities

As per State EM Plan 5.3.2 Community Evacuation, Stage 4: Shelter –
Children and vulnerable people in Evacuation Centres
Unaccompanied children, without direct parental or responsible adult supervision, should be evacuated into the care of the Department of Communities at the evacuation centre.

The preferred option for agencies, organisations or educational and care facilities such as women's refuges, men's hostels, group homes, is for them to have arrangements in place to either evacuate to a similar facility or shelter in place if safe.

If it is necessary to evacuate to a welfare centre, supervisory staff or members with responsibility for the care, supervision or provision of services to children and their clients must remain at the centre and continue to supervise and provide services until such time as alternative arrangements are made. This may include children being returned to parents or other responsible adult approved by that agency, organisation or educational and care facility.

Agencies, organisations and educational and care facilities at evacuation centres should liaise with the welfare coordinator at these centres for further advice and assistance in relation to unaccompanied children.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in Local Emergency Management Arrangements, State EM Plan 4.6.1 Special Considerations.

5.5   Animals in welfare centres

For health and safety reasons no animals, including pets, are permitted in welfare centres with the exception only of Assistance animals e.g. Guide Dogs, "Hearing" Dogs and Disability Aid Dogs. Some LGs may have an Animal Welfare Plan for them to coordinate the management of animals and pets in emergencies.

5.6   Responsibility for the welfare centre premises

Communities will take responsibility for the premises utilised as welfare centres from the time of their operations until their closure. Communities shall exercise reasonable care in the conduct of its activities, and agree to replace or reimburse for supplies used in the operation of welfare centres.

As Communities operate welfare centres on behalf of the relevant HMA/Controlling Agency, in the event of any claim for unusual damage incurred as a result of the use of a facility as a welfare centre, Communities will facilitate processes with the HMA/Controlling Agency to respond to the claim. The owner/s of the facilities agrees to utilise their building insurance in the event of damage resulting from the actual disaster event to the structure of the building.

Communities will utilise contract cleaners or pay for the use of the facilities' cleaners to restore the facilities directly utilised as welfare centres back to serviceable condition, if requested.

5.7 School evacuations

If a school needs to evacuate upon receiving advice/instructions from the Incident Controller or HMA, they should try to evacuate to another school as a first option, or self-manage in a Communities designated welfare centre. Schools can evacuate to the community welfare centre with the schools' students under the duty of care and responsibility of the evacuated school.

Schools should use resources within the school such as gym mats, blankets if they have them, any food in school canteens etc However if these resources are not available and Communities have spare items, these items will be shared with the school. If schools and Communities do not have these resources available, Communities will share any information on sourcing items as listed in the Local Emergency Welfare Plan.

5.8 State Welfare Centres

In some circumstances, particularly in larger State level sized emergencies, facilities in a local area in which an emergency or disaster has occurred may not be suitable/sufficient to ensure the safety of all evacuees, welfare staff and volunteers. In these circumstances LGs or private facility owners may be asked for use of their facility as a 'State Welfare Centre' to assist affected members of other LG areas. At these times it would be the expectation that the State Welfare Centre would operate in a similar manner with the same procedures as if operating as a Local Welfare Centre as outlined in this plan.

See over for the list of Pre-determined Welfare Centres.
Appendix 5A - List of Pre-Determined Welfare Centres

Welfare Centres are pre-determined by Communities in partnership with the Local Government/s' LEMCs. The LEMCs are to ensure Local Emergency Management Arrangements (LEMA) identify such facilities and existing infrastructure that are available for use by Emergency Management Agencies (including Communities) within their respective boundaries. In the event of a lack of facilities the LEMC are to note this in the LEMA's and advise the HMA/Controlling Agency to make alternative arrangements. ***THESE NUMBERS BELOW REFLECT THE COVID-19 PHASE 4 SOCIAL DISTANCING RECOMMENDATIONS.***

		SHIRE OF MUNDARING		
NAME	**DAY/SLEEP CAPACITY**	**ADDRESS**	**GPS**	**CONTACT**
Glen Forrest Hall	120/60	15-35 Stratham Street, GLEN FORREST	-31.90667, 116.101536	
Pakerville Hall, Recreation Centre	300/150	Cnr Seaborne Street and Redfern Road, PARKERVILLE	-31.893092, 116.139176	Duty Ranger - 9290 6666
Brown Park Community Centre	225/115	Cnr Salisbury Road and Amherst Road, SWANVIEW	-31.889766, 116.053552	
Mundaring Arena	600/300	50 Mundaring Weir Rd, Mundaring	-31.912568, 116.170510	
Mt Helena Recreation Centre	345/170	Keane Street (Next to Mt Helena PS), MT HELENA	-31.874952, 116.220929	

		TOWN OF BASSENDEAN		
NAME	**DAY/SLEEP CAPACITY**	**ADDRESS**	**GPS**	**CONTACT**
Bassendean Seniors and Community Centre	78/40	50 Old Perth Road, BASSENDEAN	-31.904026, 115.950030	1st Call - 9377 8000 2nd Call - 0408 069 226
Cyril Jackson Recreation Centre	250/125	53 Reid Street, BASSENDEAN	-31.912689, 115.940273	3rd Call - 0419 955 254

CITY OF KALAMUNDA				
NAME	**DAY/SLEEP CAPACITY**	**ADDRESS**	**GPS**	**CONTACT**
Ray Owen Sports Centre	840/420	96 Gladys Road, LESMURDIE	-32.001359, 116.044085	1st Tim Parry - 0409 127 968
Lesmurdie Hall	200/100	97 Gladys Road, LESMURDIE	-32.002064, 116.043091	2nd Nic Parry - 0457 549 948
High Wycombe Recreation Centre	300/150	200 Newburn Road, HIGH WYCOMBE	-31.947307, 116.005600	3rd Michele Rogers 0419 832 230
Kalamunda Agricultural Hall	200/100	50 Canning Road, KALAMUNDA	-31.976322, 116.056911	4th Sarah Zulberti - 0407 440 946
Hartfield Park Recreation Centre	500/250	199 Hale Rd, FORRESTFIELD	-31.994201, 115.997264	

CITY OF SWAN				
NAME	**DAY/SLEEP CAPACITY**	**ADDRESS**	**GPS**	**CONTACT**
Beechboro Community Hub	750/350	290 Benara Road, BEECHBORO	-31.874664, 115.939320	Business Hours - 9267 9022
Swan Active Midland	200/100	27 Gray Drive, MIDVALE	-31.883104, 116.024125	A/H - 0407 563 660 or
Ethel Warren Bullsbrook Community Centre	175/90	5 Marouba Ave, BULLSBROOK	-31.667441, 116.032034	Insight - 9267 9267

SHIRE OF CHITTERING				
NAME	**DAY/SLEEP CAPACITY**	**ADDRESS**	**GPS**	**CONTACT**
Bindoon Hall	100/50	6180 Great Northern Highway, BINDOON	-31.386070, 116.096719	Chittering Shire Office, 9576 4600 Manager 0437 051 828
Wannamal Community Centre	50/25	2619 Bindoon-Moora Road, WANNAMAL	-31.163661, 116.056148	
Muchea Hall and Sports Ground	90/45	48 Archibald Street, Muchea	-31.581802, 115.970590	
Lower Chittering Hall and Sportsground	130/65	23 Chittering Valley Road, Chittering	-31.570598, 116.102334	

WELFARE CENTRE SAFETY INSPECTION

Facility Name & Address

Name:		**Address:**	

In the event that this facility is required for use as welfare centre, this checklist (often completed in conjunction with the facility condition report) must be completed jointly between Department of Communities (DC or Communities) and the facility site representative directly prior to Communities taking control of the facility and again prior to handing the facility back. Identified hazards should be reported, removed/barricaded or handled/resolved as soon as possible.

Areas to check at a minimum	
1. **Facility access** • How many entrances/exits to the centre are there? • Are any entrances/exits a hazard for children/people with special needs? • Do any entrances/exits need to be blocked off or better sign posted? Are any of them fire exits? • Is the car park able to be accessed? Is suitable access for people with disabilities available e.g. ramps/rails etc. • Stage/side halls – are these safe for children?	☐
2. **Slips, trips and fall from height hazards** • Floors, stairs and ramps - are these free from obstructions that may cause a person to trip or fall – do any need to be barricaded? • Drains, plumbing and wet areas – are these leaking causing a slip hazard – check under sinks, dishwasher. • Are floor surfaces free from uneven surfaces/potholes/other hazards? • Are stair/steps barricaded from children? • Are heavy/frequently used items stored away from top shelves and/or steps/safety ladders available if needing to reach heights (to be secured away at all other times)?	☐
3. **Drowning hazards** - Is there a drowning hazard e.g. swimming pool/spa etc? If so have these been barricaded?	☐
4. **Electrical hazards** • Is the switchboard free of any obstructions and switchboard components are clearly marked? • Are plugs, sockets, extension leads, power boards and/or electrical installations in good condition and protected (e.g. covered from damage and not overloaded)? • Are flexible cords and extension cords being used in a safe manner (e.g. not lying across walkways and no use of multiple extension cords) • Heaters – are these a hazard that needs to be barricaded? • Kitchen – is this barricaded from children? • Urns/Kettles – have these been barricaded from children? • Other electrical equipment / hazards?	☐
5. **Hazardous substances** • Are all potentially dangerous hazardous substances e.g. and chemicals including cleaning products etc locked away?	☐
6. **Other** • Please include an outline of other areas checked for hazards/risks.	☐

Please include details of all identified hazards / risks on the following page.

Identified hazard / risk	Resolved/ Barricaded?
1.	Yes ☐ No ☐
2.	Yes ☐ No ☐
3.	Yes ☐ No ☐
4.	Yes ☐ No ☐
5.	Yes ☐ No ☐
6.	Yes ☐ No ☐
7.	Yes ☐ No ☐
8.	Yes ☐ No ☐
9.	Yes ☐ No ☐
10.	Yes ☐ No ☐

** Please use a separate sheet if more hazards are required to be reported.

Safety Inspection completed by: **Date:** _____

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE
	Local Government		
	Department of Communities		

WELFARE CENTRE CONDITION REPORT

Facility Name & Address

Name:		Address:	

In the event that this facility is required for use as welfare centre, this report (often in conjunction with the facility safety inspection) must be completed jointly between Department of Communities (DC or Communities) and the facility site representative directly prior to Communities taking control of the facility and again prior to handing the facility back.

Identified damage or excessive wear and tear to the facility or equipment must be recorded. It is highly recommended that photos and/or video of the full facility (or at a minimum the parts of the facility that may be used) are taken so that the facility condition is accurately recorded. Photos/video often assists in confirming at a later date existing facility/equipment damage (that may have been missed in a visual inspection).

Identified damage or wear and tear	Photo/video taken?	Safety Issue?
1.	Yes ☐ No ☐	Yes ☐ No ☐
2.	Yes ☐ No ☐	Yes ☐ No ☐
3.	Yes ☐ No ☐	Yes ☐ No ☐
4.	Yes ☐ No ☐	Yes ☐ No ☐
5.	Yes ☐ No ☐	Yes ☐ No ☐
6.	Yes ☐ No ☐	Yes ☐ No ☐
7.	Yes ☐ No ☐	Yes ☐ No ☐
8.	Yes ☐ No ☐	Yes ☐ No ☐

** Please use a separate sheet if more damage / wear and tear is required to be reported.

Condition report completed by: **Date:**

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE
	Local Government		
	Department of Communities		

WELFARE CENTRE HANDOVER REPORT

Facility Name & Address   **Report Date/Time:** _____

Name:		Address:	

Facility Coordinators

Local Government Welfare Coordinator:	
DC Local Welfare Coordinator:	

Facility Handover Info

In the event that this facility is required for use as welfare centre, this handover / hand back report seeks to collate information useful to the party taking over/back 'control' of the facility. It should be completed jointly between Department of Communities and the facility site representative (or for local emergencies the Local Government representative). The information provided streamlines the process of handing over management of the centre, particularly in regards to knowing the current issues, staffing, agencies and evacuees utilising the centre

Areas to consider as a minimum

1. Has a Safety Inspection and Condition Report been completed? Are there any concerns ☐

_____

_____

_____

2. How many Evacuees have been registered? Where are the Registration Forms? Have they been faxed? ☐

_____

_____

_____

3. Has hospitality been provided? Have any Meals been organised for the Evacuees? Have any meals or food has already been served? ☐

_____

_____

_____

4. Have you assigned any Liaison Officers to work in the centre? How Long? Have you arranged any rosters for on-going support? ☐

_____

_____

_____

5. Are other community members/groups going to be utilising the centre whilst it is open ☐
   as a Welfare Evacuation Centre and will disturb its current purpose? Has the community
   been made aware of this centre being used as a Welfare Evacuation Centre? Have
   alternative plans been made for activities?

   _____

   _____

   _____

   _____

6. Are there any other concerns or issues that have arisen since the opening of the centre ☐
   or any that you foresee being an issue whilst the centre is open as a Welfare Evacuation
   Centre?

   _____

   _____

   _____

   _____

   _____

   _____

7. Other Notes? ☐

   _____

   _____

   _____

   _____

   _____

   _____

   _____

   _____

** Please use another Form to hand the Facility back from the Department of Communities to the Local Government

Handover report completed/acknowledged by: **Date: _____**

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE
	Local Government		
	Department of Communities		

Appendix 5B – Alternative Temporary Accommodation Services

In the event of an evacuation, people may make their own accommodation arrangements eg stay with family or friends locally (if this is safe) or in another town.

If a small number of people were required to evacuate, or there is extenuating circumstances for some individuals and families, Communities Emergency Services would explore alternative arrangements, depending upon the situation at the time. This may include a range of options such as commercial facilities. **Note: accommodation providers requiring payment need to have ABNs** – providers cannot receive payment without one.

Contact the Emergency Services On Call Duty Officer to seek approval for use of commercial accommodation – 0418 943 835.

In a larger emergency Communities Emergency Services may need assistance in organising accommodation for evacuees and ADRA can assist with this in designated areas. If additional help is required please contact the **Emergency Services On Call Duty Officer – 0418 943 835** and the Officer will activate ADRA if appropriate.

Appendix 6 – Welfare function of Registration and Reunification

- This functional area enables individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated, intrastate, interstate or internationally.
- To facilitate the accounting of persons affected by such incidents, Communities may use the registration and reunification Register.Find.Reunite. system or other options as appropriate. The Register.Find.Reunite. system has been developed at the State and national level. In Western Australia this system is activated by Communities and managed by the Australian Red Cross on behalf of Communities.
- The system provides for the registration and reunification of affected persons using standardised forms. Stocks of these forms are held by Communities offices, the Australian Red Cross State Inquiry Centre and its local teams and some LGs to be readily available for immediate use at welfare centres.
- In addition, impacted individuals may choose to register themselves online using the Register.Find.Reunite. system once it has been activated.

See over for Communities Standard Operating Procedures for the welfare function of Registration and Reunification.
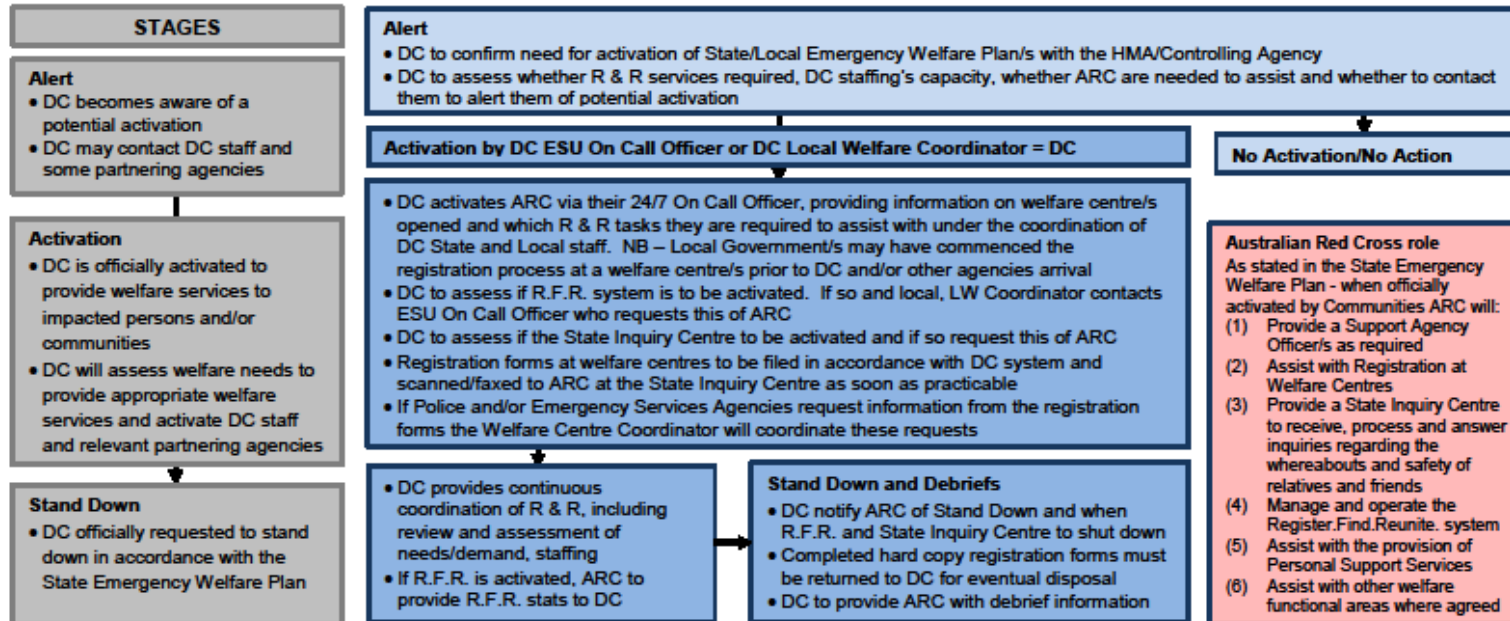
Communities Standard Operating Procedures for the welfare function of Registration and Reunification

Government of Western Australia
Department of **Communities**

Department of Communities Emergency Services - Standard Operating Procedures for the welfare function of Registration and Reunification Dec 2017

Registration and Reunification (R & R) is one of the 6 welfare functional areas Department of Communities (DC) is responsible for under the WA Emergency Management Act 2005 and State Emergency Management Arrangements. Welfare arrangements are detailed in the State Emergency Welfare Plan and Local Emergency Welfare Plans. Registration and reunification enables individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated, intrastate, interstate or internationally. To facilitate the accounting of persons affected by such incidents, DC may use the registration and reunification Register.Find.Reunite. (R.F.R.) system or other options as appropriate. R.F.R. has been developed at the State and national level. In Western Australia this system is activated by DC as the commissioning agency and managed by the Australian Red Cross (ARC) as a partnering agency, on behalf of DC. ARC operates the State Inquiry Centre when authorised by the DC State Welfare Coordinator.

Registration and Reunification Standard Operating Procedures – State and Local Levels

STAGES

Alert
- DC becomes aware of a potential activation
- DC may contact DC staff and some partnering agencies

Activation
- DC is officially activated to provide welfare services to impacted persons and/or communities
- DC will assess welfare needs to provide appropriate welfare services and activate DC staff and relevant partnering agencies

Stand Down
- DC officially requested to stand down in accordance with the State Emergency Welfare Plan

Alert
- DC to confirm need for activation of State/Local Emergency Welfare Plan/s with the HMA/Controlling Agency
- DC to assess whether R & R services required, DC staffing's capacity, whether ARC are needed to assist and whether to contact them to alert them of potential activation

Activation by DC ESU On Call Officer or DC Local Welfare Coordinator = DC

- DC activates ARC via their 24/7 On Call Officer, providing information on welfare centre/s opened and which R & R tasks they are required to assist with under the coordination of DC State and Local staff. NB – Local Government/s may have commenced the registration process at a welfare centre/s prior to DC and/or other agencies arrival
- DC to assess if R.F.R. system is to be activated. If so and local, LW Coordinator contacts ESU On Call Officer who requests this of ARC
- DC to assess if the State Inquiry Centre to be activated and if so request this of ARC
- Registration forms at welfare centres to be filed in accordance with DC system and scanned/faxed to ARC at the State Inquiry Centre as soon as practicable
- If Police and/or Emergency Services Agencies request information from the registration forms the Welfare Centre Coordinator will coordinate these requests

No Activation/No Action

- DC provides continuous coordination of R & R, including review and assessment of needs/demand, staffing
- If R.F.R. is activated, ARC to provide R.F.R. stats to DC

Stand Down and Debriefs
- DC notify ARC of Stand Down and when R.F.R. and State Inquiry Centre to shut down
- Completed hard copy registration forms must be returned to DC for eventual disposal
- DC to provide ARC with debrief information

Australian Red Cross role
As stated in the State Emergency Welfare Plan - when officially activated by Communities ARC will:
(1) Provide a Support Agency Officer/s as required
(2) Assist with Registration at Welfare Centres
(3) Provide a State Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends
(4) Manage and operate the Register.Find.Reunite. system
(5) Assist with the provision of Personal Support Services
(6) Assist with other welfare functional areas where agreed

Appendix 7 – Emergency Catering Services

Communities will coordinate the establishment of an emergency catering service for those rendered homeless, evacuees and welfare workers engaged during an event. Dependent on the catering requirements, Communities may engage a variety of service providers to provide this service, such as voluntary groups, fast food outlets or hospital, hotel, motel or public catering services. Communities cannot accept other prepared food e.g. sandwiches, cakes, sausage rolls, unless the person/organisation has a Food Handling Certificate issued by the LG.

Responsibility for the provision of meals for non-welfare emergency workers is the responsibility of the HMA/Controlling Agency.

A resource list of catering agencies and other options is included below, with consideration of catering for large numbers of evacuees and/or protracted emergency events.

WATER SUPPLIERS

Name	Type of Supplies	Contact Details	After Hours Contact
Water Corporation Manager Control Centre Operations (MCCO)	Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	1300 483 514	1300 483 514

Shire of Chittering		
NAME	**ADDRESS**	**CONTACT**
Bindoon Cafe and Restaurant	6173 Great Northern Hwy, Bindoon	9576 0021
Bindoon Bakehaus	27 Binda Pl, Bindoon	9576 0069
The Blue Cow Café	lot 9 Santa Gertrudis Dr, Lower Chittering	0448 880 977

Shire of Mundaring		
NAME	**ADDRESS**	**CONTACT**
Glen Forrest Bakery	3/5 Hardey Rd, Glen Forrest	9298 8448
Parkerville Tavern	6 Owen Rd, Parkerville	9295 4500
KFC Mundaring	7295 National Highway 94, Mundaring	9295 6880
Mundaring Hotel	Jacoby St, Mundaring	9295 1006
Domino's Pizza Mundaring	shop 19b/7295 Great Eastern Hwy, Mundaring	9294 6820
Swan View Tavern	305 Morrison Rd, Swan View	9294 1922

McDonald's Midvale	Morrison Rd & Farrall Rd, Midvale	9250 4668
Domino's Pizza Swan View	309 Morrison Rd, Swan View	9294 5020
Mt Helena Deli & Take Away	1825 Keane St E, Mount Helena	9572 1164

Town of Bassendean		
NAME	**ADDRESS**	**CONTACT**
Pizza Hut Bassendean	Cnr West &, Guildford Rd, Bassendean	1300 749 924
Red Rooster	West Rd, Bassendean	9279 3076

City of Kalamunda		
NAME	**ADDRESS**	**CONTACT**
Red Rooster	60 Hale Rd, Forrestfied	9453 1488
Domino's Pizza Forrestfield	13/80 Hale Rd, Forrestfield	9486 6020
Boab Tavern	107 Dundas Rd, High Wycombe WA 6057	9454 3566
Hungry Jacks	516 Kalamunda Rd, High Wycombe	9454 6034
Subway	20 Railway Rd & Mead St, Kalamunda	9293 1890
Kalamunda Hotel	43 Railway Rd, Kalamunda	9257 1084
Red Rooster	1 Canning Rd, Kalamunda	9293 4473

City of Swan		
NAME	**ADDRESS**	**CONTACT**
McDonald's Beechboro	Altone Rd, Beechboro	9379 2044
Subway	Shop 22 Altone Rd, Beechboro	6278 4131
Domino's Pizza Beechboro	161 Altone Rd, Beechboro	9413 4020
McDonald's Midland	Great Eastern Hwy, Midland	9274 1075
Subway	25 Brockman Rd, Midland Gate	9250 2622
Chequers Hotel	2543 Great Northern Hwy, Bullsbrook	9571 1211
The Mean Bean Diner	2538 Great Northern Hwy, Bullsbrook	0424 332 623

Appendix 8 – Emergency Clothing and Personal Requisites

Communities coordinates the provision of essential clothing and personal requisites, to persons affected by an emergency. This function includes the provision of basic necessities such as toiletry packs, blankets, towels, mattresses, pillows, bedding, disposable nappies, and sanitary needs, as required.

Where possible, new clothing, or financial assistance for the purchase of new clothing, should be provided to eligible persons as soon as practicable. The use of 'recycled' clothing is a last resort.

A resource list of emergency clothing and personal requisites suppliers and options is included below. This lists organisations and retail outlets who agree to participate in these arrangements, and ensures that acceptable procedural matters have been established.

Shire of Chittering		
NAME	**ADDRESS**	**CONTACT**
Muchea IGA X-Press	Lot 1 Brand Hwy, Muchea	9571 4010
Muchea General Store	Brand Hwy, Muchea	9571 4010
Chittereing Roadhouse	5066 Great Eastern Hwy, Chittering	9576 1027
Caltex Bindoon Roadhouse	5 Binda Place, Bindoon	9576 1168

Shire of Mundaring		
NAME	**ADDRESS**	**CONTACT**
Amcal Pharmacy	4/5 Nichol St, Mundaring	9295 1063
ALDI	22-24 Hartung St, Mundaring	13 25 34
Coles	Stoneville Rd, Mundaring	9295 1297
Woolworths	Mann St, Mundaring	9290 5553
Coles	Gladstone Ave, Swan View	9294 1033
Swan View Pharmacy	40-42 Marlboro Rd, Swan View	9294 2917
IGA	309 Morrison Rd, Swan View	9294 2036
Puma	7060 Great Eastern Hwy, Mundaring	9295 3062
Puma	1400Great Eastern Hwy, Glenn Forrest	9298 9125

Town of Bassendean		
NAME	**ADDRESS**	**CONTACT**
Coles	West Rd, Bassendean	9261 5100
The Reject Shop	West Rd, Bassendean	6278 1811
Caltex Bassendean	309 Guildford Rd, Bassendean	9377 1027
Puma Bayswater	502 Guildford Rd, Bayswater	9379 1322

City of Kalamunda		
NAME	**ADDRESS**	**CONTACT**
Priceline Pharmacy	39 Railway Rd, Kalamunda	9293 4947
Coles	39 Railway Rd, Kalamunda	9293 3099
Red Dot	39 Railway Rd, Kalamunda	9257 3793
Friendlies Pharmacy	530 Kalamunda Rd, High Wycombe	9454 5798
Coles	530 Kalamunda Rd, High Wycombe	6272 8600
BP	269 Kalamunda Rd, Maida Vale	9454 7716
Puma Lesmurdie	194 Canning Rd, Lesmurdie	9293 0344
Coles Express	Strelitzia Avem Forrestfield	9453 6088

City of Swan		
NAME	**ADDRESS**	**CONTACT**
Puma Guildford	20 Johnson St, Guildford	9279 3866
Caltex Morley	296 Benara Rd, Beechboro	9378 3478
Caltex Swan View	lot 139 Morrison Rd, Swan View	9255 4376
Caltex Midvale	375 Great Eastern Hwy, Midvale	9250 4899
BP Ellenbrook	Lot 1116 Gnangara Rd, Ellenbrook	6296 5788
Caltex Bullsbrook	Gt Northern Hwy, Bullsbrook	9571 7599
Big W Ellenbrook	11 Main St, Ellenbrook	9297 7100
Big W Midland	274 Great Eastern Hwy, Midland	6318 9902
Kmart Midland	274 Great Eastern Hwy, Midland	6274 2800
Target Midland	274 Great Eastern Hwy, Midland	9250 0900
Bullsbrook Pharmacy	2529 Great Northern Hwy, Bullsbrook	9571 1122
Priceline Pharmacy	11 Main St, Ellenbrook	6296 6052
Zest Pharmacy	11 Main St, Ellenbrook	9296 8133
Optimal Pharmacy	Altone Rd, Beechboro	9279 9727
Priceline Pharmacy	274 Great Eastern Hwy, Midland	9274 2026

Appendix 9 – Personal Support Services

Communities will coordinate and provide personal support services, and where necessary, will work with other specialist agencies to ensure affected persons receive the necessary personal support to cope with the effects of loss, stress, confusion, trauma and family disruption. These include specialised counselling and psychological services and other appropriate services.

Personal Support Services can include practical assistance, emotional support, information, referral to other services, advocacy, advice, counselling and psychological services.

Information and advisory services may include other relief measures not necessarily provided by Communities, such as availability of grants and other forms of financial assistance, healthcare, provision of child care and financial counselling.

A list of relevant agencies and services is included below.

Advocacy and Counselling Services

Name	Contact Person and Address	Contact Details	After Hours Contact
Communities Psychological Services	**Contact Communities Emergency Services**	**On Call phone**	**0418 943 835**
Telephone Help Services			
Rural Link Dept of Health Statewide Services	Availability 4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays. During business hours connected to local community mental health clinic	1800 552 002 1800 720 101 - TTY	
HealthDirect		1800 022 222	
WA Poisons Information Centre (WAPIC)	24hr advice on the management of poisonings or suspected poisonings, poisoning prevention, drug information and the identification of toxic agents.	13 1126 – 24 hour service	
Beyondblue Support Service	24 hour telephone service Chat online (3pm - 12am) - https://www.youthbeyondblue.com	1300 22 4636	
Lifeline Crisis support, suicide prevention	24 hour telephone service Crisis support chat 7.00pm – midnight (Sydney time) 7 days. Outside of these hours call Lifeline -	13 11 14	

	https://www.lifeline.org.au/get-help/online-services/crisis-chat		
Samaritans Crisis Line Anonymous Crisis Support	24 hour telephone service	135 247	
Suicide Call Back Service Telephone, video and online professional counselling	For at risk, carers and the bereaved Online chat and video counselling – https://www.suicidecallbackservice.org.au/need-to-talk/	1300 659 467	

Special Needs Interest Groups

Disability Services Commission Freecall – 1800 998 214 (Freecall) TTY - 9426 9315	Local Multicultural Services

Translation, Interpretive and Hearing (AUSLAN) Services

Translating and Interpreting Service (TIS National) 24/7 Some groups may be eligible for TIS' free interpreting services – ring TIS on 131 450 for more information. Costs are a guide only as they may change – • Immediate phone interpreting including ATIS phone interpreting: 131 450 - 15mins @ $34.22 - 4.1.18 • Pre booked Service – 1300 655 081 - 30mins @ $82.89 – 4.1.18 **Text Emergency Calls TTY – Dial 106**	

Medical Treatment

Local Hospitals Address: Phone:	Local Medical Practitioners Address:: Phone:
St John Ambulance Emergency Calls – Phone 000 Non-Emergency Calls – Phone 9752 3866	Royal Flying Doctor Service (RFDS) Medical Emergency Calls (24 hours) 1800 625 800, Satellite phone calls – 08 9417 6389 Admin - 9417 6300
Local Division of GP's Phone:	

Appendix 10 – Key Contact Lists

ifelines

LIFELINES – PUBLIC INFORMATION	PHONE/FAX
Life threatening emergency	**Emergencies 000 / 112 / 106**
DFES Public Information Line	13 DFES (13 3337) www.dfes.wa.gov.au/Pages/default.aspx
Emergency WA website for emergency warnings	https://www.emergency.wa.gov.au/
Bureau of Meteorology website WA Tropical Cyclone Information WA Land Weather and Flood Warnings WA Coastal Marine Warnings Australian Tsunami Threat Information (1300 TSUNAMI)	http://www.bom.gov.au/index.php 1300 659 210 1300 659 213 1300 659 223 1300 878 6264
Main Roads Western Australia (MRWA) - Primary public contact point for road closure information	Phone: 138 138 Fax: 9323 4400 www.mainroads.wa.gov.au
Alinta Gas	13 13 58
ATCO Gas Australia	Faults (public no) – 13 13 52 Head Office 6163 5000
National Broadband Network (NBN)	No phone number listed on the NBN website https://www.nbnco.com.au/ https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html
DBP Dampier Bunbury Pipeline	Faults – 1800 019 919 Head Office – 942 3800
Horizon Power	Faults – 13 23 51 Residential – 1800 267 926
Optus	131 344
Public Transport Authority	Emergency (public no) – 9220 9999 Head Office – 136 213
SES – Public assistance Communities making requests to SES go through the DFES Communication Centre (COMCEN) – 9395 9210 or 9395 9209. NB – SES may have limited capacity to assist due to other DFES operational requirements	132 500
Telstra	Faults – 13 20 00 Head Office – 13 22 03
Water Corporation Inter-agency Emergency Management Coordinator – Alf Fordham - 9420 3964 / 0472 869 491 Alf.Fordham@watercorporataion.com.au 629 Newcastle St, LEEDERVILLE WA 6007	Public assistance – General – 9420 2420 Faults (public no) -13 13 75 if urgent Translation and Interpreter Service - • 13 13 85 - account enquiries • 13 13 75 - faults, emergencies

PO Box 100, LEEDERVILLE WA 6902 Out of hours operational issues - 1300 483 514 OC_Statewide_OPS_Mgr@watercorporation.com.au Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	and security • 13 13 95 - building services Hearing or speech impaired – 13 36 77

Appendix 12 – Distribution List:
This plan has been distributed electronically to:

All key stakeholders mentioned in Appendix 3.

Department of Communities
- Jaqui Herring – Regional Executive Director – Metro North
- – Regional Manager – Metro North
- Lucy Davies – District Director Midland - Child Protection
- Cassie Kelly – Mundaring
- David Skipworth – Swan
- Michelle Clough – Kalamunda
- Sharon Ellis – Bassendean
- Blythe Gooden - Chittering
- Emergency Services SharePoint site
- Ryan Hamblion – Senior District Emergency Service Officer

Local Emergency Management Committee
- **CITY OF SWAN, CITY OF KALAMUNDA, SHIRE OF MUNDARING, TOWN OF BASSENDEAN and SHIRE OF CHITTERING** Local Emergency Management Committees (Edited version for any copies the public have access to – Appendices not included as contain personal names and phone numbers. This is for people's confidentiality and particularly Department of Communities staff)

COVID-19 – Welfare Centre Guidelines (Oct 2020)

Aim: To provide guidance to Department of Communities (Communities) staff and other key agencies in managing welfare centres, whilst mitigating COVID-19 risks to the community.

It is acknowledged the ever-changing COVID-19 situation restricts the provision of specific advice however this document provides recommendations and considerations to assist local planning.
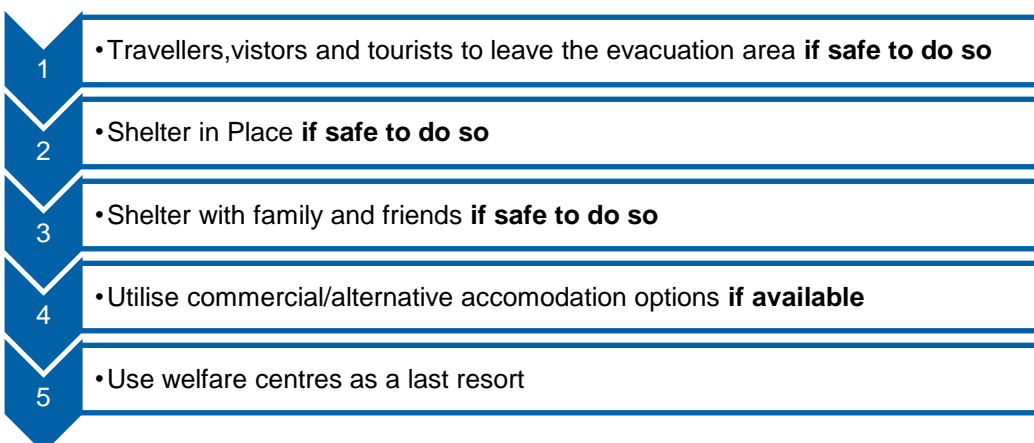
To ensure the relevancy and currency of the information contained within this document, review will occur on a continuous basis.

For the purposes of this guide, the term **Welfare Centre** will refer to both welfare and evacuation centres.

Evacuation Planning

Welfare Centres should be considered as a transit area, with all attendees encouraged to move on to other evacuation/accommodation options where possible.

Under a COVID-19 lens, the recommended approach in an evacuation situation is listed below, however **preservation of life is to always be the priority**:

1	• Travellers, vistors and tourists to leave the evacuation area **if safe to do so**
2	• Shelter in Place **if safe to do so**
3	• Shelter with family and friends **if safe to do so**
4	• Utilise commercial/alternative accomodation options **if available**
5	• Use welfare centres as a last resort

It is recognised implementing this approach may not be possible in a cyclone event.

Locally Driven Response

Department of Communities District Emergency Service Officer's develop Local Emergency Welfare Plan's (LEWP) in consultation with the Local and District Emergency Management Committee (LEMC/DEMC). These plans outline agreed emergency welfare arrangements in each local government region.

These existing Local Emergency Welfare Plans should be reviewed taking into consideration the general principles and recommendations within this guide, and current Western Australia COVID-19 restrictions. Preparedness is a joint responsibility amongst

local agencies, so planning with relevant stakeholders is essential to ensure plans take into account local conditions and region-specific challenges.

To assist in planning the following approaches are recommended:
- Hazard Management Agency (HMA) to provide early advice of any potential evacuation direction to all relevant impacted agencies. This will facilitate the sharing of information and early identification of local COVID-19 risks within the proposed evacuation area
- prioritising the identification of alternate safe accommodation options for people under isolation/quarantine directions
- early determination of the level and intensity of infection control measures to be implemented within the welfare centre, based on the current Western Australia COVID-19 restrictions and phasing.

HMA messaging to cover the following:
- Emergency evacuation advice overrides COVID-19 isolation/quarantine directions
- People under an **isolation/quarantine direction** are to find alternative accommodation with family or friends who live away from the area.
  - If alternative options are unavailable and they need to attend a welfare centre, continue to follow COVID-19 precautions, maintain appropriate physical distancing, wear a mask, and identify themselves immediately on arrival.
  - When safe to do so, telephone WA Police on 131 444 to advise whereabouts
- Provide advice to the public regarding self-sufficiency of medication/scripts, specific food requirements, hygiene supplies and general COVID-19 precautions if needing to attend a welfare centre.

Welfare Centre Planning

It is suggested existing **Local Emergency Welfare plans** are reviewed by relevant stakeholders, with re-evaluation of current identified facilities, using a COVID-19 lens. Consider the following:
- maximum capacity of each facility and physical distancing requirements. Refer to facility Local Government 'COVID Safety Plan' for maximum numbers. If it appears capacity will be exceeded during an event this must be escalated to the Incident Controller.
- which facilities have capacity to allow the isolation/segregation of individuals/groups
- the layouts of facilities to identify separate entry and exit points
- the use of partitions/barriers if available/where possible
- identifying what/any alternate evacuation accommodation options may be available for individuals who are considered a COVID-19 risk.
- can other regions/towns in the area be used to move on/accommodate people
- welfare centre staffing levels required to ensure infection control tasks are performed.

- Local Government to consider utilising their existing COVID-19 risk management arrangements until the arrival of Communities staff

General Infection Control measures

In consideration of the heightened sanitation and hygiene needs of COVID-19, consider the following:

- signage and barriers erected throughout the welfare centre displaying current physical distancing requirements
- signage and posters on appropriate hand washing techniques upon entry and throughout the shelter/centre as well as appropriate techniques for PPE/masks
- a dedicated welfare centre officer responsible of ensuring all recommended infection control measures are in place and maintained
- development of a cleaning schedule posted within the centre
- a contract cleaner arrangement with the owner of the facility – generally the Local Government
- utilise single use disposable items such as bedding, eating/drinking utensils etc where possible
- appropriate waste disposal/laundering processes in place.

PPE requirements in the Centre

PPE supplies must be available within Welfare Centres including:

- Surgical style masks
- Gloves
- Aprons/gowns
- Face shields/safety glasses

PPE is to be single use, disposable and kept in a secure location. Use will be dependent on risk to the community at the time of the event and in line with health advice.

See Addendum: Infection Prevention and Control in a Welfare Centre for further information and considerations.

Welfare Centre Operations

Arrival at the Centre

The level of screening and requirement to obtain the contact details of people attending an evacuation centre will be dependent on the current Western Australia COVID-19 restrictions and health advice.

The normal **Register.Find.Reunite** process will be available for all evacuees. This may be compulsory prior to entering a welfare centre if the risk level is such that contract tracing is required. A contact phone number will need to be provided.

Communities may consult with the relevant local health agency to determine what resources are available to assist if health screening needs to occur. If minimal warning is

received prior to the opening of a welfare centre, it is acknowledged that appropriately qualified staff may not be available to support a full health screening process.

Screening and Registration considerations as/if required:

- As a precaution PPE is to be worn by those undertaking registration/screening. Suggested minimum requirements are a mask and safety glasses.
- Encourage self-registration online via the **Register.Find.Reunite** website with evacuees utilising their own electronic devices.
- A separate greeting area to allow those who may be a COVID-19 risk to identify themselves early.
- Single direction of pedestrian flow and queue management should be enforced through signage, floor markings and bollards/ropes.
- Immediate access to hand sanitiser
- Minimise contact with anyone who answers "**yes**" to any of the screening questions.
- Avoiding sharing of writing implements and minimise document handling – utilise hand sanitiser if unavoidable.

The following questions are to be asked as the **minimum screening requirements** before allowing an individual to enter a welfare centre:

- Are you currently under isolation/quarantine direction?
- Have you returned from overseas or interstate (and if so, where?) in the past 14 days?
- Do you have any symptoms of respiratory illness with or without fever; or cold and flu-like symptoms?
- Have you been in close contact with a confirmed COVID-19 case in the past 14 days?

If the individual refuses to be screened, that individual should be treated as ill and be placed in an isolated location.

As part of the screening process advise evacuees that if they become symptomatic during their stay, to advise staff immediately. If this occurs, it is suggested welfare centre staff isolate the individual and consult with local health authorities as a matter of priority.

Evacuees requiring Isolation

It is suggested that individuals under isolation/quarantine directions, or who have answered '**yes'** to any of the screening questions, or individuals who have refused to be screened, are to wear a mask at all times and change it as it becomes moist, in line with infection control best practice.

- Individuals under an isolation/quarantine direction should be moved on as soon as practicable to another safe location, including to paid accommodation, where they can maintain their isolation.
- If this is not possible, identify the most suitable strategies to manage the isolation of these individuals within the welfare centre, for example; utilising a separate room or space, barriers, physical distancing etc.

- Where possible, consider specific toilet/ wash facilities for staff/those who have answered **"yes"** to screening questions. If this is not possible, extra cleaning is to occur.

General population

Welfare centres operations are to align with government restrictions, health advice and the level of community COVID-19 risk at the time of an event. The following strategies may be required:

- Families to remain in segregated groups and to not move from sleeping area unless using bathroom facilities.
- Human-social support and entertainment activities to be made available to each segregated group in location
- If family segregation areas are not possible, separate evacuees into larger groups and maintain segregation of groups
- Food should be delivered to areas allocated to each group/family

Community meetings

The HMA may utilise welfare centres for community meetings, in line with the current level of COVID-19 restrictions. Where restrictions prevent utilisation of the welfare centre, alternate arrangements will need to be made.

Infection Prevention and Control in a Welfare Centre

A dedicated welfare centre officer will have the responsibility of ensuring all recommended infection control measures are in place and maintained. This officer may be a Communities or Local Government staff member.

The following table lists infection control considerations. The level of implementation to be in line with current health advice. Local planning will assist in identifying where responsibility will sit.

Further information is available at:

https://healthywa.wa.gov.au/coronavirus

Practice	Consideration	Responsibility
Hand Hygiene	• 60-80% alcohol-based hand sanitiser should be available at entry and exit points, high touch areas, toilet areas and eating areas. • Hand sanitiser should be secured to prevent theft or ingestion • Hand washing facilities should have running water, soap, paper hand towels and a rubbish bin. • Consider the stock levels required in relation to the number of evacuees the centre can hold • Consider signage/pictures throughout the centre to encourage effective hand hygiene	
Physical Distancing	• Consider how many evacuees the centre can hold as per the current directions for physical distancing. • Signage, barriers, notices, pictures, announcements and staff may be required to encourage physical distancing. • Physical distancing should be considered in all areas of the welfare centre. Use of laundry, entertainment and meal areas may need to be staggered to avoid overcrowding. • Physical distancing should also be observed for all staff at all times, including break times.	
Food Safety	• Meals may be delivered to individuals or families to reduce the number of people using the meals area. • The kitchen and meals area should have increased cleaning • A staggered rostered approach may be considered to ensure these areas do not become overcrowded • Consider disposable plates and cutlery. If these are not available, washing dishes through the dishwasher is preferred. Otherwise, dishes and cutlery should be washed in hot soapy water, rinsed, dried and stored dry. Consider allocating plates and cutlery to evacuees to reduce sharing of items.	
PPE	• Personal protective equipment may be needed at the welfare centre.	

Practice	Consideration	Responsibility

	• Consider PPE needs for the following situation:
	  ○ Staff performing health/general screening/registration on arrival to the welfare centre to utilise PPE as per current health advice – suggested minimum requirements are mask and safety glasses.
	  ○ Evacuees that are under isolations orders should wear a surgical mask as much as possible
	• In the event of community transmission of COVID, all evacuees may be required to wear some sort or mask. Surgical masks are preferred.	

Cleaning	• A cleaning schedule is required with increased frequency of cleaning high touch areas outlined. High touch areas include light fittings, door handles, doors, railings, desks, chairs, tables, benches, bathrooms. • A dedicated staff member should be allocated to ensure cleaning is achieved and managed. • Cleaning products should have a disinfectant base. • As there is the need for increased frequency of cleaning, ensure the cleaning product does not leave a residue that may cause irritations to the evacuees in the centre. • Spray products are not recommended as they disturb particles on surfaces, may not give an even coverage of product and may cause lung irritations. If the only products available are spray products, spray into a cloth/paper towel to minimise aerosol distribution of the product and then wipe the area to be cleaned.	
Waste Management	• Ensure there are adequate waste disposal bins. • Consider hands free bins so there is minimal contact with the bin • Anyone handling waste must have access to hand hygiene facilities to perform hand hygiene immediately after handling/removing rubbish. Consider signage near the bins to encourage this. • Waste should be emptied regularly. Bags should be tied off completely prior to removal.	
Managing unwell evacuees/staff	• Consider having a plan in place outlining how to manage evacuees or staff who fall ill whilst in a welfare centre. This may include a separate accommodation area, dedicated staff member with clinical experience or further evacuation.	
Laundry Management	• If linen/bedding/towels are provided to evacuees, consider how this will be managed. Clean and dirty items should be stored separately. Where will linen bags be kept for the return of dirty linen and who will remove these from the area. • If there are laundry facilities at the welfare centre, consider how these will be managed to ensure there is not overcrowding. Staggered rosters for using laundry facilities may be considered. Hand hygiene facilities should be available in the laundry area	