



GOVERNMENT OF
WESTERN AUSTRALIA

LOCAL EMERGENCY MANAGEMENT PLAN FOR THE PROVISION OF WELFARE SUPPORT



SHIRE OF YALGOO
(May 2016)



PREPARED BY
The Department for Child Protection and Family Support
TABLED AT THE
LOCAL EMERGENCY MANAGEMENT COMMITTEE ON 24 JUNE, 2016



THIS PLAN CAN BE ACTIVATED FOR HAZARDS DEFINED UNDER WESTPLANS E.G. WESTPLAN - CYCLONE, WESTPLAN – FIRE.

TO ACTIVATE THIS PLAN CALL THE DEPARTMENT FOR CHILD PROTECTION AND FAMILY SUPPORT'S LOCAL OFFICE ON – GERALDTON 9965 9500, AND AFTER HOURS CRISIS CARE ON 9223 1111 Metro /1800 199 008 Country

**LOCAL EMERGENCY MANAGEMENT PLAN
FOR THE PROVISION OF WELFARE SUPPORT**

Amendment Record

Proposals for amendment of this plan should be forwarded to:

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AMENDMENT		DETAILS	AMENDED BY
NO.	DATE		NAME
	Insert date	Complete Review and Reissue.	Insert DESO's name
1	Sept 2014	New LWP format	Keith Shaw
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4			
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Part 1 Introduction

1.1 Outline

Welfare is defined as providing immediate and ongoing supportive++++ services, to alleviate as far as practicable, the effects on persons affected by an emergency.

The *Emergency Management Act 2005* defines a Support Organisation as ‘a public authority or other person who or which, because of the agency’s functions under any written law or specialised knowledge, expertise and resources, is responsible for providing support functions..’¹.

The State WESTPLAN - Welfare is the responsibility of the Department for Child Protection and Family Support (the Department) as are each Local Emergency Management Plan for the Provision of Welfare Support, known as the Local Welfare Plan. This Local Welfare Plan outlines the arrangements that apply in local circumstances, and as far as is practicable is consistent with the arrangements detailed in WESTPLAN - Welfare.

The Department is committed to protect and care for children and young people who are in need, and support families and individuals who are at risk or crisis. This plan provides for a community centered approach to emergency management and will coordinate the resources required to support local emergency management arrangements. The extent of welfare support activity will, however, depend on the nature and magnitude of the emergency, and may require coordination at both the local and state level. The plan is based on the utilisation of existing local resources and to supplement these resources when required from the state level.

Terminology used in this plan has the meaning prescribed by Section 3 of the *Emergency Management Act 2005*, unless stated otherwise.

1.2 Aim, Objectives and Scope

This plan prescribes the arrangements for the provision of welfare support services during emergencies.

The objectives of the plan are to:

- Prescribe the organisation, concepts, responsibilities, mechanisms and procedures for all organisations involved in the delivery of emergency welfare support services;
- Outline the arrangements and structure for the coordination of emergency welfare support services, including resources, during emergencies; and
- Establish the principles for planning for the provision of welfare support at the local level.

The arrangements provide for both government and non-government agencies to operate cooperatively in a coordinated manner, in accordance with the roles and responsibilities outlined herein, using an ALL HAZARDS approach. Hazards refers to hazards defined under WESTPLANS e.g. WESTPLAN – Cyclone, WESTPLAN – Fire, WESTPLAN – Storm, WESTPLAN - HAZMAT.

Emergency Management Act 2005, Part 1, Section 6 (4)



Local Governments can elect to prepare their own welfare arrangements and appoint their own local welfare coordinators (Local Government Welfare Coordinators). If they do this in consultation with the Department, the Department's Coordinators referred to in this plan will revert to a support coordination role. See 3.1.3 Local Government Welfare Support Response below for more information.

If Local Governments elect to prepare their own welfare arrangements without consultation with the Department, Local Governments are responsible for their own costs.

To assist in coordinating the provision of welfare support services six functional areas have been identified: Emergency Accommodation, Emergency Catering, Emergency Clothing and Personal Requisites, Personal Support Services, Registration and Reunification and Financial Assistance.

1.3 Related Documents

Other documents related to this plan include:

- *Emergency Management Act 2005*
- State Emergency Management Policies
- WESTPLAN - Welfare
- WESTPLAN - Registration and Reunification
- WESTPLAN - Recovery Coordination
- WESTPLAN – Reception
- WANDRRA Determination
- The Shire of Yalgoo Local Emergency Management Arrangements and Sub-Plans



Part 2 Planning and Preparedness

2.1 Authority and Plan Responsibilities

The development and maintenance of this plan is allocated to the Department's District Emergency Services Officer, in consultation with members of the Local Emergency Welfare Coordination Group, if there is one.

This coordination group is an advisory, consultative and referral group to oversee and assist in the planning and operation of local level welfare support services. A contact list of the organisations that constitute the Emergency Welfare Coordination Group is provided in Appendix 2.

2.2 Exercise and Review Period

The Department's District Emergency Services Officer will ensure that this plan is exercised in accordance with the State Emergency Management Policy 3.1– Emergency Management Exercises (SEMP 3.1); i.e. the formal activation of this plan to respond to an emergency, or exercised at least annually.

This plan will be reviewed every two years, with Appendices and contact details reviewed quarterly and after each activation.

2.3 Responsibility for Preparedness

The responsibility for the preparedness for provision of emergency welfare services is based on the following:

- 2.1.1 The Department's Emergency Services Coordinator ensuring the Department's capacity to respond effectively to emergencies state-wide;
- 2.1.2 The Department's District Emergency Services Officers and/or Welfare Coordinators appointed by the Department's District Director managing this responsibility at the local level;
- 2.1.3 Emergency Welfare Coordination Groups assisting District Emergency Services Officers and/or Welfare Coordinators with their responsibilities at the local level;
- 2.1.4 Organisations that have designated responsibilities for each of the six welfare functional areas ensuring they have the capacity to effectively respond and provide support;
- 2.1.5 Other government and non-government agencies are identified to provide further support as required; and
- 2.1.6 Recognition that Local Government may appoint their own Local Government Welfare Coordinator to coordinate welfare services – see 3.1.3 Local Government Welfare Support Response below.

2.4 Organisational Roles and Responsibilities

Each of the six welfare functional areas is managed by the Department with the assistance of other organisations that have agreed to responsibilities under that functional area - see Appendix 3, Organisational Roles and Responsibilities. Where



an organisation is unable to meet its responsibilities, the Department shall, on being advised, make alternative arrangements.

In multi-agency responses Team Leaders for each functional area may be appointed, i.e. Registration Team Leader, Emergency Catering Team Leader.

All organisational staff and volunteers assisting the Department in accordance with this plan are required to comply with the Department's policies, including those relating to working with children, volunteers, Occupational Health and Safety and emergency management.

2.5 Planning and Arrangements

The six welfare functional areas are:

2.5.1 Emergency Accommodation – See Appendix 4

2.5.2 Emergency Catering – See Appendix 5

2.5.3 Emergency Clothing and Personal Requisites – See Appendix 6

2.5.4 Personal Support Services – See Appendix 7

2.5.5 Registration and Reunification -

- (1) Policy governing the delivery of this function is detailed in WESTPLAN - Registration and Reunification.
- (2) Welfare Coordinators need to be familiar with WESTPLAN - Registration and Reunification to ensure that arrangements are in place to activate it.

2.5.6 Financial Assistance - The provision of financial assistance to those affected by emergencies who are eligible and in need.

- (1) There are a number of financial assistance programs that may be put in place following a major emergency. The policy governing each of these programs may vary and is determined at the time of the emergency.
- (2) Financial assistance **may** include:
 - (a) The Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA) - Personal Hardship and Distress Relief Payments;
 - (b) Other forms of emergency assistance available at the time.



2.6 Welfare Representatives and Coordinators

Welfare Coordinators are appointed as follows:

2.6.1 The Department's State Welfare Coordinator

The title "State Welfare Coordinator" is the Department's representative appointed by the Director General, and is responsible for the coordination of all emergency welfare support services at the state level.

2.6.2 The Department's Emergency Services Coordinator

The Emergency Services Coordinator is an appointed officer of the Department, whose function is to ensure the preparedness of the Department to carry out its emergency management functions. The Emergency Services Coordinator is the link between the Local Welfare Coordinators and the State Welfare Coordinator and, where applicable, with the relevant HMA/Controlling Agency.

2.6.3 The Department's District Welfare Representatives' responsibilities include the following:

- (1) The District Director, or proxy, to represent the Department on District Emergency Management Committees (DEMCs);
- (2) Ensure the arrangements of this plan are clearly understood at the district level;
- (3) Clarify the Department's policy on emergency welfare matters where required;
- (4) Refer matters of a contentious nature to state level for resolution; and
- (5) Represent the Department on Operational Area Support Groups (OASGs), as required in the response phase.

2.6.4 The Department's Welfare Coordinators

The Welfare Coordinator shall be a nominated officer of the Department within the Local Government area. Where the Department is not located within the Local Government area the Department, in conjunction with the LEMC, will formally appoint a suitable person as the Welfare Coordinator. The nominated person will be clearly identified in the respective local emergency management arrangements.

The responsibilities of the Welfare Coordinator include the following:

- (1) Establish and manage the activities of the Emergency Welfare Coordination Groups, where determined appropriate by the District Director;
- (2) Prepare, promulgate, test and maintain the Local Welfare Plans;
- (3) Represent the Department and the emergency welfare function on the LEMCs and Local Recovery Committees;



- (4) Ensure staff and volunteers of the Department and supporting agencies are trained and exercised in their welfare responsibilities;
- (5) Coordinate the provision of emergency welfare services during response and recovery phases of an emergency; and
- (6) Represent the Department on the Incident Support Group (ISG) when required in the response phase.

2.6.5 Local Government Welfare Coordinators – see 3.1.3

- (1) Local Government Welfare Coordinators are the nominated representatives of Local Governments. They assist the Department's Welfare Coordinators who have overall coordination of welfare services during emergencies.
- (2) Local Governments can elect to prepare their own welfare arrangements and appoint their own Local Government Welfare Coordinators. If they do this in consultation with the Department, the Department's Welfare Coordinator will act as a support to the Local Government Welfare Coordinator, and may activate the Local Welfare Plan, or components thereof, as requested by the Local Government Welfare Coordinator.
- (3) If Local Governments elect to prepare their own welfare arrangements without consultation with the Department, Local Governments are responsible for their own costs.

2.7 Special Considerations

2.7.1 Children, Organisations, Educational and Care Facilities

Organisations such as women's refuges, men's hostels, group homes; educational and care facilities with responsibility for the care, supervision or provision of services to children or their clients, should ensure plans are in place to maintain service provision during an emergency. Should they evacuate or otherwise attend a welfare centre, the organisations' supervisory staff must continue their responsibilities by remaining at the centre, continuing to supervise and provide services to their children or clients and liaising with the welfare coordinator at the centre. Children or clients are to be returned to parents or other responsible adults approved by that organisation.

During an emergency unaccompanied children without direct parental or responsible adult supervision should be brought to the attention of the Department; or evacuated to a welfare centre and into the care of the Department.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, should be considered at the local level and included in local emergency management arrangements.



2.7.2 Culturally and Linguistically Diverse, Vulnerable and other at risk and Special Needs groups

Culturally and Linguistically Diverse, Vulnerable and other at risk and Special Needs groups should be considered at the local level, and any specific local requirements included in the LEMAs.

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

2.8 Resource Support

The Department has the primary responsibility for coordinating the provision of welfare resources. Requests for additional resource support should be made by the Local Welfare Coordinator to the State Welfare Coordinator.

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. At the State Government level this will be undertaken through the State Recovery Committee. The Department shall be represented on both levels of recovery coordination where required.

2.9 Training

Training, both internally and inter-agency, will be advised by the member agencies of the Emergency Welfare Coordination Groups. Training is provided so staff and volunteers of the Department and supporting agencies are provided with opportunities to have the necessary skills to ensure the provision of services under this plan.

2.10 Community Information

In collaboration with Emergency Welfare Coordination Group members, community awareness and education strategies for dissemination of all relevant information into communities may be developed, and may include fact sheets, brochures and community guides.



Part 3 Response

3.1 Responsibility for Response

3.1.1 Control and Coordination

Overall control and coordination of the emergency welfare response rests with the Department through the designated State and Local Welfare Coordinators. The Department prioritises its response in line with its operational capacity and relies on all government agencies, and non-government agencies if available, to provide assistance when requested.

3.1.2 Support Agency Officers

During response/recovery activities Support Agency Officers are provided by each of the participating organisations to assist the Welfare Coordinator in the management of the welfare response. These Support Agency Officers will need to be located at the Welfare Centre as required, and the agencies are recorded in Appendix 2.

3.1.3 Local Government Welfare Support Response

In smaller, non-complex events, and in some regional and remote areas where Local Government Welfare Coordinators are elected, the Department's Welfare Coordinator will revert to a support coordination role. It is incumbent on the Local Government to officially record and formally notify the Department, and provide information the Department may require should a Local Government Welfare Coordinator be elected.

Any expenditure by Local Governments under this section would need to be requested and considered by the Department, prior to the financial cost being incurred as outlined in Section 3.8 Financial Arrangements for Response below.

The Department will support a Local Government in the welfare support response until any of the following actions were to occur;

- (1) The Local Government advises the Department that it was no longer able to adequately provide the welfare support response;
- (2) The welfare support response becomes a multi-agency and complex response requiring state level support; or
- (3) The Department's District Director or State Welfare Coordinator determines it is in the best interest of the community and/or the Department to assume the control of the welfare support response.

In any of the above actions, the Local Government should prepare a handover of all welfare support response information to the Department, who would then assume control of providing welfare support services.



3.2 Notification

The activation procedures detailed hereunder relate to local level arrangements, involving the Welfare Coordinator, the Local Government and the relevant Hazard Management Agency (HMA)/Controlling Agency.

- (1) The first indication that this support plan may need to be activated will come from one of two sources as follows:
 - (a) A HMA/Controlling Agency may identify the need to activate this support plan to help manage an emergency; and/or
 - (b) The Welfare Coordinator, based on information provided from the Department's Emergency Services Coordinator, may identify the need to activate this support plan.
- (2) Regardless of who first identifies the need, the HMA/Controlling Agency and the Welfare Coordinator shall confer and agree that the support plan should be activated. Once this decision is made the Welfare Coordinator shall activate and manage the plan accordingly.
- (3) The Department's Emergency Services Unit On Call Duty Officer should be contacted on 0418 943 835 to advise of the situation.

3.3 Stages of Activation

The plan will normally be activated in stages as per the Department's Standard Operating Procedures – see Appendix **XX**. In an impact event, for which there is no warning period, these stages may be condensed with stages being activated concurrently.

3.3.1 Stage 1 - Alert.

- (a) Participating organisations are alerted by the Welfare Coordinator;
- (b) Participating organisations alert their own personnel;
- (c) Additional information allowing organisations time to arrange preliminary preparations is provided;
- (d) Key personnel are briefed on action to be taken;
- (e) The Welfare Centre is prepared for activation if required; and
- (f) Establish liaison as appropriate with the HMA/Controlling Agency and/or Emergency Coordinator.

3.3.2 Stage 2 - Activation.

- (a) The Welfare Centre is activated if required;
- (b) Participating organisations are called out by the Welfare Coordinator and nominated Support Agency Officers proceed to the Welfare Centre;



- (c) Welfare Support services are provided under the coordination of the Welfare Coordinator;
- (d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Welfare Coordinator and participating organisations; and
- (e) Welfare Support requirements are monitored and reviewed.

3.3.3 Stage 3 - Stand Down.

Stand Down is to occur when the decision has been made by the HMA/Controlling Agency and the Welfare Coordinator to close the welfare centre, and there are no more evacuees left in the centre. Welfare Support Services may continue beyond this time at the discretion of the Welfare Coordinator. Ongoing services will be monitored by the Department's Emergency Services Coordinator, and participating agencies will be responsible for submitting ongoing and debrief reports to the Welfare Coordinator.

- (a) Participating welfare organisations are informed of the stand down by the Welfare Coordinator;
- (b) Participating organisations stand down in accordance with relevant procedures for each organisation;
- (c) Organisations are to advise the Welfare Coordinator when stand down has been completed;
- (d) The Welfare Coordinator advises participating agencies of debriefing arrangements;
- (e) The Local Welfare Centre and/or Welfare Coordination Centre is closed down; and
- (f) The Welfare Coordinator conducts a debrief, prepares and distributes Post Operation Reports in accordance with SEMC Policy 4.3, see 3.9 Post Operation Report below. After an activation a review of this Local Welfare Plan is conducted by the District Emergency Services Officer.

3.4 Levels of Response

The activation of the Local Welfare Plan will be at the request of the HMA/Controlling Agency and/or by the Welfare Coordinator, see 3.3 Stages of Activation above. The level of response will be determined by the Welfare Coordinator on the basis of information supplied by the HMA/Controlling Agency or the Emergency Coordinator. The Welfare Coordinator, or suitable proxy, will attend and/or provide advice to the Incident Support Group (ISG) where required.

3.5 Incident Management System

The Department's staff and participating agencies will be familiar with the Australasian Inter-Service Incident Management System (AIIMS). However, current internal Department and participating agency management procedures shall continue to operate.



3.6 Public Information and Media Management

The HMA/Controlling Agency is responsible for the provision and management of public information during emergencies (Refer to State Public Information Emergency Management Support Plan). All non-welfare matters will be referred to the HMA/Controlling Agency.

The Department and other participating support agencies to this plan should only provide information to the public and the media on issues that are directly their responsibility. Departmental staff must have approval from the Department's District Director and Corporate Communications and Marketing before having contact with the media.

3.7 Activation of Other WESTPLANS in Support of This Plan

Other plans may be activated to support this plan including, but not limited to, WESTPLAN – Registration and Reunification and WESTPLAN – Recovery Coordination. The procedures for activating these plans are included in the respective plans.

3.8 Financial Arrangements for Response

Financial arrangements for activation of this plan will be as outlined in State Emergency Management Policy 4.2 Funding for Emergencies (SEMP 4.2), unless other arrangements are negotiated and approved by the State Welfare Coordinator. All expenditure under this plan must be approved by the Department's Emergency Services Coordinator.

3.9 Post Operation Reports

The Welfare Coordinator prepares and writes the Post Operation Report. Support agencies may be asked to provide feedback to the Department's Welfare Coordinator which may be used in the preparation of the Post Operation Report. The Post Operation Report is the Department's internal report and the whole report or parts thereof may be distributed to appropriate organisations and agencies.



Part 4 Recovery

4.1 Recovery Assessment

The *Emergency Management Act 2005* 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.

In order to facilitate the effective coordination of the welfare recovery process, it is essential that an assessment of the welfare recovery requirements be conducted as soon as possible after the impact of an event.

The Department is responsible for the provision of Welfare Support in the Response and Recovery phases of an emergency.

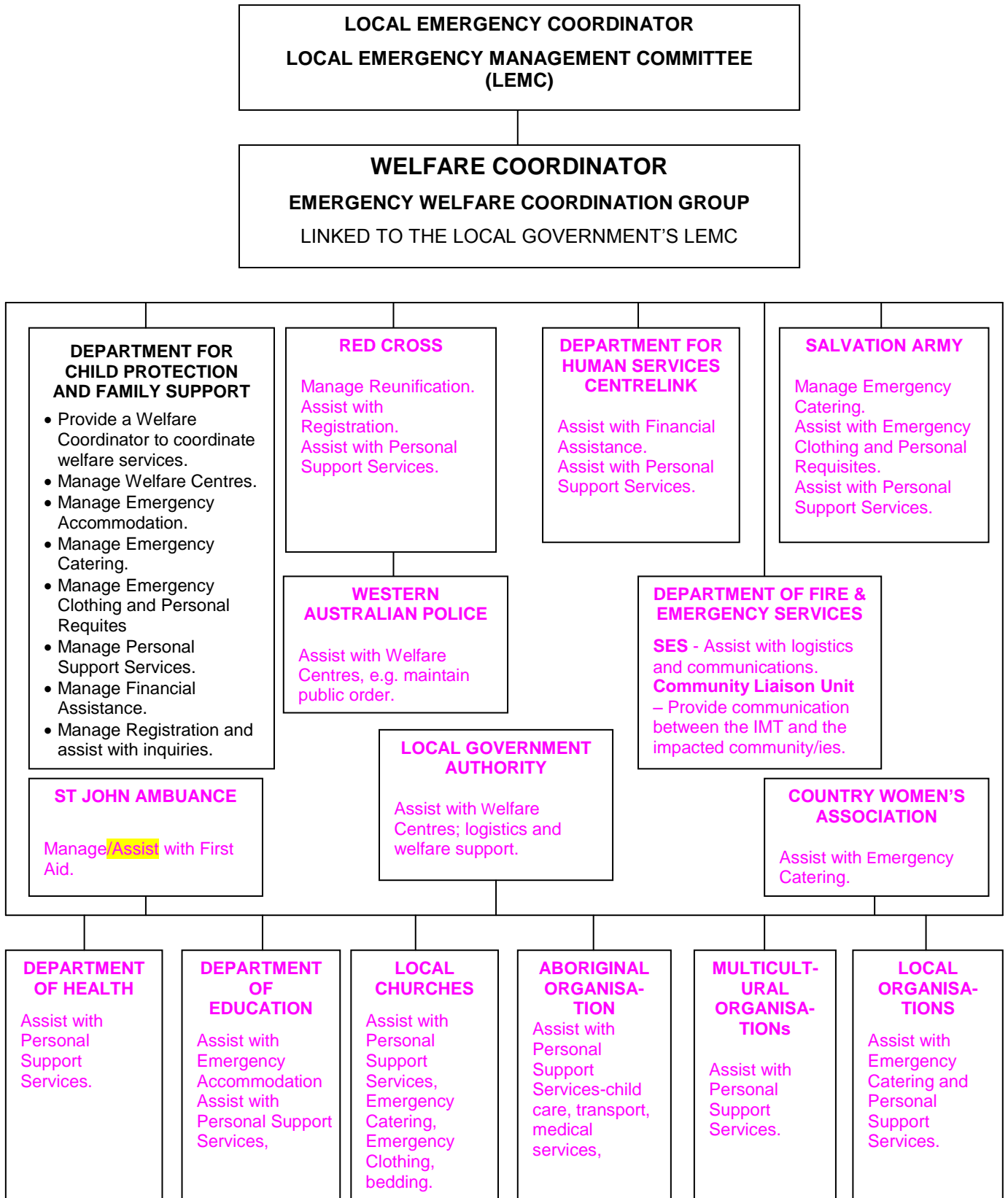
4.2 Responsibility for Recovery

Local Governments are responsible for managing recovery following an emergency affecting the community in its Local Government district, in accordance with WESTPLAN - Recovery Coordination.

The transition from Response to Recovery will be at the discretion of the Incident Controller of the HMA/Controlling Agency who should advise the Department of such transition as soon as possible.



Appendix 1 – Local Emergency Welfare Coordination





Appendix 2 - Shire of Yalgoo Emergency Welfare Coordination Group

Organisation	Representative	Day Contact Details	A/H Contact Details	Postal / Email Address
Department for Child Protection and Family Support	Keith Shaw District Emergency Services officer (DESO)	9965 9533	0429 102 148	Keith.shaw@cpfs.wa.gov.au
	Mark Richards District Director, Murchison	9965 9508	0438 908 310	Mark.richards@cpfs.wa.gov.au
Local Government Shire of Yalgoo	Local Recovery Coordinator A/CEO Silvio Brenzi	9962 8042	0417 484 840	ceo@yalgoo.wa.gov.au
	Karen Malloch EA LEMC Exec Officer	9962 8042	0439 090 713	pa@yalgoo.wa.gov.au
Australian Red Cross Perth Local Contacts – Based in Geraldton	24 hour EM Control Ann Fraser	 9921 2617	 0427180 896	0408 930 811 – ring to activate local team archannfraser@bigpond.com
WA Police, OIC Yalgoo	Ivan Davies	9962 8032	0400 427 775	Yalgoo.police.station@police.wa.gov.au
DEFS (CEMO)	Jonelle Tyson	9956 6014	0408 843 907	Jonelle.tyson@semc.wa.gov.au
St. John Ambulance - Call CPFS's ESU 0418 943 835 to approve cost before contacting SJA Royal Flying doctor Service – Paynes Find	Communication Centre - Perth Yalgoo Contact - Raul Valenzuela Paynes Find Contact - Gail Pilmoor	 9962 8033 9963 6068	 0487 779 241 0418 919 773	 threerv@hotmail.com pilroc@bigpond.com
Education Department	Philip Joseph (Principal)	9962 8024	philip.joseph@education.wa.edu.au	
Yalgoo Nursing Post	Mary-Kate Walsh	9962 8600	mary-kate.walsh@health.wa.gov.au	
Aboriginal Organisation MEEDAC	Adam Fawkes	9962 8323	Adamfawkes77@gmail.com	



Appendix 3 – Organisational Roles and Responsibilities

The provision of emergency welfare services requires the support of a number of statutory, private and voluntary organisations. These responsibilities are allocated on a state-wide basis and have been determined by agreement between the respective organisations, the State Welfare Emergency Committee and the Department.

The roles and responsibilities of each co-opted agency are negotiated with that agency at a local level to suit the capabilities and availability of welfare organizations. The roles and responsibilities are then reflected in this plan.

The allocated responsibilities do not restrict one organisation from assisting another, regardless of its primary role.

Should an organisation not be able to manage its primary role, support with that role may be requested from the Welfare Coordinator. Ultimately, the Department for Child Protection and Family Support is responsible for these functions where no Welfare Support Agency assistance is available, subject to Part 3 of this plan.

List of Agencies:

Child Protection and Family Support (Department for)

Country Women's Association

Disability Services Commission

Education (Department of)

Fire and Emergency Services (Department of) – State Emergency Service and Community Liaison Unit

Health (Department of)

Human Services (Department of) – Centrelink

Local Government and Communities (Department of)

Local Government Authority/ies – relevant to this plan

Multicultural Interests (Office of)

Red Cross (Australia)

Salvation Army

St John Ambulance

WA Police

CHILD PROTECTION AND FAMILY SUPPORT (DEPARTMENT FOR)

a. Role:

- To coordinate all functional areas in the emergency welfare response during emergencies.

b. Responsibility:

- (1) Appoint the Welfare Coordinator to support each Local Government area/s;
- (2) Provide staff and operate Welfare Centres if required;



- (3) Coordinate all welfare resources utilised under this plan;
- (4) 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; and
 - (f) Financial Assistance;
- (5) Provide representatives to various emergency management committees and coordination groups as required.

DISABILITY SERVICES COMMISSION (DSC)

a. Role:

- Assist with the welfare functional area of Personal Support Services.
- Assist with other welfare functional areas where agreed.

b. Responsibility:

- 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; and
- 4 Assist with other welfare functional areas where agreed.

EDUCATION (DEPARTMENT OF) (DoE)

a. Role:

- Assist with the welfare functional area of Emergency Accommodation;
- Assist with the welfare functional area of Personal Support Services;
- Assist with the welfare functional area of Emergency Catering; and
- Assist with other welfare functional areas where agreed.

b. Responsibility:

- 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 where agreed and available; and
- 5 Assist with other welfare functional areas where agreed.



FIRE AND EMERGENCY SERVICES (DEPARTMENT OF) (DFES) – STATE EMERGENCY SERVICE (SES)

a. Role:

- Provides immediate local support to the HMA/Controlling Agency and to local residents in combating a disaster;
- May be required for response/recovery actions to assist with logistical matters at the Welfare Centre if one is opened; and
- Assist with other welfare functional areas where agreed.

b. Responsibility:

- (1) Provide a Support Agency Officer/s as required;
- (2) Coordinate all evacuation resources and establish and operate designated evacuation departure points;
- (3) Provide a DFES/SES Officer at the Welfare Centre, if and when required to assist with logistical matters resulting from the emergency/disaster, including transport of people, goods and equipment, and provision of emergency power and lighting; and
- (4) Assist with other welfare functional areas where agreed.

HEALTH (DEPARTMENT OF) (DoH)

a. Role:

- Assist with the welfare functional area of Personal Support Services, in particular specialist counselling services; and
- Assist with other welfare functional areas where agreed.

b. Responsibility:

- (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 WESTPLAN - Health;
- (4) Assist with the provision of Personal Support Services at Welfare Centres; and
- (5) Assist with other welfare functional areas where agreed.

HUMAN SERVICES (DEPARTMENT OF) - CENTRELINK

a. Role:

- Assist with the welfare functional area of Financial Assistance;
- Assist with the welfare functional area of Personal Support Services; and
- Assist with other welfare functional areas where agreed.

b. Responsibility:



- (1) Provide a Support Agency Officer/s as required;
- (2) Provide Financial Assistance to people affected by the emergency in accordance with Centrelink guidelines, policies and the Social Security Act;
- (3) Provide support services or referral advice to appropriate agencies; and
- (4) Assist with other welfare functional areas where agreed.

LOCAL GOVERNMENT AUTHORITY – Shire of Yalgoo

The specific role of individual Local Government Authorities (LGA) are negotiated by the Department at the local level – this could include Ranger Services.

a. **Role:**

- Assist with the welfare functional area of Emergency Accommodation; and
- Assist with other welfare functional areas where agreed.

b. **Responsibility:**

- (1) Provide a Support Agency Officer/s as required;
- (2) Assist with the welfare functional area of Emergency Accommodation by utilising Local Government facilities as Welfare Centres; and
- (3) Assist with other welfare functional areas where agreed.

RED CROSS (AUSTRALIAN)

a. **Role:**

- Manage the welfare functional area of Registration and Reunification.
- Assist with the welfare functional area of Personal Support Services; and
- Assist with other welfare functional areas where agreed.

b. **Responsibility:**

- (1) Provide a Support Agency Officer/s as required;
- (2) Assist with Registration at Welfare Centres;
- (3) Provide a State Central Registry and Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends;
- (4) Manage and operate the Registration and Reunification System;
- (5) Assist with the provision of Personal Support Services; and
- (6) Assist with other welfare functional areas where agreed.



ST. JOHN AMBULANCE (First Aiders)

PLEASE CALL CPFS'S ESU - 0418 943 835 TO APPROVE COST BEFORE CONTACTING SJA.

If an ambulance is required please call 000 / 112 / 106.

- a. Role:
 - Assist with the welfare functional area of Personal Support Services; and
 - Assist with other welfare functional areas where agreed.
- b. Responsibility:
 - (1) Provide a Support Agency Officer /s as required;
 - (2) Provide qualified First Aiders at Welfare Centres, where required; and
 - (3) Assist with other welfare functional areas where agreed.

WA POLICE

- a. Role:
 - Assist with welfare functional areas where agreed.
- b. Responsibility:
 - (1) Provide a Support Agency Officer/s as required;
 - (2) Maintain public order where required; and
 - (3) Assist with other welfare functional areas where agreed.

OTHER LOCAL ORGANISATIONS (Add in list above alphabetically)

- a. Role:
 - Assist with welfare functional areas where agreed.
- b. Responsibility:
 - (1) Provide a Support Agency Officer/s as required;
 - (2) Negotiate at the local level how the organisation/s could assist; and
 - (3) Assist with other welfare functional areas where agreed.



Appendix 4 – Local Welfare Centres

The management of Evacuation is the responsibility of the HMA/ Controlling Agency in charge of the emergency. It is the responsibility of Local Governments to ensure the provision of facilities for use as Welfare Centres in an emergency (*DFES Local EM Arrangements Development Guide 2009 page 32*). The Department works in partnership with Local Governments and establishes and manages Welfare Centres on behalf of the HMA/Controlling Agency. The Department appoints a Welfare Centre Coordinator to coordinate welfare services at the Welfare Centre.

Emergency Accommodation is the provision of temporary shelter for persons rendered homeless by an emergency or due to evacuation from an emergency, ranging from short term emergency shelter to medium term accommodation determined by the Department.

Accommodation facilities, such as government owned or managed or private residential facilities may be utilised when available and appropriate. A list of pre-determined Welfare Centres should be negotiated and maintained by the Department's District Emergency Services Officer and is included in this Appendix, together with Appendix 4A Emergency Accommodation Services.

- (1) The provision of temporary shelter may take the form of a centre established and maintained to provide emergency welfare services to disaster affected persons, known as a Welfare Centre. Welfare Centres may include: Evacuation Centres, Relief/Recovery Centres (commonly referred to as 'One Stop Shops') and Accommodation Centres.
- (2) Welfare Centres are pre-determined by the Department in partnership with the Local Government/s' Local Emergency Management Committees (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 the Department) 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.
- (3) The pre-determined Welfare Centres are recorded on the State Welfare Centre Database which HMAs/Controlling Agencies have access to, in Local Governments' LEMAs and in relevant Local Welfare Plans.

The activation of which pre-determined Welfare Centre to utilise for all hazards is through consultation with the respective Local Emergency Coordinator, the HMA/Controlling Agency, the Department's Welfare Coordinator and the relevant Local Government to ensure the safety of evacuees, welfare centre staff and volunteers. Therefore, the Department 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.

The HMA/Controlling Agency must consult with the Department's Welfare Coordinator and the Local Government regarding the activation of



Welfare Centres as part of the assessment of the integrity and suitability of buildings, particularly in cyclone areas and for other hazards such as storm surge and flood.

- (4) In smaller, non-complex events, and in some regional and remote areas where the Local Government Welfare Coordinator has been approved by the Department, any expenditure under this arrangement would need to be requested and considered by the Department prior to the financial cost being incurred, as outlined in Section 3.8 Financial Arrangements for Response above.

Where Local Governments elect to make their own arrangements to establish and manage Welfare Centres, without consultation with the Department, they do so **at their own expense**.

- (5) The Department will take responsibility for the premises utilised as Welfare Centres and shall exercise reasonable care in the conduct of its activities and agrees to replace or reimburse for supplies used in the operation of the Welfare Centre.

The Department staffs and operates 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 facility as a Welfare Centre, the Department will facilitate processes with the HMA/Controlling Agency to respond to the claim.

The owner/s of the facilities agree to utilise their building insurance, in the event of damage resulting from the actual disaster event to the structure of the building.

The Department will utilise contract cleaners or pay for the use of the usual cleaners to restore the facilities directly utilised as a Welfare Centres back to serviceable condition.

- (6) In some circumstances the HMA/Controlling Agency may need to exercise powers within the *Emergency Management Act 2005* to acquire such suitable facilities for use in the event of an emergency (as deemed necessary).

Please note the following:

- In the event of an evacuation, people may make their own accommodation arrangements e.g. stay with family or friends locally (if this is safe) or in another town.
- Some special groups may need their own secure section in a welfare centre, or a separate welfare centre.
- Organisations, educational and care facilities, e.g. aged, special needs, with responsibility for the care, supervision or provision of services to children or their clients, should ensure plans are in place to maintain service provision during an emergency. Should they evacuate or otherwise attend a welfare centre, the organisations' supervisory staff must continue their responsibilities by remaining at the centre and continuing to supervise and provide services to their children or clients, liaising with the welfare



coordinator at the centre. Children or clients are to be returned to parents or other responsible adults approved by that organisation.

- Welfare centres will only accept Assistance Dogs e.g. Guide Dogs, “Hearing” Dogs and Disability Aid Dogs.
- If a school needs to evacuate they would try to evacuate to another school as a first option. Schools would use resources within the school such as gym mats, blankets if they had them, any food in school canteens etc. However if these resources weren’t available and the Department had spare items, these items would be shared with the school. If schools and the Department didn’t have these resources available, the Department would share any information on sourcing items from Appendices in this Local Welfare Plan.

See the list of Pre-determined Welfare Centres.

List of Pre-Determined Welfare Centres

NAME	ADDRESS	LOCAL GOVERNMENT	CONTACT	CAPACITY
Old Railway Station	Geraldton – Mt Magnet Rd, Yalgoo	Shire of Yalgoo	Shire 9962 8042 CEO - 0417 484 840	150
Centacare Shire Hall	Gibbons St, Yalgoo	Centacare / Shire of Yalgoo	Tamihana Cummings 9962 8032 / 0447 328 292	75
Paynes Find Community Centre	Paynes Find	Grt Northern Hwy, Paynes Find	Doug Taylor 9963 6111 Roadhouse 9963 6513 Doug.taylor100@hotmail.com	



Appendix 4A – Alternative Accommodation Services:

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

If a small number of people were required to evacuate the Department would explore alternative arrangements, depending upon the situation at the time. This may include a range of options such as commercial and private facilities. PLEASE ENSURE ACCOMMODATION PROVIDERS HAVE ABNs – providers cannot receive payment without one.

Please contact the On Call Duty Officer of CPFS’s Emergency Service Unit – 0418 943 835 – to seek approval for use of commercial accommodation.

In a larger emergency CPFS 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 On Call Duty Officer of CPFS’s Emergency Services Unit – 0418 943 835 and the Officer will activate ADRA if appropriate.

NAME	ADDRESS	CONTACT	CAPACITY
Yalgoo Hotel / Motel	40 Gibbons St Yalgoo	Stan Willock 9962 8031 or 0428 518 774 Stan.willock@hotmail.com	
Yalgoo Caravan Park	Gibbons St Yalgoo	XXXXXXXXXXXXXXXXXXXXX 9962 8742 or XXXXXXXXX	
Paynes Find Tavern / Roadhouse	Grt Northern Hwy Paynes Find	Doug Taylor 9963 6513 or 0419 663 286 Doug.taylor100@hotmail.com or paynesfindroadhouse@outlook.com	



Appendix 5 – Emergency Catering Services

The establishment of an emergency catering service for those rendered homeless, evacuees and welfare workers engaged under this plan.

- (1) Depending on the numbers involved and the length of time catering is required, this may be met through the following:
 - (a) voluntary groups such as the Salvation Army, Country Women's Association (CWA) or local service clubs;
 - (b) fast food outlets;
 - (c) Meals-on-Wheels; or
 - (d) Hospital/Hotel/Motel/Public Catering services.
- (2) Responsibility for the provision of meals for non-welfare emergency workers is the responsibility of the HMA/Controlling Agency.
- (3) A resource list of catering agencies and other options should be maintained by the District Emergency Services Officer and is included in this Appendix.

NAME	ADDRESS	LOCAL GOVERNMENT	CONTACT
Yalgoo Hotel / Motel	40 Gibbons St, Yalgoo		Stan Willock 9962 8031 / 0428 518 774 Stan.willock@hotmail.com
Yalgoo Store & Post Office	Gibbons St, Yalgoo		Raul Valenzuela 9962 8033 / 0487 779 241 threerv@hotmail.com
Paynes Find Tavern / Roadhouse	Grt Northern Hwy Paynes Find		Doug Taylor 9963 6111 or 9963 6513 Doug.taylor100@hotmail.com



Appendix 6 – Personal Requisites – Supply Information and Retail Outlets

The provision of essential clothing and personal requisites, such as toiletry packs, to persons affected by an emergency.

- (1) This function includes the provision of basic necessities such as blankets, towels, mattresses, pillows, bedding, disposable nappies, and sanitary needs, as required.
- (2) Where possible new clothing or financial assistance for the purchase of new clothing should be provided to eligible persons as soon as practicable.
- (3) The use of 'recycled' clothing is a last resort.
- (4) A resource list of emergency clothing and personal requisites suppliers should be maintained by the District Emergency Services Officer and is included in Appendix 6 of this plan. This lists organisations and retail outlets who agree to participate in these arrangements, and ensures that acceptable procedural matters have been established.

Name	Address	Contact Details	After Hours Contact
Supermarkets/General Stores			
Yalgoo General Store	Gibbons St Yalgoo	Ivonne & Raul Valenzuela	9962 8033 0487 779 241 threerv@hotmail.com
Fuel			
Yalgoo 24 hour fuel (any credit card)	Old Railway Stn	Shire of Yalgoo	9962 8042
CPFS Emergency Services Unit	Mattresses from stores in Perth. Allow 4-5 hours	ON CALL PH	0418 943 835
MMG – Golden Grove			
Centacare Mattresses, Bedding, Clothing etc	Shire Hall Gibbons St Yalgoo	Tamihana Cummings	9962 8032 0447 328 292



Appendix 7 – Personal Support Services

The provision of Personal Support Services, including practical assistance, emotional support, basic first aid services, information, referral, advocacy, advice, counselling, child care and psychological services, is to ensure that affected persons receive the necessary personal support to cope with the effects of loss, stress, confusion, trauma and family disruption.

- (1) Departmental officers will work with other specialist agencies in providing this service. These include specialised counselling and psychological services, childcare facilities and self-help groups.
- (2) Referral to information and advisory services on matters which may include other relief measures not necessarily provided by the Department, such as availability of grants and other forms of financial assistance, healthcare, provision of child care and financial counselling.
- (3) A list of relevant agencies and services should be maintained by the District Emergency Services Officer and is included in this Appendix.

Advocacy and Counselling Services

Name	Contact Person and Address	Contact Details
CPFS Psychology Services	CPFS Geraldton	9965 9500 1800 199 008
Mental Health Services – Dept of Health	Central West Mental Health. Shenton St Geraldton Hospital	9956 1999
Rural Link	Dept of Health Statewide Services	1800 552 002 1800 720 101TTY
School Psychologists Dept of Education		
School Chaplain		
Local Counselling Services		
Dept of Human Services - Centrelink		
Morawa Family Counselling Service & Northern Districts Community Support Group	ndcsgfamily@wn.com.au	9671 1030 0428 711 030
WA Country Health Service Mid West Therapy	carole.minney@health.wa.gov.au	0447 074 220
Midwest Men's Health		9921 8512
Sexual Assault Line		1800 016 789
Life Line		131 114
Legal Aid		9921 0200
Health Direct WA		1800 022 222 (24 hours)
Women's Health Resource Centre - Geraldton		9964 2742



Women's Refuge – Geraldton		9964 2173
DCP Crisis Care		1800 099 008 / 9223 1111
Health Direct WA		1800 022 222 (24 hours)
Salvation Army Care Line - Geraldton		1300 363 622
Midwest Aboriginal Employment and Economic Development (MEEDAC) Inc	yalgoo@meedac.com	9962 8323
Beyond Blue		1300 224 636
Centacare Family Services – Geraldton		9921 1433
Centacare Family Services – Yalgoo Parent Coordinator / Social Worker	Tamihana.cummings@centacareyalgoo.org.au 0439 686 111	9962 8020 Fx: 9962 8207
Mount Magnet Aboriginal Corporation (MMAC) Aboriginal Family Law Services		9965 4654 0447 074 220
Aboriginal Legal Service		9921 4938

Translation, Interpretive and Hearing (AUSLAN) Services

<p>Translating and Interpreting Service (TIS) Phone: 13 14 50 - 24 hour Service 15mins @ \$23.98, Pre booked - 30mins @ \$55.00 Text Emergency Calls – Dial 106 For people how use a TTY (teletypewriter) or computer to access telephone network</p>

Medical Treatment

Local Hospitals: Geraldton Regional Hospital Shenton St Geraldton		9956 2222
St John Ambulance		Emergency Calls – 000 Non-Emergency Calls 9752 3866
Health Direct - Poisons Information Centre	24hr advice on all exposures to poisons, medicines, plants, bites/stings	1800 022 222 13 11 26
Yalgoo Nursing Post Gibbons Street, Yalgoo	Community Clinical Nurse Mary-Kate.Walsh @health.wa.gov.au	9962 8600 Fx: 9962 8650 0438 332 692
Mullewa Hospital		
GRAMS Murchison Outreach		9956 6555



Services (Geraldton Aboriginal Medical Service)		
Mount Magnet Health Centre		9963 3100 Fx: 9963 3150
RFDS First Aid Post – Paynes Find		9963 6068 / 0418 919 773
Local Medical Practitioners Address: Phone:		
Royal Flying Doctor Service		Medical Emergency Calls (24 hours) 1800 625 800 Admin - 9417 6300
WA Country Health Service – Geraldton		9956 2209

Chemists/Pharmacists

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Medical Supplies and Equipment including Wheelchairs

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Medical Waste Contractors

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Community and Aged Care Services and Facilities

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Children Services

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Taxi Services – HMAs/Controlling Agency are responsible for transporting evacuees to and from Welfare Centres

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Appendix 8 – Key Personnel and Contact Lists:

Organisation	Name	Work Contact	After Hours Contact
Department for Child Protection and Family Support - Geraldton	Officer's name - Local Welfare Coordinator	9965 9500	Crisis Care 1800 199 008
District Director	Mark Richards	9965 9500	0438 908 310
District Emergency Services Officer	Keith Shaw	9965 9533	0429 102 148
Aboriginal Practice Leader	Vacant		
CPFS Emergency Services Unit	Emergency Services Unit	0418 943 835 1800 199 008	0418 943 835 1800 199 008
On Call Phone – all hours	Crisis Care		
Local Government	Shire of Yalgoo	9962 8042	
Local Police		9962 8032	Emergency Calls 000 / 112 / 106
SEMC Secretariat–Midwest Gascoyne Region			
DFES Regional Office Regional		9956 6000	
SES, DFES – Midwest Gascoyne Region SES Local Unit Emergency Calls - 32 500			
Dept of Health –			
Dept of Health–Mental Health			
Public Information			
DFES Public Information Line	www.dfes.wa.gov.au/Pages/default.aspx	1300 657 209	
Main Roads WA Customer Care Centre	Primary public contact point for road closure information	138 138	www.mainroads.wa.gov.au



Lifelines

LIFELINES	PHONE/FAX
Horizon Power	Ph Fax
Alinta Gas	131 352
Water Corporation	131 375
Main Roads Western Australia (MRWA)	PH138138 Fax 93234400
Public Transport Authority	9326 2000 or 9220 9999
Telstra	132 203
Optus	131 344
SES	9444 9440 or 132500

Appendix 9 – Sanitary, Waste Disposal, Hire Services:

Name	Type of Supplies	Contact Details	After Hours Contact
Shire of Yalgoo			
Local Government	Waste disposal, sanitary and disposal management	9962 8042	

Cleaning Services

Name	Contact Details	After Hours Contact

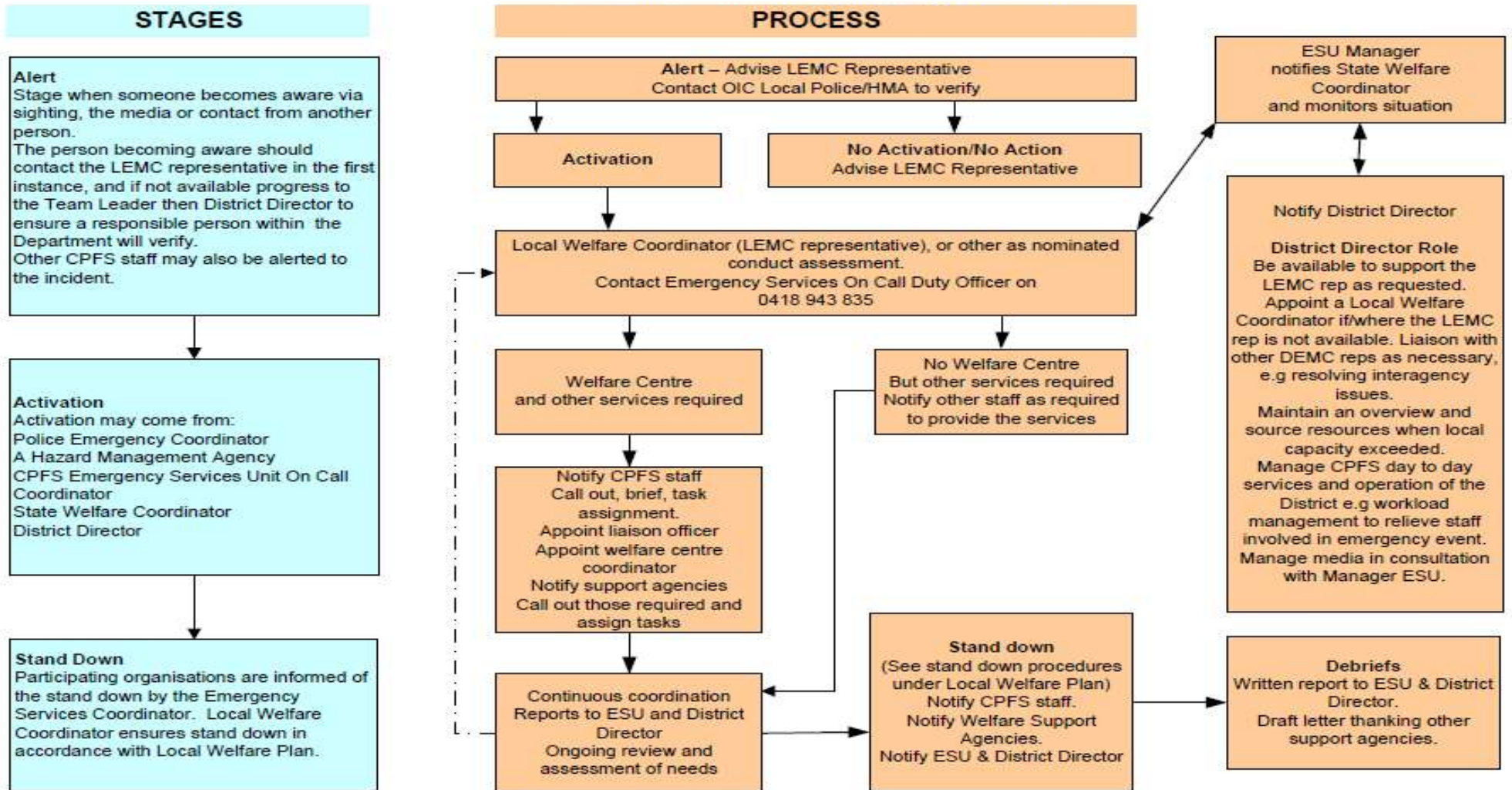
Appendix 10 – Security Companies:

If security assistance is needed at a welfare centre and the WA Police were not available a security company/guard and patrol services could be contacted.

Name	Address	Contact Details Day & After Hours



Appendix 12 – The Department’s Standard Operating Procedures





Appendix 13 – Glossary

In accordance with SEMC State Emergency Management Plans Development Guide, only terms and acronyms used in this document which are not identified in the Emergency Management Western Australia Glossary are included here.

EMERGENCY SERVICES COORDINATOR – an appointed officer of the Department for Child Protection and Family Support authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements.

FUNCTIONAL TEAM LEADER – a person tasked to coordinate the delivery of service provision for one of the 6 (six) Welfare defined functional areas (Accommodation, Catering, etc). The term Functional Team Leader relates to the specific task to be performed not the title of the incumbent (i.e. the Functional Team Leader may be a Department Team Leader, Manager, Project officer but is performing the task of Functional Team Leader)

LOCAL GOVERNMENT WELFARE COORDINATOR – the nominated representative of the Local Government Authority which has elected to assume the responsibility to coordinate the welfare response during emergencies, and liaise with the Welfare Coordinator of the Department.

REGISTRATION – The process of accurately recording on registration forms appropriate details of all persons affected by an emergency and who are temporarily in a Welfare Centre or other location under the authority of the Emergency Services.

STATE WELFARE COORDINATOR – the nominated representative of the Director General, Department for Child Protection and Family Support, with the responsibility to coordinate the welfare response to emergencies.

SUPPORT AGENCY OFFICER – are officers from each Welfare Support Agency provided to the Department to assist in the management of the welfare response, as outlined in Section 3.1.3 of this plan.

WELFARE CENTRE – any centre established for the purpose of provision of emergency welfare support services to persons affected by an emergency. The facility may be named an Evacuation Centre, Accommodation Centre, Relief Centre, Recovery Centre, One-Stop-Shop or other name as appropriate. For the purposes of this plan all such facilities are classified as a Local Welfare Centre.

WELFARE CENTRE COORDINATOR – a person appointed by the District Director or Welfare Coordinator to manage the functioning of a Welfare Centre. Usually a senior Department for Child Protection and Family Support staff member.

WELFARE COORDINATOR – are the Department's staff member appointed by the District Director for the Department and have responsibilities as outlined in Section 2.6 of this plan.

WELFARE SUPPORT AGENCY – a participating organisation whose response in an emergency is to provide assistance to functions under this plan.