

# DRAFT City of Joondalup Local Emergency Management Arrangements

Including the Local Recovery Handbook and Local Recovery Plan  
Version 1

# Local Emergency Management Arrangements

These arrangements have been produced and issued under the authority of S. 41(1) of the *Emergency Management Act 2005*, endorsed by the Wanneroo - Joondalup Local Emergency Management Committee and the Council of the City of Joondalup. The Arrangements have been tabled for noting with the North Metropolitan District Emergency Management Committee and State Emergency Management Committee.

The City of Joondalup Local Emergency Management Arrangements has been structured in three (3) distinct parts (including annexures);

- The Local Emergency Management Arrangements (the whole document),
- The Local Recovery Handbook, and
- The City of Joondalup Local Recovery Plan.

The purpose is to provide the overarching legislative requirements (the Local Emergency Management Arrangements), the legislative context for recovery (the Local Recovery Handbook) and an operational guide for the recovery phase of an emergency (the Local Recovery Plan).

Chair	Date
Wanneroo – Joondalup Local Emergency Management Committee	

Endorsed by City of Joondalup	Date
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## Distribution list

Distribution list		
Organisation	Electronic	hard
Australian Red Cross	1	1
City of Bayswater	1	1
City of Joondalup	1	20
City of Stirling	1	1
City of Wanneroo	1	
Department of Parks and Wildlife	1	
Department of Transport (Hillarys Marina)		
Department for Child Protection and Family Support	1	2
Department of Planning and Infrastructure (Hillarys Marina)	1	
District Emergency Management Committee (North Metro)	1	
Department of Fire and Emergency Services North Coastal District	1	2
Joondalup Health Campus	1	
City of Joondalup Libraries – Duncraig	1	5
City of Joondalup Libraries – Joondalup	1	5
City of Joondalup Libraries – Whitfords	1	5
City of Joondalup Libraries – Woodvale	1	5
North Metropolitan Police District Office	1	
Joondalup Police Sub-District	1	
Clarkson Police Sub-District	1	
Warwick Police Sub-District	1	
Hillarys Police Sub- District	1	
Two Rocks Police Sub-District	1	
Wanneroo Police Sub-District	1	
Public Transport Authority – Train Operations Perth	1	
State Emergency Management Committee – Office of Emergency Management	2	1
Shire of Kalamunda	1	
Shire of Mundaring	1	
St John Ambulance Service	1	
Town of Bassendean	1	
City of Joondalup web-page (electronic version)	1	

Amendment record

Number	Date	Amendment summary	Author
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
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10.			
11.			
12.			

## Glossary of terms

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

**Australasian Interservice Incident Management System (AIIMS):** A nationally adopted structure to formalise a coordinated approach to emergency incident management. The combination of facilities, equipment, personnel, procedures and communications operating within a common organisational structure with responsibility for the management of allocated resources to effectively accomplish stated objectives relating to an incident.

**Community emergency risk management:**  
See risk management.

**Combat:** To take steps to eliminate or reduce the effects of a hazard on the community.

**Combat agency:** A combat agency prescribed under Section 6(2) of the *Emergency Management Act 2005* and Part 5 of the Emergency Management Regulations (2006). is to be a public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.

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

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

**Coordination:** The bringing together of organisations and elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, manpower and equipment) in accordance with the requirements imposed by the threat or impact of an emergency. Coordination relates primarily to resources, and operates, vertically within an organisation, as a function of the authority to command, and horizontally, across organisations, as a function of the authority to control.

**Controlling Agency (CA):** An Agency nominated to control the response activities to a specific type of emergency.

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

**Emergency Management District:** An emergency management district established under Section 28 *Emergency Management Act 2005*.

**Hazard Management Agency (HMA):** A public authority or other person prescribed by regulations because of that agency's functions under written law or because of its specialised knowledge, expertise and resources to be responsible for the emergency management or an aspect of the emergency management of a hazard for part or the whole of the state.

**Incident:** An event accidentally or deliberately caused which requires a response from one or more statutory emergency response agencies.

**Incident area:** The area, defined by the incident controller for which they have the responsibility for the overall management and control of an incident.

**Incident Controller (IC):** The person appointed by the Controlling Agency for the overall management of an incident within a designated area.

**Incident Support Group (ISG):** A group of agency/organisation liaison officers convened to provide agency specific expert advice and support in relation to operational response to the incident.

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

**Local Emergency Coordinator (LEC):** That person designated by the Commissioner of Police to be the Local Emergency Coordinator with responsibility for ensuring that the roles and functions of the respective Local Emergency Management Committee are performed, and assisting the Hazard Management Agency in the provision of a coordinated multi-agency response during incidents and operations.

**Local Emergency Management Committee (LEMC):**  
Means a committee established under Section 38 of the *Emergency Management Act 2005*.

**Municipality:** Means the district of the Local Government.

**Operational Levels:** Operational incidents are broadly classified into three levels. It is recognised that there will be some overlap between the levels and the Incident Controller will determine the incident level based on the actual and/or potential impact of the incident.

The operational level is broadly defined as including more than one of the following:

### Level 1 incident –

- Local response/resources required;
- No significant issues;
- Single or limited multi agency response (day to day business);
- Minimal impact on community;
- Managed by a hazard management agencies Incident Management Team (IMT) only; and
- Low risk of incident escalation.

**Level 2 incident –**

- Requires multi agency response;
- Protracted duration;
- Activation of an Incident Support Group (ISG);
- Resources required from outside the local area;
- Medium level of media interest;
- Medium level of complexity;
- Medium impact on the community; and
- Potential declaration of an 'Emergency Situation'.

**Level 3 incident –**

- Requires significant multi agency response
- Protracted response duration;
- Activation of an Operational Area Support Group (OASG);
- State or National resources required;
- Significant media interest;
- High level of complexity;
- Significant impact on the community;
- Multiple incident areas;
- Significant political interest; and
- Potential declaration of an 'Emergency Situation' or 'State of Emergency'.

The Incident Controller has a responsibility to assess the incident level. If assessed as a Level 2 or 3 incident, the Incident Controller must make an 'incident level declaration'.

**Preparedness:** Arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed. Measures are in place to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects.

See also comprehensive approach in the State Emergency Management Glossary.

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

**Risk management:** The systematic application of management policies, procedures and practices to the task of identifying, analysing, treating and monitoring risk.

**Risk register:** A register of the risks within the Local Government that is identified through the Community Emergency Risk Management process.

**Risk statement:** A statement identifying the hazard, element at risk and source of risk.

**Treatment options:** A range of options identified through the emergency risk management process, to select appropriate strategies which minimise the potential harm to the community.

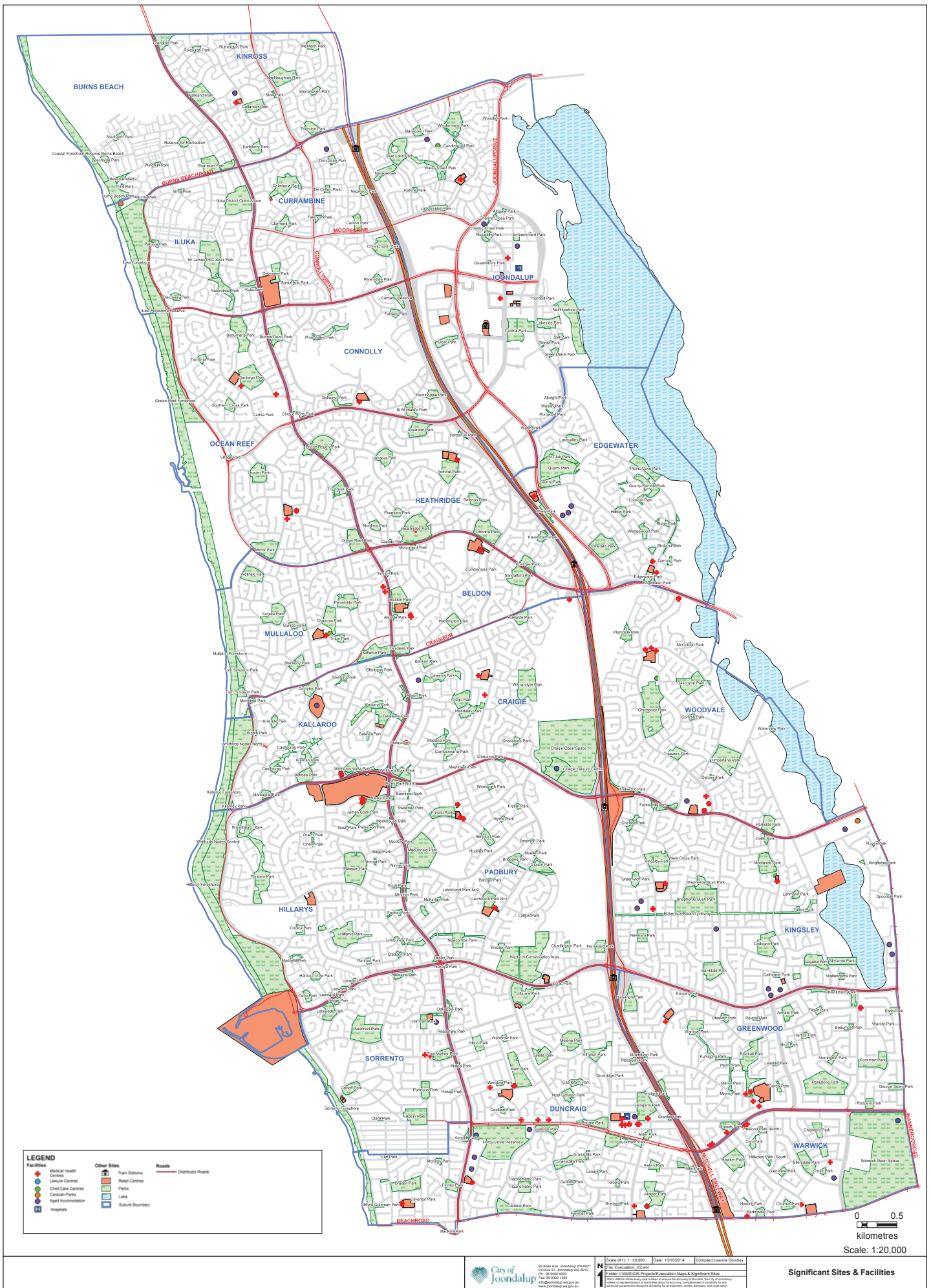
**Vulnerability:** The degree of susceptibility and resilience of the community and environment to hazards. The degree of loss to a given element at risk or set of such elements resulting from the occurrence of a phenomenon of a given magnitude and expressed on a scale of 0 (no damage) to 10 (total loss).

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

## Acronyms used in these arrangements

Abbreviation	Meaning
AIIMS	Australasian Interagency Incident Management System
BFS	Bush Fire Service
CEO	Chief Executive Officer
DPC	Department of the Premier and Cabinet
COJ	City of Joondalup
CPFS	Department for Child Protection and Family Support
DPAW	Department of Parks and Wildlife
DEMC	District Emergency Management Committee
ECC	Emergency Coordination Centre
Emergency Management	Emergency Management
DFES	Department of Fire and Emergency Services
HMA	Hazard Management Agency
IMT	Incident Management Team
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LG	Local Government
LRC	Local Recovery Coordinator
LRCG	Local Recovery Coordinating Group
NDRRA	Natural Disaster Relief and Recovery Arrangements
SEC	State Emergency Coordinator
SEMC	State Emergency Management Committee
SES	State Emergency Service
SEWS	Standard Emergency Warning Signal
SOP	Standard Operating Procedures
SRCC	State Recovery Coordinating Committee
WA	Western Australia
WANDRRA	Western Australian Natural Disaster Relief and Recovery Arrangements
WAPOL	Western Australian Police





# Introduction

## Authority

The Local Emergency Management Arrangements (the Arrangements) are prepared by the City of Joondalup as required by section 36 of the *Emergency Management Act 2005 (WA)*. The former (subject of this review) arrangements were endorsed by the Wanneroo/Joondalup Local Emergency Management Committee on 3 May 2012, noted by the District Emergency Management Committee and approved by the State Emergency Management Committee on 22 August 2012.

The current arrangements have been amended in line with the legislative requirement to review the Arrangements every five years to ensure their currency.

The original arrangements were written following consultation with the broader community including, but not limited to, special needs groups, Indigenous or Culturally and Linguistically Diverse (CALD) groups and industry representatives. It is recognised that through effective community involvement, community members work together with local leaders using their knowledge and resources to prepare for and deal with emergencies.

## Document availability

Copies of the arrangements are available from the City of Joondalup Administration Building and the City's libraries, either as printed or electronic copies without charge. The arrangements can also be viewed on the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au).

## Aim

The aim of the City of Joondalup Local Emergency Management Arrangements is to detail the City's emergency arrangements and to ensure that a documented understanding exists between the agencies and stakeholders involved in managing emergencies within the City.

## Purpose

In accordance with Section 41 of the *Emergency Management Act 2005 (WA)* the purpose of these emergency management arrangements is to set out:

- a. the City of Joondalup's policies for emergency management;
- b. the roles and responsibilities of public authorities and other persons involved in emergency management in the City of Joondalup;
- c. provisions about the coordination of emergency operations and activities relating to emergency management performed by the persons mentioned above;
- d. a description of emergencies that are likely to occur in the City of Joondalup;
- e. strategies and priorities for emergency management in the City of Joondalup;

- f. other matters about emergency management in the City of Joondalup prescribed by the regulations; and
- g. other matters about emergency management the City considers appropriate (s.41(2) of the *Emergency Management Act 2005*.)

## Scope

These Arrangements are to ensure the community is prepared to deal with the identified emergencies should they arise. It is not the intent of this document to detail the procedures for Hazard Management Agencies (HMA) in dealing with an emergency. These should be detailed in the HMA's state plans.

Furthermore:

- The Local Emergency Management Arrangements incorporate the Local Recovery Handbook and the Local Recovery Plan;
- This document applies to the Local Government district of the City of Joondalup;
- This document covers areas where the City of Joondalup provides support to HMAs in the event of an incident;
- This document details the City of Joondalup is capacity to provide resources in support of an emergency, while still maintaining business continuity and the City of Joondalup responsibilities in relation to recovery management.

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

## Related documents and arrangements

### Local Emergency Management Policies

The following documents are related to this Plan:

- **Local Emergency Management Plan for the Provision of Welfare Support Joondalup District** – owned by the Department for Child Protection and Family Support. This plan prescribes the arrangements for the provision of welfare support services during emergencies.
- **Local Welfare Emergency Management Support – City of Joondalup Sub Plan** – owned by the Department for Child Protection and Family Support. This document catalogues the City of Joondalup local welfare centres including photographs, floor plans and inventory checklists.
- **State Emergency Management** – A Strategic Framework for Emergency Management in Western Australia – Local Recovery Guidelines: developed to assist Local Government to prepare a local recovery plan.
- **State Emergency Welfare Plan** (interim May 2016) – prepared by the Department for Child Protection and Family Support – details the State's strategic arrangements for the management and coordination of welfare services during emergencies for hazards listed in the State Emergency Management Arrangements.

### Agreements, Understandings and Commitments

The following agreements and Memorandums of Understanding are in place between City of Joondalup and other Local Governments, organisations or industries in relation to the provision of additional resources in recovery management:

- Wanneroo/Joondalup Local Emergency Management Committee (LEMC) – an agreement between the City of Joondalup and the City of Wanneroo to jointly support the establishment and function of the Local Emergency Management Committee.
- Metropolitan North and East Recovery Group – Partnering Agreement for the Purpose of Providing Mutual Aid in the event of an emergency. The signatories to the agreement are: City of Joondalup, City of Wanneroo, City of Stirling, City of Bayswater, City of Swan, Town of Bassendean, Shire of Mundaring and Shire of Kalamunda.
- Wanneroo/Joondalup State Emergency Services (volunteer organisation) Agreement – an agreement between City of Joondalup, Wanneroo/Joondalup State Emergency Services Inc and Department of Fire and Emergency Services. The City of Joondalup provides administrative support (through the LGGs Operating Grants Scheme) and access to a City building to be used as the operational depot for the Unit.

### Special considerations

There are a number of natural and manmade features that are worthy of special consideration when undertaking emergency management planning. These are:

- 17 kilometres of natural coastline joins the City's boundary to the Indian Ocean. The coastline is known as the Perth Sunset Coast and is a gradual sloping ocean floor covered with sea grass meadows and a number of shallow reefs protecting the coast. One source of information relating to beaches in the City's boundary is contained in the Surf Life Saving website [beachsafe.org.au](http://beachsafe.org.au) (search for 'Joondalup' using the find a beach search tool). The coastline also includes Hillarys Marina and Ocean Reef Boat Harbour designed for commercial and recreational vessels.
- Joondalup Railway Line – part of the suburban rail network running between Perth and Butler (in the north). The railway line traverses the medium strip along the Mitchell Freeway and is a electrified train system. In 2014/15 there were 17,105,979 passengers that used the service. There are six railway stations in the City of Joondalup boundary – Warwick, Greenwood, Whitfords, Edgewater, Joondalup and Currambine. The line is owned by the Public Transport Authority and operated by Transperth.
- Mitchell Freeway – part of the National Route 2 – a main arterial route that passes through the City of Joondalup in a north-south alignment. There are three to five lanes for traffic in either direction and there is a speed restriction of 100km/h. The Freeway is managed by Main Roads Western Australia.
- Lakeside Joondalup Shopping City – described as Perth's largest shopping destination located at 420 Joondalup Drive, Joondalup. The complex houses 300 stores and services and there are more than 11million visitors to the complex per annum (2016).
- The City is vulnerable to seasonal storm conditions and there are frequent storm events recorded each winter. In 2010 a severe storm impacted on Perth's northern suburbs causing over \$1.3billion worth of damage.
- Yellagonga Regional Park incorporating Lake Joondalup, Beenyup and Walluburnup Swamps, Lake Goollelal and surrounding parklands. Yellagonga Regional Park contains a wide variety of ecosystems from upland forest, fringing wetland and aquatic vegetation to open water bodies. They are surface expressions of groundwater, emerging in interdunal swales within the Spearwood Dune System as a chain of linear lakes and wetlands. This rich diversity and complexity of ecosystems has very high conservation value within a rapidly expanding urban setting. The wetlands within the Park are some of the last remaining freshwater wetland systems on the Swan Coastal Plain.



## After-hours, weekends and public holidays contact

Business hours of the City's services, are Monday to Friday 8.30am to 5.00pm; however, the works Operations Centre in Craigie and the Building Maintenance Team in Winton Road, Joondalup are staffed from 7.00am (6.30am in the summer).

In order to contact the City's services and resources after-hours or during the weekends and public holidays, access to the relevant emergency phone numbers will be required and are located in the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au)

## Resources

A Controlling Agency (CA) is responsible for the determination of resources required for their specific hazards and operations. The City's resources have been identified and appropriately listed to facilitate their availability upon request.

The City's resource list and a register of businesses and services (utilising the Yellow Pages webpage) that may be a source for resources in the event of an emergency is contained in Appendix 3.

## Review of resources register

The LEMC Executive Officer will comprehensively check and update the resources register annually – ongoing amendments will be completed at each LEMC meeting.

The LEMC Executive Officer will maintain key emergency contacts register which will be updated quarterly. A copy (to relevant stakeholders) is available from the Emergency Management Officer at the City of Joondalup.

## Roles and Responsibilities of Key Appointments

Section 41(2)(b) of the *Emergency Management Act 2005* states that Local Emergency Management Arrangements must set out the roles and responsibilities of public authorities and other persons involved in emergency management within the emergency management district.

There are a number of key appointments that are essential as part of effective emergency management. The role and responsibilities of key appointments to be activated in the event of an emergency are contained in Table 4.

**Table 4: Key appointments role and responsibilities**

Key appointment title	Description of responsibilities
Local Government	The responsibilities of the City of Joondalup are defined in Section 36 of the <i>Emergency Management Act 2005</i> .
Local Emergency Coordinator	The responsibilities of the LEC are defined in Section 36 of the <i>Emergency Management Act 2005</i> .
Local Recovery Coordinator	The Local Recovery Coordinator is responsible for the development and implementation of recovery management arrangements for the Local Government, in conjunction with the Local recovery Coordinating Group.
Local Recovery Coordinating Group	The Local Recovery Coordinating Group will coordinate and support local management of the recovery processes within the community subsequent to a major emergency in accordance with SEMC policies and the COJ <i>Local Recovery Plan</i> .
LG Welfare Liaison Officer	During an evacuation where a Local Government facility is utilised by CPFS, provide advice, information and resources regarding the operation of the facility.
LG Liaison Officer (to the ISG/IMT)	During a major emergency the liaison officer attends ISG meetings to represent the Local Government, provides local knowledge input and provides details contained in the LEMA.
Local Government – Incident management	<ul style="list-style-type: none"> <li>• Ensure planning and preparation for emergencies is undertaken.</li> <li>• Implement procedures that assist the community and emergency services to deal with incidents.</li> <li>• Ensure that all personnel with emergency planning and preparation, response and recovery responsibilities are properly trained in their role.</li> <li>• Keep appropriate records of incidents that have occurred to ensure continual improvement of the City's emergency response capability.</li> <li>• Liaise with the incident controller (provide liaison officer).</li> <li>• Participate in the ISG and provide local support.</li> <li>• Where an identified evacuation centre is a building owned and operated by the Local Government, provide a liaison officer to support the CPFS.</li> </ul>

## LEMC roles and responsibilities

The City of Joondalup, in partnership with the City of Wanneroo, has established a Local Emergency Management Committee (LEMC) under Section 38(1) of the *Emergency Management Act 2005* to:

- Advise and assist the Local Government in ensuring that Local Emergency Management Arrangements are established for its district;
- Liaise with public authorities and other persons in the development, review and testing of Local Emergency Management Arrangements; and
- Carry out other emergency management activities as directed by the SEMC or prescribed by the *State Emergency Management Regulations*.

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

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

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

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

The LEMC membership must include at least one Local Government representative and the Local Emergency Coordinator. Relevant government agencies and other statutory authorities will nominate their representatives to be members of the LEMC.

The composition and term of appointment of LEMC members shall be determined by the Local Government in consultation with the parent organisation of the members.

The title and responsibility of key LEMC appointments areas per the table below.

**Table 5: Key LEMC appointments**

Local role	Description of responsibilities
LEMC Chair	Provide leadership and support to the LEMC to ensure effective meetings and high levels of emergency management planning.
LEMC Executive Officer	<p>Provide executive support to the LEMC by:</p> <ul style="list-style-type: none"> <li>• Providing secretariat support including: <ul style="list-style-type: none"> <li>o Meeting agendas</li> <li>o Minutes and action lists</li> <li>o Correspondence</li> <li>o Committee membership contact register.</li> </ul> </li> <li>• Coordinate the development and submission of committee documents in accordance with legislative and policy requirements including: <ul style="list-style-type: none"> <li>o Annual Report</li> <li>o Annual Business Plan</li> <li>o Local Emergency Management Arrangements.</li> </ul> </li> <li>• Facilitate the provision of relevant emergency management advice to the Chair and committee as required.</li> <li>• Participate as a member of sub-committees and working groups as required.</li> </ul>

## Agency roles and responsibilities

In the event of an emergency, the Local Government will need to liaise with a range of state agencies who will be involved in the operational aspects of the emergency. The following table summarises the key roles.

**Table 6: Roles and responsibilities of Operational Agencies**

Agency roles	Description of responsibilities
Controlling Agency	<p>A Controlling Agency is an agency nominated to control the response activities to a specified type of emergency.</p> <p>The function of a Controlling Agency is to:</p> <ul style="list-style-type: none"> <li>• Undertake all responsibilities as prescribed in Agency specific legislation for prevention and preparedness</li> <li>• Control all aspects of the response to an incident.</li> </ul> <p>During recovery the Controlling Agency will ensure effective transition.</p>
Hazard Management Agency	<p>A Hazard Management Agency is 'to be a public authority or other person who or which, because of that agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for emergency management, or the prescribed emergency management aspect, in the area prescribed of the hazard for which it is prescribed (<i>Emergency Management Act 2005</i> s4).</p> <p>The HMAs are prescribed in part three of the <i>Emergency Management Regulations 2006</i>.</p> <p>Their function is to:</p> <ul style="list-style-type: none"> <li>• Undertake responsibilities where prescribed by either the <i>Emergency Management Act 2005</i> or the <i>Emergency Management Regulation 2006</i>.</li> <li>• Appoint Hazard Management Officers (s55 Act)</li> <li>• Declare/revoke emergency situation (s 50 and 53 Act)</li> <li>• Coordinate the development of the Westplan for that hazard (<i>State Emergency Management Policy</i> Section 1.5)</li> <li>• Ensure effective transition to recovery by Local Government</li> </ul>
Combat Agency	<p>A Combat Agency as prescribed under subsection (1) of the <i>Emergency Management Act 2005</i> is to be a public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.</p>
Support Organisation	<p>A public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources is responsible for providing support functions in relation to that agency (<i>State Emergency Management Glossary</i>).</p> <p>Support Organisations have a responsibility to;</p> <ul style="list-style-type: none"> <li>• Restore essential services affected by the emergency;</li> <li>• Provide functional support as part of the tactical plan (eg. CPFS is to provide welfare services);</li> <li>• Provide progress reports to either the designated incident manager or the Emergency Coordinator, as appropriate to the situation;</li> <li>• Provide progress reports to the higher levels of their parent organisation; and</li> <li>• Contribute to a post operations debrief and report.</li> </ul>

## Managing risk

### Emergency Risk Management

Risk management is a critical component of the emergency management process. Building a sound understanding of the hazards and risks likely to impact the community enable Local Governments and LEMCs to work together to implement treatments.

This process helps to build the capacity and resilience of the community and organisations which enable them to better prepare for, respond to and recover from a major emergency. The process and mandate for Local Governments to undertake risk management is detailed in *State Emergency Management Policy* Section 3.2.

In 2013 the City of Joondalup, in conjunction with the Western Australian Local Government Association (WALGA), undertook two analytical workshops to identify the potential risks to the Joondalup community. The workshop resulted in a Risk Register that detailed the assessment of the main risk areas and their likely impact on the City including its people, natural areas, buildings and infrastructure. The Register also prioritises the City's emergency management arrangements and includes prevention, preparedness, response and recovery strategies.

The Risk Register identified the main risk categories of bushfire, severe storm, human epidemic/pandemic and chemical spills as being the highest threats to community safety within the City of Joondalup. This document (LEMA) is based on the premise that the Hazard Management Agency responsible for each of these hazards will develop, test and review appropriate emergency management plans for their hazards. The hazard specific plans are available through the Office of Emergency Management website at [oem.wa.gov.au](http://oem.wa.gov.au)

It is also recognised that the Hazard Management Controlling and Combat Agencies may require City of Joondalup resources and assistance in emergency management. Requests for assistance/support and resources will normally be channelled through the Incident Support Group which is established by the HMA.

The City of Joondalup Emergency Management Risk Register is attached at Appendix 1.

## Coordination of emergency operations

It is recognised that the HMAs and combat agencies may require Local Government resources and assistance in emergency management. The City of Joondalup is committed to providing assistance/support, if the required resources are available, through the Incident Support Group (ISG) if and when formed.

## Incident Support Group (ISG)

The ISG is convened by the Controlling Agency appointed Incident Controller to assist in the overall coordination of services and information during a major incident. Coordination is achieved through clear identification of priorities by agencies sharing information and resources.

The role of the ISG is to provide support to the incident management team. The ISG is a group of people represented by the different agencies who may have involvement in the incident.

### Triggers for an ISG

The triggers for an incident support group are defined in *State Emergency Management Policy* Statement 5.2.2 and *State Emergency Management Plan* Section 5.1. These are:

- Where an incident is designated as Level 2 or higher;
- Multiple agencies need to be coordinated.

### Membership of an Incident Support Group

The ISG is made up of agencies' representatives that provide support to the Controlling Agency. Emergency Management Agencies may be called on to provide liaison officers on the ISG.

The Local Recovery Coordinator should be a member of the ISG from the onset, to ensure consistency of information flow, situational awareness and handover to recovery.

The representation on this group may change regularly depending upon the nature of the incident, agencies involved and the consequences caused by the emergency.

Agencies supplying staff for the ISG must ensure that the representative(s) have the authority to commit resources and/or direct tasks within their organisation/agency.

### Frequency of Meetings

The frequency of meetings will be determined by the Incident Controller and will generally depend on the nature and complexity of the incident. As a minimum, there should be at least one meeting per incident. Coordination is achieved through clear identification of priorities and objectives by agencies sharing information and resources.

## Location of Incident Support Group Meetings

It is the responsibility of the Incident Controller to determine where the ISG meeting takes place. Given the incident controllers part in the ISG, the meetings are generally convened in close proximity to, or within the incident control centre (ICC).

## Media management and public information

Communities threatened or impacted by emergencies have an urgent and vital need for information and direction. Such communities require adequate, timely information and instructions in order to be aware of the emergency and to take appropriate actions to safeguard life and property. The provision of this information is the responsibility of the Controlling Agency.

Controlling Agencies manage public information as part of their standard operating procedures, during day to day business. During the response to an emergency, responsibility for the management of the emergency public information function rests with the Controlling Agency, in consultation with the HMA.

The responsibility for the coordination of emergency public information across multiple agencies during an emergency rests with the State Emergency Public Information Coordinator (SEPIC). The SEPIC may appoint one or more Emergency Public Information Coordinators (EPICs) to support the SEPIC role and the HMA at the district and local levels.

Emergency Public Information Groups (EPIGs) may be established at the State level and where appropriate, district and local levels – chaired by the appointed EPIC to coordinate emergency public information delivery by the HMA and other Emergency ManagementAs.

All communications from the City of Joondalup to the community and relevant stakeholders will be drafted and released in accordance with the City of Joondalup *Crisis Communications Plan* and the *Media Relations Policy*.

## Public Warning Systems

During times of an emergency one of the most critical components of managing an incident is getting information to the public in a timely and efficient manner. This section highlights local communication strategies/systems. These are:

- **Standard Emergency Warning Signal (SEWS):** SEWS is a distinctive audio signal that has been adopted to alert the community to the broadcast of an urgent safety message relating to a major emergency. It is intended for use as an alert signal to be played on public media (such as radio, television, public address systems, mobile sirens), to draw listeners attention to a following emergency warning. It is meant to attract the listener's attention to the fact that they should take notice of the emergency message.

Messages with the SEWS sound preceding them are broadcasted with the authority of the HMA.

- **DFES Public Information System:** When there is an incident that threatens lives or property, DFES activates the public information system. Emergency alerts are only issued for major emergencies involving cyclones, fires, floods, earthquakes, tsunamis and hazardous material spills.

DFES recorded information line - **13 DFES (13 3337)**

A staffed community information line may be set up if required. The number is publicised on the recorded information line when available. A TV crawler displaying messages at the bottom of the screen is a further means of communication that could be considered.

- **Emergency Alert:** The Emergency Alert is one of many ways emergency services such as police, fire and other emergency services, can warn a community of a likely or actual emergency.

The warning system is not used in all circumstances and it's use will be a decision made by the emergency services based on the nature of the incident. The HMA will decide the content of the warning and the process to set up the telephone warning system is through the DFES Communications Centre.

The warning system sends voice messages to land line telephones and text messages to mobile telephones within a specific area defined by the emergency services organisation issuing the warning message.

Examples where a warning may be initiated is in regards to likely or actual emergencies such as fire, flood, or extreme weather events.

- **Emergency Radio Broadcasts:** ABC720 Radio broadcasts emergency information at quarter to and quarter past the hour during a major emergency and where there is imminent danger they will break into normal programming. The emergency information warnings are usually preceded by the standard emergency warning signal (SEWS). Alerts provided by the HMA and they are read verbatim.
- **Emergency Information:** During an emergency additional information may be available from the ABC Emergency website at – **[www.abc.net.au](http://www.abc.net.au)**
- During emergency incidents that affect the community, the City of Joondalup will use its website **[joondalup.wa.gov.au](http://joondalup.wa.gov.au)**, it's Facebook account **[/cityofjoondalup](https://www.facebook.com/cityofjoondalup)** and the twitter account **[@city\\_joondalup](https://twitter.com/city_joondalup)** to keep the community up-to-date on the current status of the incident.

## Finance arrangements

*State Emergency Management Policy* Section 5.12, *State Emergency Management Plan* Section 5.4 and 6.10 and *State Emergency Management Recovery Procedures* 1-2 outlines the responsibilities for funding during multi-agency emergencies. While recognising these provisions, the City of Joondalup is committed to expending such necessary funds within its current budgetary constraints as required to ensure the safety of its residents and visitors.



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

## Evacuation and welfare

### Evacuation

According to the State EM Glossary:

- **Evacuation** is defined as the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.

Decisions relating to evacuations during an emergency rest with the Incident Controller appointed by the Controlling Agency. Criteria to be considered prior to a decision to evacuate are outlined in the SEMC's *Western Australia Community Evacuation in Emergencies Guidelines*.

Should there be a need for additional powers to direct the movement of persons, animals and vehicles around or out of an emergency area, the Controlling Agency can request the declaration of an emergency situation by the HMA. This will allow for the authorisation by the HMA of relevant persons to exercise the powers of Hazard Management Officers.

The Incident Controller's decision to recommend or direct an evacuation will reflect a consideration of relative risk. The following risk management factors may influence the decision whether or not to evacuate a community or part of a community:

- The nature and probability of the threat presented by the hazard (which will be affected by both the hazard and the geography or other characteristics of the area);
- Any other risk management strategies that may be in place (e.g. community and/or asset preparedness);
- The potential consequences of evacuation compared with shelter in place (e.g. building characteristics, community vulnerability);
- Engagement with other relevant key stakeholders (e.g. those who may be required to assist with an evacuation or with responsibilities for groups of the community);
- The potential consequences of making a decision to evacuate too early or too late (e.g. to determine the appropriate points for action);
- The risk to evacuees and emergency workers in undertaking an evacuation (direct or indirect effects of the hazard);
- Any individuals/groups within the community that may require special consideration (e.g. unaccompanied children, tourists and other at risk persons);
- The likely loss of any infrastructure that will affect the community's capacity to remain. (e.g. water, electricity, and other 'lifeline' services, roads, bridges);
- The risks involved in sheltering;
- Whether a full or partial evacuation is required;
- Whether the evacuation should be phased or prioritised;
- Any other relevant information that may be available, such as weather and historical data;

- Any time constraints to undertake the evacuation safely; and
- The anticipated time and location of impact of the hazard.

### Decision to Evacuate

A decision to evacuate or take alternative protective action is a critical decision. The reasons for any decision to evacuate or not to evacuate must be recorded, along with the context for deciding if any controlled evacuation is to be implemented through a recommendation or direction to the community (or parts of the community).

It is important to also consider evacuation into your community should an emergency occur in a neighbouring community that requires evacuation out of their area – consideration (dependant on the circumstances) should be given to the necessary evacuation from the City of Joondalup community to another community. To assist with this eventuality there is a Partnering Agreement for the Provision of Mutual Aid for Recovery during Emergencies between the Cities of Joondalup, Wanneroo, Stirling and Swan, the Shires of Mundaring and Kalamunda and the Town of Bassendean. The Agreement is current until 2018 and is subject to review every four years.

### Demographics

The City's website includes comprehensive data and information on its population and demographics. The City's population and household forecasts identify what is driving change in the community and how the population, age structure and household types will change each year between 2011 and 2036. Comprehensive data is available through the City's website at [joondalup.wa.gov.au](http://joondalup.wa.gov.au).

### Special needs groups

Within the City of Joondalup there are individuals and groups whose circumstances require special consideration in emergency planning and response. These include, but are not limited to:

- Children and youth;
- Older people;
- People with disability;
- Those who are medically reliant;
- Aboriginal people;
- Individuals from culturally and linguistically diverse backgrounds; and
- Isolated and transient individuals.

HMAs need to factor the needs of these minority groups in the development of emergency response plans to ensure that any plans are designed to effectively assist them during times of emergency.

Controlling Agencies need to (through analysis and planning) recognise locations where numbers of the special needs individuals could be found and then identify any special attention or resources that could be required in the event of an emergency or evacuation. Locations where Controlling Agencies will find special needs individuals may include;

- Educational facilities (public and private);
- Aged care facilities;

- Child care centres;
- Hospitals (public and private); and
- Caravan parks and camping grounds.

## Welfare

In the context of the Arrangements, 'welfare' can be described as the provision for both the physical and psychological needs of a community affected by an emergency. It includes the provision of functional requirements such as personal services, accommodation, financial assistance, registration and enquiry services, personal requisites and emergency catering. Welfare activities are the responsibility of the CPFS who will coordinate resources and undertake functions, as found in the following support plans:

- *State Emergency Welfare Plan* – including references to registration and reunification, reception and disaster information support and care.
- *Local Emergency Management Plan* for the Provision of Welfare Support Joondalup District.
- *Local Welfare Emergency Management Support – Sub Plan* (CPFS Joondalup District).

### Local Welfare Coordinator

The Local Welfare Coordinator is appointed by the CPFS District Director to:

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

### Local Government Welfare Liaison Officer

The Local Welfare Liaison Officer is nominated by the Local Government to coordinate welfare response during emergencies and liaise with the Local Welfare Coordinator.

Local Government should appoint a liaison officer. This role will provide assistance to the Local Welfare Centre, including the management of emergency evacuation centres such as building opening, closing, security and maintenance.

It is important to identify the initial arrangements for welfare to occur, particularly in remote areas, where it may take some time for CPFS to arrive.

## Welfare Centres

The provision of welfare in the event of an emergency is the responsibility of CPFS and the City is required to provide suitable facilities for the purposes. The *Local Welfare Emergency Management Support – Sub Plan Joondalup District* identifies six primary welfare centres:

- Heathridge Park Centre, Sail Terrace, Heathridge;
- Craigie Leisure Centre, Whitfords Avenue, Craigie;
- Duncraig Leisure Centre, 40 Warwick Road, Duncraig;
- Fleur Freame Pavilion, Forrest Road and Marmion Avenue, Padbury (McDonald Park);
- Currambine Community Centre, 64 Delamere Avenue, Currambine;
- Warwick Stadium, Cnr Warwick and Wanneroo Road, Warwick.

The establishment of a welfare centre in the event of an emergency is a decision made by the HMA in consultation with CPFS and the relevant Local Government. The selection of the location of a welfare centre (from the options above) will be based on a number of factors, including the nature of the emergency, the location of the incident, the numbers expected to access the centre, ingress and egress and the likely duration of the emergency necessitating the welfare centre.

## Register.Find.Reunite

When a large scale emergency occurs and people are evacuated or become displaced, the Department for Child Protection and Family Support has the responsibility of recording and placing the information onto a register in accordance with the *State Emergency Welfare Plan – Annex A- Registration and Reunification Interim*. This primarily allows people to register, for friends and relatives to locate them and then be reunited.

During Emergencies/Disasters Red Cross are activated by the Department for Child Protection and Family Support and then the Register.Find.Reunite system can then be activated.

## Animals (including assistance animals)

Animal welfare is an important consideration in the event of an emergency or evacuation given the commercial and emotional link to people within the community. The City currently has a draft emergency animal evacuation plan with the following objectives:

- Provide immediate welfare for distressed domestic animals;
- Ensure animals that are loose are impounded for their safety, the safety of road users and emergency responders;
- Provide an alternative refuge for the animals for collection by their owners at an appropriate time.

A copy of the draft *Emergency Animal Evacuation Plan* is attached in Appendix 4.

## Recovery

Managing recovery is a legislated function of Local Government and the *Local Recovery Management Plan* is a compulsory sub-plan of the LEMA, Section 36(b) and Section 41(4) of the *Emergency Management Act 2005* refer.

The *City of Joondalup Local Recovery Handbook* and the *Local Emergency Recovery Plan* are attached to the LEMA in Appendix 2.

### Local Recovery Coordinator

Local Governments are required to nominate a Local Recovery Coordinator. The appointment of the Local Recovery Coordinator is addressed in the Local Recovery Handbook.

Local Recovery Coordinators are to advise and assist Local Government and coordinate local recovery activities as outlined in *State Emergency Management Policy* Section 6, *State Emergency Management Plan* Section 6 and State Emergency Management Recovery Procedures 1-4.

## Exercising, Reviewing and Reporting

### The aim of exercising

Testing and exercising is essential to ensure that emergency management arrangements are workable and effective. Testing and exercising is important to ensure individuals and organisations remain aware of what is required of them during an emergency response situation.

The exercising of a HMA's response to an incident is a HMA responsibility however it could be incorporated into the LEMC exercise.

Exercising the Emergency Management Arrangements will allow the LEMC to:

- Test the effectiveness of the local arrangements;
- Bring together members of emergency management agencies and give them knowledge of, and confidence in, their roles and responsibilities;
- Help educate the community about local arrangements and programs;
- Allow participating agencies an opportunity to test their operational procedures and skills in simulated emergency conditions; and
- Test the ability of separate agencies to work together on common tasks, and to assess effectiveness of co-ordination between them.

### Frequency of exercises

*State Emergency Management Policy* Section 4.8, *State Emergency Management Plan* 4.7 and State Emergency Management Preparedness Procedure 19 outline the State's arrangements for Emergency Management exercising, including the requirement for LEMCs to exercise their arrangements on at least an annual basis.

### Types of exercises

Some examples of exercises types include:

- Desktop/discussion;
- A phone tree recall exercise;
- Opening and closing procedures for evacuation centres or any facilities that might be operating in an emergency;
- Operating procedures of an Emergency Coordination Centre; or
- Locating and activating resources on the Emergency Resources Register.

### Reporting of exercises

Each LEMC reports their exercise schedule to the relevant DEMC by the 1st May each year for inclusion in the DEMC report to the Exercise Management Advisory Group (EMAG).

Once the exercises have been completed, post exercise reports should be forwarded to the DEMC to be included in reporting for the SEMC annual report.

## Review of Local Emergency Management Arrangements

The Local Emergency Management Arrangements (LEMA) shall be reviewed in accordance with *State Emergency Management Policy* Section 2.5 and amended or replaced whenever the Local Government considers it appropriate (s.42 of the *Emergency Management Act 2005*).

According to *State Emergency Management Policy* Section 2.5, the LEMA (including recovery plans) are to be reviewed and amended as follows:

- Contact lists are reviewed and updated quarterly (Refer to *Local Recovery Plan*);
- A review is conducted after training that exercises the arrangements;
- An entire review is undertaken every five years, as risks might vary due to climate, environment and population changes; and
- Circumstances may require more frequent reviews.

## Annual reporting

The annual report of the LEMC is to be completed and submitted to the DEMC within two weeks of the end of the financial year for which the annual report is prepared. The LEMC is required to submit a signed hard copy of the annual report to the Executive Officer of the DEMC.

The information provided by the LEMC annual report is collated into the SEMC and SEMC Secretariat Annual Report which is tabled in Parliament.

The SEMC issue the annual report template.

# Appendix 1: Emergency Risk Management Register

## DISCLAIMER

The *Emergency Management Risk Register* has been produced by the Western Australian Local Government Association (WALGA) in conjunction with the City of Joondalup in good faith, and is derived from sources believed to be reliable and accurate at the time of publication. Nevertheless, the reliability and accuracy of information cannot be guaranteed and the City of Joondalup expressly disclaims any liability for any act or omission done or not done in reliance of the information and for any consequences whether direct or indirect arising from such omission.

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## Introduction

The *Emergency Management Act 2005* section 41 requires Local Governments to ensure that local emergency management arrangements are prepared for their district. The arrangements are to include a description of the emergencies that could potentially impact on Local Government and the strategies for emergency management. This Emergency Management Risk Register (the Risk Register) has been compiled to meet the City's obligations under the *Emergency Management Act 2005*.

The Risk Register was compiled in conjunction between the City and the Western Australian Local Government Association. The basis for the Register was two analytical workshops attended by emergency management agency members and City officers identified as having the required knowledge and expertise that would inform the City's emergency management arrangements. The workshops resulted in a draft Risk Register being developed which was then presented to the City's Risk Management Task Force (the Taskforce) for review prior to being submitted to the Local Emergency Management Committee (LEMC) for endorsement.

The Risk Register underwent a period of review by the Taskforce including further input by City officers with expertise in the subject area. This resulted in a Risk Register being produced for presentation to the LEMC.

## The Risk Register

### Main Risks

The Risk Register includes the risk categories of bushfire, severe storm, human epidemic/pandemic and chemical spills. The justification for the inclusion of these areas are as follows:

**Bushfire:** The City has pockets of natural bushland and regional parks within its boundaries that pose a high risk to people and the urban environment should fires occur.

**Severe Storm:** Severe storms are localised events, not usually affecting wide areas by comparison with tropical cyclones and floods. The impact of these storms can be devastating and can occur anywhere in Western Australia much more frequently than any other major natural hazard.

**Human Epidemic/Pandemic:** These types of outbreaks are predicted by the World Health Organisation (WHO) to be on the increase and have the capacity to cripple large cities, including support mechanisms and essential service providers including the City.

**Chemical Spill from Road Traffic Accident:** Heavy haulage vehicles carrying dangerous goods, including chemicals, continually travel through the City with the potential for an incident to seriously impact on the community.

### Objectives

The objectives of the Risk Register are to detail the assessment of the main risk areas and their likely impact on the City including its people, natural areas, buildings and infrastructure. The Register also prioritises the City's Emergency Management Arrangements and includes prevention, preparedness, response and recovery strategies.

### Scope

The Risk Register includes strategies that are the responsibility of the City and also other emergency organisations. It includes risks that may impact on factors including people, the environment, the economy, public administration, social setting and infrastructure. Risk assessments also included the identification of communities that may be vulnerable should the risk eventuate. These communities include schools, child care centres, aged care facilities and caravan parks which are detailed on the map as Appendix 1. The City's Management responsibility has also been identified and recorded for each risk.

### Risk Assessment

Risk assessments were undertaken using AS/NZS ISO 31000:2009 as a guideline. Risks were assessed against criteria established for the likelihood and consequences, a combination of which established the overall rating for each risk. The overall risk rating informed the priorities and treatment strategies in the Risk Register.

# Bushfire Risk

## Justification:

The City of Joondalup has pockets of natural bushland vegetation and Regional Parks within its boundaries that pose a high risk to the urban environment should fires occur.

## Incident Cause:

- Lightning strike
- Arson, accidental and unauthorised burning technological failure (pole top fires etc.)

## Impacts:

- Environmental damage
- Local Government infrastructure damage
- Essential services and critical infrastructure

## Risk Register Bushfire

Source of Risk: Bushfire	
Responsibility:	<b>Prevention:</b> <ul style="list-style-type: none"><li>• DFES as the Hazard Management Agency (HMA).</li><li>• Agencies with significant bushland.</li><li>• City of Joondalup.</li></ul>
	<b>Preparedness:</b> <ul style="list-style-type: none"><li>• DFES as the HMA.</li><li>• Agencies with significant bushland.</li><li>• City of Joondalup.</li></ul>
	<b>Response:</b> <ul style="list-style-type: none"><li>• DFES as the HMA.</li><li>• Department of Environment and Conservation.</li><li>• City of Joondalup.</li><li>• WA Police.</li></ul>
	<b>Recovery:</b> <ul style="list-style-type: none"><li>• City of Joondalup assisted by supporting agencies.</li></ul>
<b>Potential Consequences:</b> <ul style="list-style-type: none"><li>• Loss of life and serious injury.</li><li>• Displacement of persons for short or longer periods.</li><li>• Displacement of animals.</li><li>• General community health issues associated with displacement and trauma.</li><li>• Financial impacts on the community including personal hardship.</li><li>• Environmental issues (pollution).</li><li>• Disruption to essential services.</li></ul>	

Controls				
Prevention and Preparedness Strategies:				
<p><b>DFES responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Maintenance of the <i>Westplan Bushfire, State Bushfire Policy</i>.</li> <li>• Bushfire prevention and preparedness activities under agreement with Department of Regional Development and Lands for Unmanaged Reserved and Unmanaged Crown Lands.</li> <li>• Public information and education about bushfire safety and prevention (Prepare Act and Survive Program).</li> <li>• Provides public information during bushfires (Prepare, Act or Defend).</li> <li>• Provides an urban response capability through strategically placed urban Fire and Rescue Service stations.</li> <li>• Provides Local Government Volunteer Bushfire Brigades with PPE, training and appliances under the ESL Capital Grants Program.</li> <li>• Total Fire Ban declarations.</li> <li>• Partners with other agencies in the responsible management of bushfire.</li> <li>• Provides for contractual air support.</li> </ul>				
<p><b>Agencies with significant bushland responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Prevention and preparedness activities on its managed land.</li> <li>• Maintains its land in accordance with statutory requirements.</li> </ul>				
<p><b>City of Joondalup responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Participates in a joint LEMC with the City of Wanneroo.</li> <li>• Maintains Local Emergency Management Arrangements.</li> <li>• Partners with seven other Local Governments, City of Wanneroo, City of Swan, City of Stirling, City of Bayswater, Town of Bassendean, Shire of Mundaring and Shire of Kalamunda (North and East Recovery Group) for the provision of mutual aid for recovery during emergencies.</li> <li>• Contributes to public awareness and education programs.</li> <li>• Bushfire mitigation and hazard reduction ensuring adequate separation between bush and buildings in high risk areas.</li> <li>• Issuing and enforcing fire break notices.</li> </ul>				
Response and Recovery Strategies:				
<p><b>DFES and the City of Joondalup</b></p> <p>Westplan Bushfire and <i>State Emergency Management Policy</i> (SEMP) 4.1 describe the response and escalation mechanisms for bushfire incidents. The City of Joondalup is situated within a gazetted Fire District and response to bushfires is by DFES Fire and Rescue Service. Incident Management Team (IMT) is formed to control the combat resources and an Incident Support Group (ISG) is formed for resourcing and support from other agencies and State. Public information is the responsibility of the HMA and DFES have sufficient mechanisms in place to ensure public safety.</p> <p>The City is required under the <i>Emergency Management Act 2005</i> to manage recovery of the community and has in place Local Emergency Management Arrangements including a recovery plan. The City also has a partnering agreement with seven other Local Governments (North and East Recovery Group) to provide support during the recovery process if required. The State provides recovery support through the Recovery Services sub-committee and the Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA) program. The City makes available to the Department of Child Protection the use of City owned buildings for welfare centres.</p> <p>DEC provides a fire response on land under their control.</p>				
Exposure:	Changes to legislation may add legislated responsibility for bushfire mitigation and management for the City of Joondalup.	Control Effectiveness Assessment (EAI)	Adequate	Date of Last Review
				February 2013



Risk Identification				Risk Analysis			Risk Evaluation			
Risk No.	Risk Statement	Source	Impact Category	Likelihood	Consequence	Risk Level	Confidence Level	Control Effectiveness	Risk Acceptance	Management Responsibility
BF1	There is a risk that a bushfire adjacent to urban areas may cause death or serious injury.	Bushfire	People/Health	3	3	9	High	Adequate	Monitor	<ul style="list-style-type: none"><li>Rangers, Parking and Community Safety</li><li>Operation Services</li></ul>
BF2	There is a risk that a bushfire may cause long term displacements for sections of the community.	Bushfire	People/Health	2	3	6	High	Adequate	Monitor	<ul style="list-style-type: none"><li>Rangers, Parking and Community Safety</li><li>Operation Services</li><li>Community Development and Library Services</li><li>Leisure and Cultural Services</li><li>Compliance and Regulatory Services</li></ul>
BF3	There is a risk that a bushfire may cause financial loss to sections of the community through loss of or damage to private dwellings and commercial infrastructure.	Bushfire	Economy	2	2	4	High	Adequate	Acceptable	Not City responsibility
BF4	There is a risk that a bushfire may increase psychological stress and mental health related issues in sections of the community.	Bushfire	People/Health	3	2	6	High	Adequate	Monitor	<ul style="list-style-type: none"><li>Community Development and Library Services</li></ul>
BF5	There is a risk that a bushfire may cause loss of or damage to public infrastructure including City assets.	Bushfire	Infrastructure	4	4	16	High	Adequate	Urgent Attention Required	<ul style="list-style-type: none"><li>Operation Services</li><li>Asset Management</li><li>Rangers, Parking and Community Safety</li><li>Infrastructure Management Services</li><li>Finance</li><li>Leisure and Cultural Services</li></ul>

Risk Identification			Risk Analysis				Risk Evaluation			
Risk No.	Risk Statement	Source	Impact Category	Likelihood	Consequence	Risk Level	Confidence Level	Control Effectiveness	Risk Acceptance	Management Responsibility
BF6	There is a risk that a bushfire may cause damage to aspects of the natural environment.	Bushfire	Environment	5	4	20	High	Adequate	Unacceptable	<ul style="list-style-type: none"><li>• Operation Services</li><li>• Rangers, Parking and Community Safety</li><li>• Infrastructure Management Services</li></ul>
BF7	There is a risk that bushfire suppression measures may cause damage to aspects of the natural environment.	Bushfire	Environment	3	3	9	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Operation Services</li></ul>
BF8	There is a risk that a bushfire may impact on the City's ability to deliver essential services to the community.	Bushfire	Public Administration	3	3	9	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Business Continuity Plan</li></ul>
BF9	There is a risk that a bushfire may impact the financial position of the City of Joondalup.	Bushfire	Public Administration	2	3	6	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Finance</li><li>• Business Continuity Plan</li></ul>
BF10	There is a risk that a bushfire may cause damage to areas of cultural significance including historical sites, cultural landmarks and Aboriginal heritage areas.	Bushfire	Social/Cultural	3	2	6	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Rangers, Parking and Community Safety</li></ul>

# Severe Storm Risk

## Incident Cause:

- Wind damage localised flooding storm surge landslip
- Drainage infrastructure

## Impacts:

- Flooding coastal erosion
- Environmental damage infrastructure damage
- Impacts on people-displacement
- Community services interruption

## Risk Register Severe Storm

Source of Risk: Severe Storm	
Responsibility:	<b>Prevention:</b> <ul style="list-style-type: none"><li>• DFES.</li><li>• City of Joondalup.</li></ul>
	<b>Preparedness:</b> <ul style="list-style-type: none"><li>• DFES as the designated HMA for storm.</li><li>• City of Joondalup for mitigation strategies to City Assets.</li></ul>
	<b>Response:</b> <ul style="list-style-type: none"><li>• SES is the designated Combat Agency for response.</li></ul>
	<b>Recovery:</b> <ul style="list-style-type: none"><li>• City of Joondalup assigned recovery responsibility under the <i>Emergency Management Act 2005</i>.</li></ul>
Potential Consequences:	<ul style="list-style-type: none"><li>• Isolated loss of life or serious injury.</li><li>• Short or long term displacement of persons.</li><li>• Disruption to businesses.</li><li>• Economic loss to business through community evacuation or damage to infrastructure including drainage systems and local roads.</li><li>• Medical facilities may be unable to cope.</li><li>• Public health and welfare issues resulting from septic system and waste water overflow.</li><li>• Minor or moderate environmental damage mainly through coastal erosion and run off.</li><li>• Flash flooding of low lying areas of the community.</li><li>• Structural damage to public infrastructure.</li><li>• The amount of green waste and general waste material generated may impact on waste services.</li></ul>

Controls				
Prevention and Preparedness Strategies:				
<b>DFES/SES responsibilities:</b> <ul style="list-style-type: none"> <li>• Preparation and exercising of the Westplan for Storms.</li> <li>• Provides guiding policy for response to severe storm events and support the SES who are the designated Combat Agency.</li> <li>• Provides public education through the distribution of the Storm Safe initiative.</li> <li>• Administers the ESL Capital Grants Program ensuring the provision of essential equipment and vehicles for SES units State wide.</li> </ul>				
<b>City of Joondalup responsibilities:</b> <ul style="list-style-type: none"> <li>• Hosts the Wanneroo/Joondalup volunteer SES unit for the combined LG areas of Wanneroo and Joondalup.</li> <li>• Exercise and review the current emergency management arrangements and support plans annually.</li> <li>• Hosts the Local Emergency Management Committee in partnership with the City of Wanneroo.</li> <li>• Engages in a program of works aimed at reducing the impact on the community of storms e.g. tree pruning and drainage maintenance programs along with public education.</li> </ul>				
<b>Supporting Organisations responsibilities:</b> <ul style="list-style-type: none"> <li>• Local police and essential service organisation such as Water Corp, Western Power and Alinta Gas support the work of the LEMC process and have interagency support plans.</li> </ul>				
Response and Recovery Strategies:				
<b>DFES/SES:</b> <p>Storm response is activated upon early warning being received through weather forecasting systems provided by Bureau of Meteorology (BoM). Generally, DFES call an Operations Area Management Group together in preparation for severe weather events. Where an incident occurs, DFES form Incident Support Groups (ISG) and Incident Management Teams (IMT) at the local level. All response and support agencies are involved at the appropriate level according to SEMP 4.1 and Westplan Storm.</p>				
<b>City of Joondalup:</b> <p>The City of Joondalup is required under the <i>Emergency Management Act 2005</i> to provide recovery services to the affected community. These services are provided through the Local Recovery Coordinating Committee structure. The <i>Local Recovery Plan</i> assists in directing the recovery effort supported by other agencies.</p>				
<b>Support Agencies:</b> <p>Department of Child Protection assists in the provision of welfare services to the affected community in partnership with the City of Joondalup. The City provides designated City buildings for use as welfare centres during periods of community displacement. The State provides welfare and financial support through the WANDRRA program for declared disaster events and recovery services to assist the Local Government.</p>				
Exposure:	Control Effectiveness Assessment (EAI)	Adequate	Date of Last Review	February 2013
Disposal of waste material remains a concern particularly where large volumes may be generated through such an event and localised flooding of low level areas including roads and underpasses.				

Risk Identification				Risk Analysis			Risk Evaluation			
Risk No.	Risk Statement	Source	Impact Category	Likelihood	Consequence	Risk Level	Confidence Level	Control Effectiveness	Risk Acceptance	Management Responsibility
SS1	There is a risk that a severe storm may cause death or serious injury to members of the community.	Severe Storm	People/Health	3	3	9	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Operation Services</li><li>• Infrastructure Management Services</li></ul>
SS2	There is a risk that a severe storm may cause either short or long term displacement of people.	Severe Storm	People/Health	3	2	6	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Rangers, Parking and Community Safety</li><li>• Operation Services</li><li>• Community Development and Library Services</li><li>• Leisure and Cultural Services</li><li>• Compliance and Regulatory Services</li></ul>
SS3	There is a risk that a severe storm may cause increased psychological and welfare issues in the community.	Severe Storm	People/Health	1	2	2	High	Adequate	Acceptable	<ul style="list-style-type: none"><li>• Community Development and Library Services</li></ul>
SS4	There is a risk that a severe storm may cause damage to the natural environment.	Severe Storm	Environment	4	2	8	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Operation Services</li><li>• Infrastructure Management Services</li></ul>
SS5	There is a risk that heavy sea swells resulting from a severe storm may cause coastal erosion.	Severe Storm	Environment	5	3	15	High	Adequate	Urgent Attention Required	<ul style="list-style-type: none"><li>• Operation Services</li><li>• Infrastructure Management Services</li></ul>
SS6	There is a risk that a severe storm may cause structural damage to the built environment.	Severe Storm	Infrastructure	4	4	16	High	Adequate	Urgent Attention Required	<ul style="list-style-type: none"><li>• Operation Services</li><li>• Infrastructure Management Services</li><li>• Asset Management</li></ul>
SS7	There is a risk that a severe storm may cause long term disruption of essential lifeline services of power and gas.	Severe Storm	Infrastructure	5	3	15	High	Adequate	Urgent Attention Required	Not City responsibility
SS8	There is a risk that a severe storm may cause significant disruption to essential Local Government services.	Severe Storm	Public Administration	3	4	12	High	Adequate	Urgent Attention Required	<ul style="list-style-type: none"><li>• Business Continuity Plan</li></ul>

# Human Epidemic/Pandemic Risk

**Incident Cause:**

Spread of a new human to human viral infection.

**Impacts:**

Widespread impact on normal community activities including travel and public gatherings. Added pressure on local public health system.  
City of Joondalup and other agencies service levels may be impacted.

**Risk Register Human Epidemic/Pandemic**

Source of Risk: Human Epidemic/Pandemic	
Responsibility:	<b>Prevention:</b> <ul style="list-style-type: none"><li>• Department of Health as the Hazard Management Agency (HMA) - supported by City of Joondalup.</li></ul>
	<b>Preparedness:</b> <ul style="list-style-type: none"><li>• Department of Health.</li></ul>
	<b>Response:</b> <ul style="list-style-type: none"><li>• Department of Health - State Human Epidemic Controller.</li><li>• City of Joondalup.</li><li>• Department of Agriculture and Food WA.</li><li>• St John Ambulance.</li><li>• WA Police.</li></ul>
	<b>Recovery:</b> <ul style="list-style-type: none"><li>• City of Joondalup at the local level.</li><li>• WA State Government supporting State and local recovery efforts.</li></ul>
Potential Consequences:	<ul style="list-style-type: none"><li>• Deaths ranging from isolated cases to mass deaths or serious health issues.</li><li>• Overloading of the health system local and State.</li><li>• Community evacuation or quarantine.</li><li>• School and child care centre closures.</li><li>• Shopping centre and areas of mass gathering closed.</li><li>• Public transport restricted or closed creating traffic congestion.</li><li>• Food shortages.</li><li>• Escalation of lawlessness.</li><li>• Essential services disruption.</li><li>• Reduction of Local Government and State Government essential services.</li><li>• Reduced volunteer and staff numbers.</li></ul>

Controls				
Prevention and Preparedness Strategies:				
<p><b>Department of Health responsibilities:</b></p> <ul style="list-style-type: none"> <li>• The HMA for human epidemic supported by City of Joondalup.</li> <li>• Currently in place are environmental programs to restrict and limit communicable disease spread.</li> <li>• Immunisation programs for the identified major threat communicable and notifiable diseases.</li> <li>• Vector programs to reduce the spread of diseases, such as culling of host animals.</li> <li>• The notifiable disease surveillance system.</li> <li>• Health promotion and education activities.</li> <li>• Collaboration with national and international health organisations.</li> <li>• Outbreak management involving rapid organisation of scientific investigation and application of disease control methods.</li> <li>• State Plan preparation, isolation and evacuation plans, Western Australian Border and Assistance Agreements.</li> </ul>				
<p><b>City of Joondalup responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Facilitate local community health services, clinics and immunisation programs.</li> <li>• Business continuity plan for essential services.</li> <li>• Local Emergency Management Arrangements.</li> </ul>				
Response and Recovery Strategies:				
<p><b>Department of Health</b></p> <p>Supported by Local Government, Department of Agriculture and Food WA, WA Police and St John Ambulance. Actions on increased levels of notifiable diseases; four levels of response activation in line with Westplans and other legislation; multi agency activation in line with Westplan Human Epidemic and SEMP 4.1; activation of support plans, Westplan Health, Westplan Welfare, Westplan Registration and Reunification; and SEMP 4.2 Funding for Emergencies.</p> <p><b>City of Joondalup</b></p> <p>Local community recovery through <i>Local Recovery Plan</i> and mechanisms supported by State Government agencies. Re-establishment of normal health services, public services and business recovery.</p>				
<b>Exposure:</b>	Environmental health systems overload, inability to manage waste and an ineffective business continuity plan that is not tested regularly.	<b>Control Effectiveness Assessment (EAI)</b>	<b>Adequate</b>	<b>Date of Last Review</b>
				<b>February 2013</b>

Risk Identification			Risk Analysis			Risk Evaluation				
Risk No.	Risk Statement	Source	Impact Category	Likelihood	Consequence	Risk Level	Confidence Level	Control Effectiveness	Risk Acceptance	Management Responsibility
HE1	There is a risk that a human epidemic/pandemic will cause death or chronic illness in the community.	Human Epidemic	People/Health	4	4	16	High	Adequate	Urgent Attention Required	<ul style="list-style-type: none"><li>Compliance and Regulatory Services</li><li>Community Development and Library Services</li></ul>
HE2	There is a risk that a human epidemic/pandemic may affect the social order of the community.	Human Epidemic	Social Setting	4	4	16	High	Adequate	Urgent Attention Required	<ul style="list-style-type: none"><li>Rangers, Parking and Community Safety</li></ul>
HE3	There is a risk that a human epidemic/pandemic may affect the local economy.	Human Epidemic	Economy	5	4	20	High	Adequate	Unacceptable	<ul style="list-style-type: none"><li>Community Development and Library Services</li><li>Strategic and Organisational Development</li></ul>
HE4	There is a risk that a human epidemic/pandemic will affect the Local Government's ability to deliver essential services to the community.	Human Epidemic	Public Administration	5	4	20	High	Adequate	Unacceptable	<ul style="list-style-type: none"><li>Business Continuity Plan</li></ul>



# Chemical Spill from Road Traffic Accident

## Incident Cause:

Accidents involving bulk chemical transport.

## Impacts:

People through death and injury along with health related issues and displacement. Environmental damage caused by runoff of toxic substances entering waterways. Infrastructure damage caused by the impact of vehicles.  
Exposure of the City of Joondalup in terms of either reputation or liability on City controlled road.

## Risk Register Chemical Spill from Road Traffic Accident

Source of Risk: Chemical Spill from Road Traffic Accident	
Responsibility:	Prevention:
	Preparedness:
	Response:
	Recovery:
Potential Consequences:	

- DFES is the designated HMA for hazardous materials incidents.
- WA Police is the designated HMA for road crash.
- Main Roads WA for traffic management planning.
- Department for Consumer and Employment Protection (DoCEP) for dangerous goods HAZMAT advice.
- All above agencies.
- All above agencies.
- City of Joondalup supported by State and support agencies.

- Death or serious injury.
- Short or long term public health issues.
- Short or long term displacement of persons.
- Risk to the community from ignition of flammable liquids in large quantities.
- Disruption to local business.
- Environmental damage caused by chemical contamination.
- Clean-up effort and costs associated with resurrection of the affected environment.
- Seepage of chemicals into sensitive water catchments and ground water sources.
- Damage to road infrastructure including drains and bridges.
- Long or short term disruption to traffic.

Controls				
Prevention and Preparedness Strategies:				
<b>WA Police (WAPOL) responsibilities</b> <ul style="list-style-type: none"> <li>• In association with Road Safety Council, Department for Planning and Infrastructure, Main Roads Western Australia, City of Joondalup, Royal Automobile Club and community groups are organisations working in partnership to improve road safety.</li> <li>• Annual exercises to test agency response and capability.</li> </ul>				
Response and Recovery Strategies:				
<b>WAPOL</b> Control and coordination of an emergency operation rests with WAPOL. Response activities diminish the effects of the incident by providing assistance to casualties, reducing damage, reducing the chance of secondary crashes, minimising delays to other road users, assisting recovery and gathering initial information for investigators. Actions at State level are controlled by the State Road Crash Operations Manager from the State Road Crash Coordination Centre and provide direction in order to combat a State level road crash emergency.				
<b>City of Joondalup</b> The City is the designated local recovery agency for the affected community supported by State agencies. The City of Joondalup has Local Emergency Management Arrangements including a <i>Local Recovery Plan</i> .				
Exposure:	Lack of maintenance and management of City controlled roads.	Control Effectiveness Assessment (EAI)	Adequate	Date of Last Review
				February 2013

Risk Identification			Risk Analysis				Risk Evaluation			
Risk No.	Risk Statement	Source	Impact Category	Likelihood	Consequence	Risk Level	Confidence Level	Control Effectiveness	Risk Acceptance	Management Responsibility
CS1	There is a risk that a chemical spill may result in the death or serious injury of people.	Chemical Spill	People/Health	3	3	9	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Operation Services</li><li>• Infrastructure Management Services</li></ul>
CS2	There is a risk that a chemical spill may cause short or long term displacement of people in the community.	Chemical Spill	People/Health	3	2	6	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Community Development and Library Services</li></ul>
CS3	There is a risk that a chemical spill from a road transport emergency may endanger public health.	Chemical Spill	People/Health	3	5	15	High	Adequate	Urgent Attention Required	<ul style="list-style-type: none"><li>• Rangers, Parking and Community Safety</li></ul>
CS4	There is a risk that a chemical spill from a road transport emergency will cause damage to natural elements of the environment.	Chemical Spill	Environment	4	4	16	High	Adequate	Urgent Attention Required	<ul style="list-style-type: none"><li>• Infrastructure Management Services</li></ul>
CS5	There is a risk that a chemical spill from a road transport emergency will cause damage to road infrastructure.	Chemical Spill	Infrastructure	3	2	6	High	Adequate	Monitor	<ul style="list-style-type: none"><li>• Operation Services</li><li>• Infrastructure Management Services</li></ul>

Appendix 1A – Descriptions of Likelihood Table

Descriptor	Description
Almost Certain (5)	It is expected to occur in most circumstances; and/or high level or recorded incidents and/or strong anecdotal evidence; and/or a strong likelihood the event will recur; and/or great opportunity, reason or means to occur; may occur once every year or more.
Likely (4)	Will probably occur in most circumstances; and/or regular recorded incidents and strong anecdotal evidence; and/or considerable opportunity, reason or means to occur; may occur once every five years.
Possible (3)	Might occur at some time; and/or few, infrequent, random recorded incidents or little anecdotal evidence; and/or very few incident in associated or comparable organisations, facilities or communities; and/or some opportunity, reason or means to occur; may occur once every twenty years.
Unlikely (2)	Is not expected to occur; and/or no recorded incidents or anecdotal evidence; and/or recent incidents in associated organisations, facilities or communities; and/or little opportunity, reason or means to occur; may occur once every hundred years.
Rare (1)	May occur only in exceptional circumstances; may occur once every five hundred years or more.

## Appendix 1B – Descriptions of Consequence Table

Consequence Level	Health	Environment	Economy	Public Administration	Social Setting	Infrastructure
Catastrophic (5)	Widespread multiple loss of life, health system unable to cope, displacement of people beyond ability to cope.	Widespread severe impairment or loss of ecosystem functions across species and landscapes, irrecoverable environmental damage.	Unrecoverable financial loss > 3% of the government sector's revenues, asset destruction across industry sectors leading to widespread business failures and loss of employment.	Governing body unable to manage the event, disordered public administration without effective functioning, public unrest, media coverage beyond region or jurisdiction.	Community unable to support itself, widespread loss of objects of cultural significance, impacts beyond social and psychological capacity in all parts of the community.	Long term failure of significant infrastructure and service delivery affecting all parts of the community, ongoing external support at large scale required.
Major (4)	Multiple loss of life (mortality >1 in 100,000), health system over-stressed, large numbers of people displaced (more than 24 hours).	Severe impairment or loss of ecosystem functions affecting many species or landscapes, progressive environmental damage.	Financial loss 1-3% of the government sector's revenues requiring major changes in business strategy to (partly) cover loss, significant disruptions across industry sectors leading to multiple business failures and loss of employment.	Governing body absorbed with managing the event, public administration struggles to provide merely critical services, loss of public confidence in governance, media coverage beyond region or jurisdiction.	Reduced quality of life within the community, significant loss or damage to objects of cultural significance, impacts beyond emotional and psychological capacity in large parts of the community.	Mid to long term failure of significant infrastructure and service delivery affecting large parts of the community, initial external support required.
Moderate (3)	Isolated cases of loss of life (mortality > 1 in 1,000,000)'health system operating at maximum capacity, isolated cases of displacement of people (less than 24 hours).	Isolated but significant cases of impairment or loss of ecosystem functions, intensive efforts for recovery required.	Financial loss 0.3 0-1% of the government sector's revenues requiring adjustments to business strategy to cover loss. Disruptions to selected industry sectors leading to isolated cases of business failure and multiple loss of employment.	Governing body manages the event under emergency regime, public administration functions with some disturbances, isolated expression of public concern, media coverage within the region or jurisdiction.	Ongoing reduced services within the community, permanent damage to objects of cultural significance, impacts beyond social and psychological capacity in some parts of the community.	Mid-term failure of (significant) infrastructure and service delivery, affecting some parts of the community, widespread inconveniences.

Appendix 1C – Qualitative Risk Analysis Matrix – Level of Risk

Consequence	Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	1	2	3	4	5
Almost Certain	5	10	15	20	25
Likely	4	8	12	16	20
Possible	3	6	9	12	15
Unlikely	2	4	6	8	10
Rare	1	2	3	4	5

Appendix 1D – Risk Acceptance Criteria

Level Of Risk	Description	Criteria For Risk Acceptance	Responsibility
1-4	Acceptable	Risk acceptable with adequate controls, managed by routine procedures and subject to annual monitoring.	Operational Manager
5-9	Monitor	Risk acceptable with adequate controls, managed by specific procedures and subject to semi-annual monitoring.	Operational Manager
10-16	Urgent Attention Required	Risk acceptable with excellent controls, managed by senior management/executive and subject to monthly monitoring.	Director/CEO
17-25	Unacceptable	Risk only acceptable with excellent controls and all treatment plans to be explored and implemented where possible, managed by highest level of authority and subject to continuous monitoring.	CEO/Council

## Appendix 1E – Existing Controls Rating

Level	Descriptor	Foreseeable	Description
<b>E</b>	<b>Excellent</b>	Doing more than what is reasonable under the circumstances.	Controls are fully in place, are being well addressed/complied with, are subject to ongoing maintenance and monitoring and are being continuously reviewed and tested.
<b>A</b>	<b>Adequate</b>	Doing what is reasonable under the circumstances.	Controls are in place, are being addressed/complied with and are subject to periodic review and testing.
<b>I</b>	<b>Inadequate</b>	Not doing some or all things reasonable under the circumstances.	Controls do not exist, or are not being addressed/complied with, or have not been reviewed or tested for some time.

## Appendix 1F – Confidence Levels

Confidence Criteria	Low Confidence	Moderate Confidence	High Confidence
Data/Information	Neither community nor hazard specific, anecdotal only.	Community or hazard specific; validated historically or based on scientific evidence or studies.	Community and hazard specific; validated historically and scientifically. Hazard and process specific.
Team knowledge	Neither hazard nor process (risk assessment) specific.	Hazard or process specific.	Hazard and process specific.
Agreement	Neither on interpretations nor on ratings.	On interpretations or ratings.	On interpretations and ratings.

The ratings for each of the above confidence criteria will help rate confidence in the overall risk assessment process. The confidence rating will be conducted for each risk recorded in the risk register. The level of confidence in the assessment process will determine whether further analysis is required.

# Appendix 1G – Existing Controls

**Treatment:**

An existing process, policy, device, practice or other action that acts to minimise negative risk or enhance positive opportunities.

**The Comprehensive Approach:**

This approach to emergency management provides for a comprehensive and systematic way of managing each hazard (source of risk). It separates the managing aspects of each hazard into the elements of:

Prevention	Measures to eliminate or reduce incidence or severity of emergencies.
Preparedness	Measures to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects.
Response	Measures taken in anticipation of, during and immediately after an emergency to ensure its effects are minimised.
Recovery	Measures which support emergency-affected individuals and communities in the reconstruction of the physical infrastructure and restoration of emotional, economic, environmental and physical wellbeing.

Each element represents a dynamic set of actions following into the next. Together they make up the full scope of a legitimate and valid system of emergency management.

Consider:

- Land use management
  - Building use regulations
  - Emergency plans
  - Training
  - Mutual agreements
  - Published literature
  - Community education and awareness
- Research
  - Experiments/prototypes
  - Specialist and expert experiences
  - Building codes
  - legislation
  - Emergency plan testing
  - Past records
- Practice and relevant
  - Warning systems
  - Public consultation
  - Economic
  - Engineering and other models.



## Appendix 1H – Community Values

Priority	Scope	Criteria
1	People: Relates to the direct impact of the emergency on the physical health of people/individuals and emergency services. (i.e. health system ability to manage).	Any reasonably preventable accident or incident that causes or is likely to cause death, serious injury or affects the health and wellbeing of people is unacceptable.
2	Infrastructure: Relates to the impacts of the emergency on the areas infrastructure/lifelines/utilities and its ability to service the community	Any reasonably preventable accident or incident that results in substantial loss or damage to infrastructure is unacceptable.
3	Environment: Relates to the impacts of the emergency and its effects on the ecosystems of the area, including flora and fauna.	Any reasonably preventable accident or incident that results in damage to or loss of sensitive ecosystems, flora or fauna is unacceptable.
4	Public Administration: Relates to the impact of the emergency on the Local Government and its ability to govern.	Any reasonably preventable accident or incident that results in the loss or reduction in the capacity of the City of Joondalup to deliver normal services is unacceptable.
5	Economy: Relates to the economic impact of the emergency on the Local Government as reported in the annual operating statement and industry sectors as defined by the ABS.	Any reasonably preventable accident or incident that affects the economy of the community is unacceptable.
6	Social/cultural: Relates to the impacts of the emergency on society and its social fabric, including its cultural heritage and resilience of the community.	Any reasonably preventable accident or incident that results in the disruption of the social and cultural setting of the community is unacceptable.



# Appendix 2: DRAFT City of Joondalup Local Recovery Handbook

Including the Local Recovery Plan

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## Introduction

Under Section 36(b) of the *Emergency Management Act 2005*, it is a function of Local Government to manage recovery following an emergency affecting the community in its district.

The City of Joondalup *Local Emergency Recovery Plan* is to be read in conjunction with the following documents:

- *Emergency Management Act 2005*;
- *Emergency Management Regulations 2006*;
- *State Emergency Management Policy*;
- *State Emergency Management Plan*;
- State Hazard Specific Plans (Westplans);
- State Emergency Management Procedures;
- Relevant *State Emergency Management Guidelines*; and
- State Emergency Management Glossary.

## What is Recovery Management?

Recovery management is the coordinated process of supporting “emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial, and economic wellbeing” (s.3 *Emergency Management Act 2005*).

The goal is for the City of Joondalup to have a local recovery plan that:

- Empowers the community;
- Is a dynamic working document; and
- Reflects the individuality of the community.

The extent of recovery activity will, however, depend on the nature and magnitude of the emergency. In some circumstances, it may be necessary for the State Government to assume responsibility for coordinating the recovery process at a whole-of-government level.

This higher-level coordination operates only to ensure that the affected community has equitable and appropriate access to available resources. The management of recovery must still be determined at the Local Government level.

## Recovery Management Principles

Recovery forms the fourth element of the Prevention, Preparedness, Response and Recovery (PPRR) approach to emergency management which is applied in Western Australia. A community’s ability to cope with the impact of emergencies depends mainly on whether it, along with the Hazard Management Agencies (HMAs), has prepared plans, arrangements and programs for each of the four components.

The State’s recovery activities are underpinned by the National Principles for Disaster Recovery which reinforces that:

- Disaster recovery is part of Emergency Management, which includes the broader components of prevention, preparedness and response. Planning for recovery is integral to emergency preparation, and mitigation activities may often be initiated as part of recovery;
- Disaster recovery includes physical, environmental and economic elements, as well as psychosocial wellbeing. Recovery can provide an opportunity to improve these aspects beyond previous conditions, by enhancing social and natural environments, infrastructure and economies, contributing to a more resilient community.

Successful recovery relies on:

- Understanding the context: Successful recovery is based on an understanding of the community context.
- Recognising complexity: Successful recovery acknowledges the complex and dynamic nature of emergencies and communities.
- Using community-led approaches: Successful recovery is responsive and flexible, engaging communities and empowering them to move forward.
- Ensuring coordination of all activities: Successful recovery requires a planned, coordinated and adaptive approach based on continuing assessment of impacts and needs.
- Employing effective communication: Successful recovery is built on effective communication with affected communities and other stakeholders.
- Acknowledging and building capacity: Successful recovery recognises, supports and builds on community, individual and organisational capacity.

## Purpose

The purpose of the City’s *Local Recovery Handbook* is to detail the arrangements and processes established that will restore, as quickly as possible, the quality of life in the City of Joondalup so that it can continue to function as part of the wider community. The Handbook includes the City of Joondalup’s *Local Recovery Plan*.

## Objectives of Recovery

The objectives of the *Local Emergency Recovery Plan*, as outlined in *State Emergency Management Policy* Section 6 and *State Emergency Management Plan* Section 6 are:

- To assist recovery at a personal, community, economic and environmental level;
- To ensure that recovery activities are community-led;
- To ensure that available government and non-government support to affected communities is targeted;
- To assist communities to rebuild in a way that enhances social, economic and environmental values where possible;
- To improve resilience of the relevant communities; and
- To ensure that lessons learnt through the recovery process are captured and available to managers of future recovery processes.

## Understanding the effects of Disasters and Emergencies

Emergencies and disasters have impacts on the social, built, economic and natural environments of a community. It is important that each of these effects is understood and addressed in the local recovery planning.

### Social environment effects

The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing. Emergencies and disasters can cause major societal and personal upheavals, and reactions within a community may be diverse. Common feelings experienced may include shock, fear, anger, helplessness, sadness, guilt and shame. These feelings will affect individual and community behaviour. Effects may be immediate or long term. Plans should include psychological support strategies.

### Built environment effects

Damage to infrastructure such as communication systems, transport systems, energy supplies, water and sewerage systems, food distribution, health facilities, education facilities and buildings may cause serious disruption to a community and significantly affect their ability to function normally. Damage to these services will also significantly impact the delivery of recovery services. Plans should include strategies for working with service providers and re-establishing vital infrastructure.

### Economic environment effects

The primary economic effects of emergencies and disasters are physical damage to infrastructure and stock and loss of income through reduced trading. The consequences of reduced trading or production can include bankruptcy, forced sale, business closure, loss of experienced workers, a depleted customer base and reduced population. These consequences may be exacerbated by a reduction of disposable income within the community.

### Natural environment effects

The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and animal damage/loss; and national parks, and cultural and heritage sites.

### Community-led Recovery

In the immediate phases of relief and early recovery, recovery agencies can make proactive decisions about supporting anticipated community needs. These decisions

are based on knowledge and experiences from previous disasters, coupled with a sound understanding about the consequences of the disaster upon the community and its capacity to meet its own needs.

As individuals, groups and the community recommence engaging, communicating and becoming more aware of the emerging consequences of the disaster, they are able to collectively plan for their recovery needs. Recovery agencies should facilitate and support individuals, groups and communities to identify, prioritise and implement their own recovery process. This involves working with and engaging communities on issues of local concern, and developing localised community recovery plans and projects.

Recovery planning built upon community development fundamentally aims to support self-help and strengthen the resources, capacity and resilience already present within individuals and communities.

Best practice community engagement is underpinned by a set of principles, including:

**Inclusiveness:** the involvement of people potentially affected by, or interested in, projects or activities, including individuals and groups from culturally diverse backgrounds: engagement should be undertaken in ways that encourage people to participate and that seek to connect with those who are hardest to reach.

**Commitment:** engagement should be genuine and aimed at identifying, understanding and engaging relevant communities, and should be undertaken as early as possible.

**Building relationships and mutual respect:** development of trust through personal contact and keeping promises is a priority: effective relationships between government and non-government sectors, industry and community should be maintained by using a variety of communication channels, by acknowledging and respecting community capacity, values and interests, and by exploring these areas to find common ground.

**Integrity:** genuine community engagement is a means through which the integrity of government and the democratic processes of government are maintained.

**Transparency and accountability:** engagement should be undertaken in a transparent and flexible manner so that communities understand what they can influence and to what degree.

**Feedback and evaluation:** engagement processes should inform participants of how their input contributed to decision making.

Recovery managers need to be clear when engaging with communities about the ability of the community to have input (for example, whether community input will be considered and policy programs adjusted accordingly, or whether the community engagement process is only about informing the community of the practice to be adopted). Trust can be eroded if the community engagement methods used are inappropriate, or promise a level of involvement or decision making that is not delivered.

<sup>1</sup> Information in these Guidelines on community-led recovery and effective communication in recovery is from the Australian Emergency Management Handbook 2 Community Recovery. For additional recovery resources refer to Appendix One.



Early assessment should be made of any need for, and likely benefit of, additional community development resources, which may be required when:

- The emergency has a demonstrated impact upon social infrastructure and networks and economic systems;
- An affected area is experiencing or is likely to experience socioeconomic disadvantage as a result of the emergency; and/or
- The emergency has created a high degree of stress/distress within the community that will impact upon its health, wellbeing and socioeconomic recovery.

## Commencement of Recovery

The relevant Controlling Agency with responsibility for the response to an emergency must initiate recovery activities during the response to that emergency.

The responsibilities of the Controlling Agency in relation to recovery are to:

- Ensure timely notification of the emergency, liaison and appropriate inclusion of those with recovery responsibilities in the incident management arrangements;
- Ensure that in combating the effects of the emergency, response activities have regard for the need to facilitate recovery;
- Liaise with the Local Recovery Coordinator appointed by the Local Government where the emergency is occurring and include them in the incident management arrangements, including the ISG and the OASG;
- Advise the State Recovery Coordinator when:
  - the incident is Level 2 or above;
  - an emergency situation has been declared;
  - there is a need to establish a local recovery coordinating group; or
  - eligible WA Natural Disaster Relief and Recovery Arrangements (WANDRRA) damage exceeds the Small Disaster Criterion (currently \$240,000).
- Undertake an initial impact assessment for the emergency and provide that assessment to the Local Recovery Coordinator and the State Recovery Coordinator; and
- Coordinate completion of the comprehensive impact assessment, prior to cessation of the response, in accordance with State Emergency Management Recovery Procedure 4, and in consultation with the ISG, all affected Local Governments and the State Recovery Coordinator. A template for the current Comprehensive Impact Assessment is available through the SEMC website at [semc.wa.gov.au](http://semc.wa.gov.au)

## Standards of Recovery Work

All recovery should be performed in such a way that it delivers appropriate levels of safety and reliability to the community for its long-term security. Issues for recovery standards are outlined below:

- **‘Quick fix’ solutions:** Early in the recovery phase, the restoration of basic services is a high priority and quick fix solutions may be adopted for the short-term; in which case, temporary measures must be clearly identified and plans put in place to upgrade to a permanent solution. This will ensure that the systems in place are able to deliver a reliable and durable service for the community.
- **Adequate design and detailing of long-term solutions:** While temporary solutions can be devised with a minimum of planning and documentation, longer-term solutions need to be fully detailed. It is natural for the urgency of the work to put pressure on the design process. Where original plans are adequate these can be implemented without delay; however, where new plans must be made they should be properly detailed so that all processes and administrative requirements are met. Shortcuts inevitably lead to problems later on.
- **Insurance issues:** After an emergency a large number of insurance companies may be involved in making assessments and prescribing remedial measures. There may be significant differences in the assessments delivered by different companies; this can lead to confusion and dissent in the affected community. Where the losses are substantial a high percentage of the payouts will be met by one or two reinsurers. In such cases it may be possible to meet with representatives of the insurance companies and suggest that they try to adopt a more uniform approach. Insurers have key roles in establishing the standard of remedial work, and it is in their interests to ensure work is performed to a required standard in order to prevent similar losses in the future.
- **Use of appropriate skills in recovery:** Often volunteer assistance is provided to speed the process of recovery and, in many instances, this is a very valuable resource. However, where the skills available are not appropriate for the work required, some education or training must be provided to realise the true benefit of this resource. Where appropriate skills have not been demonstrated, this can place unreasonable pressure on supervisors and may lead to frustration for the community if work has to be undertaken twice.
- **Extra demands on supervisors:** Supervision is a very important part of all recovery. It is required to ensure that the work meets the appropriate quality standards and that all processes have been completed satisfactorily. The sheer volume of work undertaken during recovery places extra demands on supervisors, and relief and assistance may be needed to handle the workload. In addition, where some training of volunteers, workers, or assistants is needed, this too places extra demands on supervisors.

- **Adequate documentation:** Documentation is a necessary part of all workplace practice. It tracks decisions, provides information on the background to work performed, and provides a permanent record of what has been done. Each of these aspects of documentation is very important once the post-recovery, normal operation of the community has been achieved.

Often, it will prove difficult to access recovery workers once the community has returned to normal operations. Therefore, documentation during recovery is vital to the later understanding of the who, what, why and where questions relating to the work performed. Where there have been deviations from plans when performing emergency work, it is vital that 'as constructed' drawings then be completed. This will ensure that those maintaining the work later on are aware of the details that were used in the construction.

- **Appropriate processes for planning approvals:** Concessions given in the rush to restore a community to normal functioning often do not work in the long-term interest of the community. It is important that proper processes are followed during the recovery process.

## Role of Local Government in Recovery

In circumstances where a Local Government is the Controlling Agency, it is to undertake the responsibilities listed above. Additionally, under the *Emergency Management Act 2005*, it is a function of Local Government to manage recovery following an emergency affecting the community in its district (s.36 *Emergency Management Act 2005*).

When more than one Local Government is affected, a coordinated approach should be facilitated by the Local Recovery Coordinators.

The extent of recovery activity will depend on the nature and/or magnitude of the emergency. In some circumstances, it may be necessary for the State Government to have an increased level of involvement, through the state Recovery Coordinator or the establishment of a SRCG or State Recovery Controller, or both.

## Nominate a Local Recovery Coordinator

City of Joondalup is required to include the nomination of a Local Recovery Coordinator (LRC) in their local emergency management arrangements. There will be more than one person identified, a primary LRC and secondary LRC, and then both trained to undertake the role in case the primary appointee is unavailable when the emergency occurs.

The Local Recovery Coordinator is responsible for the development and implementation of recovery management arrangements, in conjunction with the Local Government including:

- Preparation, maintenance and testing of the *Local Recovery Plan*; and

- Coordination of the promotion of community awareness of the recovery arrangements.

A suggested role and functions for the Local Recovery Coordinator is attached in Appendix Two.

## Local Recovery Coordinating Group Role and Membership

A Local Recovery Coordinating Group (LRCG) is the strategic decision-making body for recovery. LRCG's provide visible and strong leadership and have a key role in restoring confidence to the community through assessing the consequences of the emergency and coordinating activities to rebuild, restore and rehabilitate the social, built, economic and natural environments of the affected community.

The composition of the LRCG will be influenced by the nature of the emergency; however, there will be a number of key agencies and organisations that will be represented.

The core group will consist of:

- The Local Recovery Coordinator;
- Key Local Government staff and elected members;
- Local representatives of participating agencies (government, non-government and private sector) who have the ability to provide specific services, for example Local Government, Western Australia Police (WA Police), Department for Child Protection and Family Support (CPFS), Essential Services (Water Corporation, Western Power/Horizon Power, Alinta Gas, Telstra), Main Roads, Department of Health (WA Health); and
- Members of the community, community groups or leaders from local community groups/associations/committees.

A suggested role and functions for the Local Recovery Coordinating Group is provided at Attachment Three of the *Local Recovery Plan*.

Details of potential roles and responsibilities of organisations that may be participants in the recovery phase of an emergency are attached in Attachment Four of the *Local Recovery Plan*. This includes Local Recovery Coordinating Group Sub-committees (where required). Some examples of recovery subcommittees which it may be useful to establish include:

1. Community (Social) Sub-committee
2. Infrastructure (Built) Sub-committee
3. Environment (Natural) Sub-committee
4. Finance (Economic) Sub-committee
5. Recovery Communications (internal and external) Sub-committee

A diagram of the potential recovery governance structure is provided in Attachment 8 of the *Local Recovery Plan*.

## Local Recovery Planning

HMA's have comprehensive plans for responding to an emergency and will assist in the commencement of the recovery process (for the specific hazards that are their responsibility). However, it is a function of the Local Government to "manage recovery following an emergency affecting the community in its district" (*Emergency Management Act 2005*, Section 36).

The Local Government must prepare a Local Recovery Plan and nominate a Local Recovery Coordinator (*Emergency Management Act 2005*, Section 41(4)). The Local Recovery Coordinator, in conjunction with the Local Government, will have responsibility for developing the Local Recovery Plan for endorsement by the Council of the Local Government.

A Recovery Plan is developed to clearly identify recovery management arrangements and operational considerations. It identifies any agreements that have been made between Local Governments and/or emergency management agencies and refers to other appropriate documents where necessary.

## The Local Recovery Plan Process

The process of recovery planning enables a community to anticipate potential problems and identify possible solutions. While not every situation can be anticipated, appropriate arrangements for a range of scenarios can be developed. This will enable a community to react faster and more effectively, especially during the critical hours following an emergency. Knowing information such as responsibilities, coordination centre locations, tasks and available resources can significantly speed a community's recovery.

## Local Recovery Plan

The City of Joondalup Local Recovery Plan is attached in Appendix One.

### Commencement of Recovery

Roles and responsibilities for recovery are detailed in *State Emergency Management Policy* Section 6, *State Emergency Management Plan* Section 6 and *State Emergency Management Recovery Procedures* 1-4.

### Controlling Agency

The Controlling Agency with responsibility for the response to an emergency will initiate recovery activity during the response to that emergency. To facilitate recovery it will:

- Liaise with the Local Recovery Coordinator/s where the emergency is occurring and include them in the incident management arrangements including the Incident Support Group and Operations Area Support Group;

- Undertake an initial impact assessment for the emergency and provide that assessment to the Local Recovery Coordinator and the State Recovery Coordinator;
- Coordinate completion of the Comprehensive Impact Assessment, prior to cessation of the response, in accordance with the approved procedure, and in consultation with the Incident Support Group, all affected Local Governments and the State Recovery Coordinator. A copy of the Comprehensive Impact Assessment is located in the Local Recovery Plan – Attachment One; and
- Provide risk management advice to the affected community (in consultation with the HMA)

## Determination of Level of State Involvement

### State Recovery Coordinator

In conjunction with the Local Government/s, the State Recovery Controller is to consider the level of state involvement required, based on a number of factors pertaining to the impact of the emergency. A list of criteria to be considered as triggers for escalation of recovery activity is included in Appendix G of the *State Emergency Management Plan*. The capacity of the Local Government to manage the recovery, the number of Local Governments affected, and the complexity and length of the recovery are likely to be critical factors.

### Assessment and Operational Recovery Planning

It is essential that an assessment of the recovery and restoration requirements be conducted as soon as possible after the impact of the event. This will be based on the Impact Assessment data provided by the Controlling Agency and the Local Recovery Plan contained in the Local Emergency Management Arrangements.

Depending upon the extent of the restoration and reconstruction required, the Local Recovery Coordinator and Local Recovery Coordinating Group should develop a specific recovery plan setting out the recovery process to be implemented (See Appendix Six for a template of an event specific Operational Recovery Plan).

## Effective Communication in Recovery

The effective management of communication following an emergency or disaster can be used to promote and hasten community recovery. It provides an opportunity for the community to have its issues and concerns addressed in the recovery process. For these reasons the establishment of a Communications Sub-Committee will ensure that information is disseminated in a timely and accurate manner.

## Financial Preparation

There are a number of actions which Local Governments should undertake to ensure they are financially prepared to perform recovery activities, should the need arise. These actions include:

- Understanding and treating the risks to their community through an appropriate risk management process.
- Ensuring assets are adequately insured;
- Establishing a cash reserve for the purpose, where it is considered appropriate for the level of risk;
- Understanding the use of s6.8(1)(b) or (c) of the *Local Government Act 1995*. Under this section expenditure not included in the annual budget can be authorised in advance by an absolute majority decision of the Council, or by the mayor or president in an emergency and then reported to the next ordinary meeting of the Council;
- Understanding the use of s6.11(2) to utilise a cash reserve established for another purpose, subject to one month's local public notice being given of the use for another purpose. *Local Government (Financial Management) Regulations 1996* – regulation 18(a) provides an exemption from giving local public notice to change the use of money in a reserve where the mayor or president has authorised expenditure in an emergency. This would still require a formal decision of the Council before money can be accessed;
- Understanding the use of s6.20(2) to borrow funds, subject to one month's local public notice of the proposal and exercising of the power to borrow by an absolute majority decision of the Council;
- Ensuring an understanding of the types of assistance that may be available under the Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA), and what may be required of Local Government in order to gain access to this potential assistance. (Refer page 22 for further information regarding WANDRRA); and
- Understanding the need to manage cash flow requirements by making use of the option of submitting progressive claims for reimbursement from WANDRRA, or Main Roads WA.

## Financial Assistance

The primary responsibility for safeguarding and restoring public and private assets affected by an emergency rests with the owner, who needs to understand the level of risk and have appropriate mitigation strategies in place. However, government recognises that communities and individuals do not always have the resources to provide for their own recovery and financial assistance is available in some circumstances.

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

## Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA)

The Western Australian State Government provides a range of relief measures to assist communities recover from an eligible event including, bushfire, cyclone, earthquake, flood, landslide, meteorite strike, storm, storm surge, tornado, or tsunami or declared terrorist incident.

The Department of the Premier and Cabinet, as the State Administrator, may activate WANDRRA for an eligible event if the estimated cost to the State of eligible measures is anticipated to exceed the Small Disaster Criterion (currently set at \$240,000).

Further details are available at [www.dpc.wa.gov.au](http://www.dpc.wa.gov.au)

## Department of Human Services - Centrelink

In an emergency, Centrelink will ensure that payments to its existing clients in the area affected by the emergency are not disrupted. In addition, Centrelink may provide financial assistance to any person whose livelihood has been affected by the emergency. The Australian Government Disaster Recovery Payment is a Government declared payment which may be available to assist people who have been adversely affected by natural disasters in various Local Government areas. Centrelink is represented on the State Emergency Welfare Committee and where possible should be invited to join Local Recovery Coordinating Groups.

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

*State Emergency Management Plan* Section 6.10 and *State Emergency Management Recovery Procedure 1* outline the arrangements for initiating and managing appeals and donations; including that all donations of cash resulting from a public appeal should be directed to the LMDRF.

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

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

## Non-Government Organisations (NGOs)

In some circumstances, NGOs can provide assistance by way of emergency relief funds, shelter, accommodation or household supplies. Where possible, all offers of, or requests for, assistance should be coordinated through the Local Recovery Coordinating Group to avoid duplication of effort and confusion.



## Evaluation of Recovery

The evaluation of recovery activities is essential to maximise lessons learned and identify where improvements can be made. The evaluation can involve:

- The LRCG should continually review the recovery progress and measure outcomes against the stated priorities and objectives;
- Community and stakeholder surveys;
- Interviews;
- Workshops; and
- Assessment of key project outcomes.

It is recommended to conduct an initial evaluation no later than 12 months after the event. It is also suggested that where practicable the evaluation should be conducted by a person or group that are not actively involved in the recovery process.

## Transitioning to Mainstream Services

The planning process for the transition from a full-scale recovery operation back to the usual level of government involvement in a community needs to commence very early in the recovery journey. This allows roles and functions to return to normal as quickly as possible without leaving the community feeling abandoned or creating expectations of ongoing government services that cannot be maintained.

Systems and processes implemented to facilitate recovery require flexibility to adapt to evolving circumstances, and should be implemented in a way that helps affected communities to build capacity to manage their own longer-term recovery, rather than creating dependencies on new and temporary arrangements.

Clear terms of reference enable committees and other governance bodies to determine whether they have fulfilled their designated function and are able to disband. Recovery activities which are implemented as programs or projects will have defined budgets, deliverables and timeframes which clarify expectations for the community.

Social and personal support services are likely to be required in the longer term and the need for a considerable period of psychosocial support (often several years) should be planned for.

## Debriefing/Post Operations Report

The LRC will arrange for the debriefing of all participants and organisations as soon as possible after stand-down and will prepare and table a report to the LEMC for review and update of the City of Joondalup *Local Emergency Recovery Plan*. A copy of the report will also be forwarded to the CA and the chairpersons of the SEMC Recovery Services Sub-committee and the DEMC.

## Exercises

Local Emergency Management Committees must develop appropriate exercise plans and schedules to test local arrangements (including Local Recovery Plans) annually (*Emergency Management Act 2005* s. 39, *State Emergency Management Policy* Section 4.8 and *State Emergency Management Plan* Section 4.7).

Exercising the arrangements during the planning process will allow the LEMC to:

- Test the functionality and effectiveness of the local arrangements;
- Bring together members of emergency management agencies and give them knowledge of, and confidence in, each other;
- Help educate the community about local arrangements and programs thus providing them with confidence in their Local Government and emergency management agencies;
- Allow participating agencies an opportunity of testing their operational procedures and skills in simulated emergency conditions; and
- Test the ability of separate agencies to work together on common tasks, and to assess effectiveness of coordination between them.

The management of an exercise is a systematic process involving planning, documenting, conducting, evaluating and validating.

Training in exercise management prior to embarking on any type of exercise ensures a relevant and effective exercise program.

## Review

Local Emergency Management Arrangements (including the Local Recovery Plan) are to be reviewed in accordance with *State Emergency Management Policy* Statements 2.5.2 and 6.3.2 and State Emergency Management Preparedness Procedure 8, and amended and replaced whenever the Local Government considers it appropriate (*Emergency Management Act 2005*, 2005 Section 42).

According to *State Emergency Management Policy* Statements 2.5.2 and 6.3.2 and State Emergency Management Preparedness Procedure Local Emergency Management Arrangements (including a *Local Recovery Plan*) are to be reviewed and amended as follows:

- Contact lists are reviewed and updated quarterly;
- A review is conducted after an event or incident in which the local recovery plan was implemented;
- A review is conducted after training that exercises the arrangements;
- An entire review is undertaken every five years, as risks might vary due to climate, environment and population changes; and
- Circumstances may require more frequent reviews.

## Approving the Local Recovery Plan

The *Local Recovery Plan* is to be endorsed by the LEMC and tabled with the District Emergency Management Committee (DEMC).

The DEMC may make recommendations to the LEMC to enhance the effectiveness of the *Local Recovery Plan*.

The DEMC should ensure that the Plan complies with the *Emergency Management Act 2005* and *State Emergency Management Policy* and *State Emergency Management Plan*.

Exchange of information between Local Government areas might also be offered through the DEMC. This exchange may provide for best practice local recovery planning in the emergency management district.

The final version of the *Local Recovery Plan* should be tabled with the Local Government Council for approval. A copy of the approved Plan should be forwarded to the SEMC for noting.

## Appendices

Appendix One: Local Recovery Plan



# Appendix 1: DRAFT City of Joondalup Local Recovery Plan

# City of Joondalup Local Recovery Plan

The Local Recovery Plan (forms part of the Local Recovery Handbook) has been produced and issued under the authority of S. 41(1) of the *Emergency Management Act 2005*, endorsed by the Wanneroo - Joondalup Local Emergency Management Committee and the Council of the City of Joondalup. The Arrangements have been tabled for noting with the North Metropolitan District Emergency Management Committee and State Emergency Management Committee.

Chair	Date
Wanneroo – Joondalup Local Emergency Management Committee	

Endorsed by City of Joondalup	Date
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# Introduction

## Authority

The *Local Recovery Plan* has been prepared in accordance with Section 41(4) of the *Emergency Management Act 2005* and forms a part of the Local Emergency Management Arrangements for the City of Joondalup. This plan has been endorsed by the Wanneroo – Joondalup Local Emergency Management Committee and has been tabled for information and comment with the North Metropolitan District Emergency Management Committee. This plan has been received by the City of Joondalup Council.

## Purpose

The purpose of the *Local Emergency Recovery Plan* is to detail the arrangements and processes established that will restore, as quickly as possible, the quality of life in an affected community so that it can continue to function as part of the wider community.

## Objectives

The objectives of the Plan are to:

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

## Scope

The scope of this recovery plan is limited to the boundaries of City of Joondalup and forms a part of its Local Emergency Management Arrangements (LEMA). It details the local recovery arrangements for the community.

## Related documents and arrangements

The following documents are related to this Plan:

- **City of Joondalup Local Emergency Management Arrangements** – reviewed in May 2017 – prepared by City of Joondalup detailing the current emergency management arrangements within the City of Joondalup.
- **Local Emergency Management Plan for The Provision of Welfare Support Joondalup District** – owned by the Department for Child Protection and Family Support – This plan prescribes the arrangements for the provision of welfare support services during emergencies.
- **Local Welfare Emergency Management Support City of Joondalup Sub Plan** – owned by the Department for Child Protection and Family Support – This document catalogues the City of Joondalup local welfare centres including photographs, floor plans and inventory checklists.

- **State Emergency Management** – A Strategic Framework for Emergency Management in Western Australia – Local Recovery Guidelines: developed to assist Local Government to prepare a local recovery plan.
- **State Emergency Welfare Plan (interim May 2016)** – prepared by the Department for Child Protection and Family Support – details the State's strategic arrangements for the management and coordination of welfare services during emergencies for hazards listed in the State Emergency Management Arrangements.
- **City of Joondalup Emergency Animal Evacuation Plan (interim)** – the *Animal Evacuation Plan* should be implemented whenever an emergency compromises animal welfare. The current document is in draft (2016) and will be adopted subject to final review.

## Agreements, Understandings and Commitments

The following agreements and Memorandums of Understanding are in place between City of Joondalup and other Local Governments, organisations or industries in relation to the provision of additional resources in recovery management;

- Wanneroo/Joondalup Local Emergency Management Committee (LEMC) – an agreement between the City of Joondalup and the City of Wanneroo to jointly support the establishment and function of the Local Emergency Management Committee;
- Metropolitan North and East Recovery Group – Partnering Agreement for the Purpose of Providing Mutual Aid in the event of an emergency. The signatories' to the agreement are: City of Joondalup, City of Wanneroo, City of Stirling, City of Bayswater, City of Swan, Town of Bassendean, Shire of Mundaring and Shire of Kalamunda; and
- Wanneroo/Joondalup State Emergency Services (volunteer organisation) Agreement – an agreement between City of Joondalup, Wanneroo/Joondalup State Emergency Services Inc and Department of Fire and Emergency Services. The City of Joondalup provides administrative support (through the LGGS Operating Grants Scheme) and access to a City building to be used as the operational depot for the Unit.

## Activation

### Transition from Response

Recovery starts while response activities are still in progress and when key decisions taken during the response phase are likely to directly influence and shape recovery.

The Local Recovery Coordinator will brief the Chairperson of the LRCG and together determine the initial membership of the LRCG. The LRC will be responsible to arrange the inaugural meeting of the LRCG incorporating a situation brief from the HMA on the status of the emergency. One of the first agenda items will be to confirm the core membership of the LRCG.

The Local Recovery Coordinating Group (LRCG) should be called together as soon as possible for a briefing of the emergency incident, even during the response phase, in order to detail the extent of contingencies needed to allow a smooth transition from response to recovery.

During the transition from response to recovery the LRCG will:

- Align response and recovery priorities;
- Connect with key agencies;
- Understand key impacts and tasks;
- Identify recovery requirements and priorities as early as possible;
- Establish LRCG Sub-committees where appropriate; and
- Ensure that the Comprehensive Impact Assessment is in progress and contains sufficient detail to assist the LRCG deliberations.

The Local Recovery Coordinator must be included in the Incident Support Group meetings from the onset.

## Activation

The decision to activate the Local Emergency Recovery Plan will be made by the City of Joondalup CEO on the advice of the LRC. The decision will be made following an assessment of the assistance required for recovery made by one of the following:

- The Incident Support Group;
- Consultation between the HMA, the Incident Controller and the Local Emergency Coordinator; and
- The Local Government authority.

Once the Plan has been authorised for activation, the LRCG Chairperson will be responsible for implementing the recovery processes of the Plan. The Chairperson will be supported by the LRC who will be responsible to coordinate the delivery of the LRCG priorities and objectives.

State Emergency Management Policy 4.4 State Recovery Coordination states the following:

- the Controlling Agency (CA) with responsibility for the response to an emergency must initiate recovery activity during the response to that emergency;
- The CA will then liaise with the emergency affected Local Government to prepare for a transition from response to recovery and at an agreed point will transfer responsibility for the recovery activity to that Local Government;

- The handover arrangements should be documents and include, at the least, a Comprehensive Impact Assessment; and
- Where an emergency is assessed by the CA as being of sufficient magnitude to require state level recovery coordination the CA, with the agreement of the affected Local Government, will discuss the transfer of the coordination responsibility to the State with the Chair of the Recovery Services Sub-committee (RSS).

## Concurrent Activities (Local Government)

During the response phase and the transition to recovery, City of Joondalup Executive Leadership Team will meet (chaired by the CEO) at the earliest opportunity to ensure that the City's *Business Continuity Plan* is implemented and services to the community are continued with a minimum of disruption.

A second point discussed will be the role and responsibilities of the City during the recovery phase, in particular, the impact that the establishment and operation of the Local Recovery Coordinating Group will have on the capacity for the City to continue to function given the absence of a number of key personnel who will be involved in the recovery coordination.

## Recovery Coordination Centre

A Recovery Coordination Centre (RCC) should be established if extensive recovery activities are to be undertaken. The purpose of the Recovery Coordination Centre is to bring together all agencies involved in the recovery process to ensure effective communication and coordination of resources, information and tasks.

The location of the RCC will be decided taking into consideration the nature of the emergency, the identification of a suitable facility that is sufficiently separated from the emergency that the impact of the emergency does not impact on the functionality of the RCC. The location and contact details for the RCC will be disseminated to the community when the centre is established.

The LRCG is responsible for the initial activation and coordination of the Recovery Coordination Centre.

The following table identifies potential Local Recovery Coordination Centres in the City of Joondalup (if the nature of the emergency permits):

Centre Name	Address	Capacity and Available Resources	Contacts
<b>Primary LRCC</b> City of Joondalup Civic Chambers	102 Boas Avenue, Joondalup WA 6027	Conference Room two and three – capacity to hold fully functional Coordination Centre – including meeting space, technical support, communications link, amenities, parking, security.	Manager Asset Management 9400 4576 Director Infrastructure Services 9400 4464
<b>Secondary LRCC</b> Works Operations Centre	922 Ocean Reef Road, Craigie WA	Capacity to hold fully functional Coordination Centre – including meeting space, technical support, communications link, amenities, parking, security.	Manager Operations Services 9400 4451



## Recovery Management – Roles and Responsibilities

The roles and responsibilities of those involved in recovery management are outlined below.

### Local Recovery Coordinator

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

The Local Recovery Coordinator is responsible for the development and implementation of recovery management arrangements for the Local Government, in conjunction with the Local Recovery Coordinating Group. Some of the functions of the Local Recovery Coordinator are:

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

Attachment 2 of this Plan sets out the role and responsibilities of the Local Recovery Coordinator.

### The Local Recovery Coordinating Group

The composition of the Local Recovery Coordinating Group (LRCG) will be linked to the maturity of the emergency however there will (in most cases) be a core membership of:

- The Local Recovery Coordinator;
- Key Local Government staff and elected members;
- Local representatives of participating agencies (government, non-government and private sector) who have the ability to provide specific services, for example Local Government, Western Australia Police (WA Police), Department for Child Protection and Family Support (CPFS), Essential Services (Water Corporation, Western Power/Horizon Power, Alinta Gas, Telstra), Main Roads, Department of Health (WA Health); and
- Members of the community, community groups or leaders from local community groups/associations/committees.

The role of the LRCG is to coordinate and support local management of the recovery processes within the community.

The functions of the LRCG are:

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

- Ensuring a coordinated multi agency approach to community recovery.
  - Providing a central point of communication and coordination for the actions of the wide range of recovery-related services and projects being progressed outside of the direct control of the Committee.
  - Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness.

The role and responsibilities of the LRCG are set out in Attachment Three

## Local Recovery Coordinator/Coordinating Group Suggested Actions

The following is a recommended list of activities that should be carried out by the LRC and the LRCG with suggested time frames:

### Within 24 hours

- LRC to contact and alert key local contacts
- LRC to liaise with the Controlling Agency and participate in the incident management arrangements, including the ISG and Operations Area Support Group where appropriate.
- LRC to receive initial impact assessment from the Controlling Agency.
- LRC to determine the need for the LRCG to be convened and its members briefed – in conjunction with City of Joondalup.
- LRC and the City to participate in the determination of state involvement in conjunction with the State Recovery Coordinator.
- Meet with specific agencies involved with recovery operations to determine actions.
- Further develop and implement event specific communication plan, including public information, appointment of a spokesperson and the Local Governments internal communications processes.
- Consider support required, for example resources to maintain a record of events and actions.

### Within one week

- Participate in consultation on the coordination of completion of a Comprehensive Impact Assessment by the Controlling Agency.
- Activate a recovery coordination centre if required.
- Identify special needs groups or individuals.
- Determine the need to establish subcommittees, and determine functions and membership if necessary.
- Develop an Operational Recovery Plan which determines the recovery objectives and details the recovery requirements, governance arrangements, resources and priorities.
- Confirm whether the event has been proclaimed an eligible natural disaster under the WA natural Disaster Relief Arrangements and if so, what assistance measures are available.

- Manage offers of assistance, including volunteers, material aid and donated money.
- Report to organisational hierarchy on likely costs/impacts of involvements in recovery activities.
- Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counselling, material aid, accommodation, financial assistance and social recreational and domestic facilities.
- Establish a 'one –stop-shop' recovery centre to provide the affected community with access to all recovery services.
- Manage restoration of essential infrastructure/utilities.
- Brief media on the recovery program.

### Within 12 months

- Determine longer- term recovery strategies.
- Debrief recovery agencies and staff.
- Implement transitioning to mainstream services.
- Evaluate effectiveness of recovery with 12 months of the emergency.

## Local Recovery Coordinating Group Sub-committees (where required)

It may be appropriate to consider establishing one or more sub-committees to assist the Local Recovery Coordinator and Coordinating Group by addressing specific components of the recovery process. Consideration will be given to establishing the following sub-committees, dependent on the nature and extent of the recovery:

1. Community (Social)
2. Infrastructure (Built)
3. Environment (Natural)
4. Finance (Economic)
5. Communications – Internal and External

## Community (or Social) Sub-committee

### Role

The role of the Community Sub-committee is to ensure that the recovery needs and priorities identified to restore and strengthen community well-being are considered in support of the Local Recovery Coordinating Group.

### Objectives

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event.
- To facilitate understanding on the needs of the impacted community in relation to community wellbeing.
- To assess and recommend priority areas, projects, and events to assist with the recovery process in the immediate and short-term regarding the restoration and strengthening of community wellbeing.
- To assess and recommend medium and long term priority areas to the Local Government for consideration to assist in the restoration and strengthening of community wellbeing.

- To ensure the affected community is informed and involved in the recovery processes so actions and programs match their needs.

## Environment (or Natural) Sub-committee

### Role

The role of the Environment Sub-committee is to assist in the restoration of the natural environment in support of the Local Recovery Coordinating Group.

### Objectives

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

## Infrastructure (or Built) Sub-committee

### Role

The role of the Infrastructure Sub-committee is to restore community infrastructure impacted by the emergency in order to promote community social and economic wellbeing in support of the Local Recovery Coordinating Group.

### Objectives

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

## Finance (or Economic) Sub-committee

### Role

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

### Functions

- The development of eligibility criteria and procedures by which payments from the LMDRF will be made to affected individuals which:
  - ensure the principles of equity, fairness, simplicity and transparency apply;

- ensure the procedures developed are straightforward and not onerous to individuals seeking assistance;
- recognise the extent of loss suffered by individuals;
- complement other forms of relief and assistance provided by government and the private sector;
- recognise immediate, short, medium and longer term needs of affected individuals; and
- ensure the privacy of individuals is protected at all times.
- Facilitate the disbursement of financial donations from the corporate sector to affected individuals, where practical.

## Communication (Public Information) Sub-committee

### Role

The role of the Communications Sub-committee is to plan, develop and implement a Recovery Communications Strategy in support of the Local Recovery Coordinating Committee.

### Functions

- Support the operation of the Local Recovery Coordinating Group (LRCG).
- Develop a Communications Strategy including priorities as established by the LRCG including roles, actions and responsibilities.
- Deliver directions, information and requests from the LRCG to the community.
- Operate as a medium for information to flow from the community back to the LRCG.
- Use all communication methods to engage with the community – taking advantage of one-to-one discussions, public meetings, print media, electronic media and social media forums.
- Assist with the preparation of reports and briefings (internal and external) as required.
- Maintain a record of all correspondence (inwards and outwards) linked to the LRCG.
- Monitor external communications networks in relation to references to the Recovery process and report those findings to the LRCG.

## Communication Plan

Provision of public information must be deliberate, planned and sustained. Effective information management is the key to rebuilding community confidence. Only with the return of confidence will the community invest in its own recovery.

During emergencies the media has a legitimate interest in obtaining prompt and accurate information. If media access to accurate information is restricted, speculation may be substituted for fact. The media is also a vital link between recovery agencies and the public and provide an effective means of disseminating information.

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

Who needs information?	What communication methods will be used?	Where will the information be provided?
<ul style="list-style-type: none"> <li>Community members directly impacted by the emergency.</li> <li>Community member's peripheral to those directly impacted.</li> <li>Community members required to respond, or prepare, to mitigate against the impact of the emergency.</li> <li>Emergency Responders.</li> <li>Recovery workers.</li> <li>Specific Vulnerable Groups: aged care, disabled persons, Indigenous people, young, non- English speaking people etc).</li> <li>Reports and Briefings to SEMC.</li> <li>Statements and briefings to media outlets.</li> <li>Any special interest group identified.</li> </ul>	<ul style="list-style-type: none"> <li>All forms of print media.</li> <li>All forms of electronic media – television, radio.</li> <li>Public information sessions – targeted or general.</li> <li>Social media – Facebook, twitter, blog accounts and appropriate chat rooms.</li> <li>House to house advice – instructions- information.</li> <li>Information centres – shop front, on site caravan (near impacted community).</li> </ul>	<ul style="list-style-type: none"> <li>Coordinated public meetings within any established Welfare Centre.</li> <li>Advertised public meetings within an appropriate facility to cater for the anticipated numbers and demographics of the interest group.</li> <li>Potential one-stop-shop provide access to relevant recovery service providers and information.</li> </ul>

## Community Information Briefings and Debriefings

In the event of a major incident, community information (including community briefings and meetings) are often led jointly by emergency services, Local Governments and State Government departments.

The role of community briefings in the recovery context is to provide:

- Clarification of the emergency event (Controlling Agency)
- Advice on services available (recovery agencies)
- Input into the development of management strategies (lead recovery agencies, often Local Government)
- Advice to affected individuals on how to manage their own recovery, including the provision of public health information (specialist advisers)

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

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

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

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

Public meetings should:

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



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

### Local Volunteer Coordinator (LVC)

Within the first few days of an emergency occurring the City of Joondalup will receive numerous offers of voluntary assistance. It is important to harness this enthusiasm so that offers and opportunities are not lost.

There are likely to be two sources of volunteers:

- Clubs, community groups and other non-government organisations; and
- Members of the general public.

Volunteers affiliated with an organisation will generally be managed by the organisation of membership and are likely to have specific skills to perform assigned roles (e.g. Rotary, Lions clubs).

Volunteers from the general public (individuals and private companies) who offer assistance on an ad hoc basis require careful management and coordination. Volunteer Information Forms must be completed by City of Joondalup staff whenever an offer of assistance is made and they should be forwarded to the LVC for consideration. A list of activities that could be undertaken by volunteers to assist in the recovery effort should be established.

The LRC will initially be responsible for overseeing volunteer activities and, if the event dictates the necessity to do so, the LRC will request the activation of the LVC.

### Registration and Allocation of Tasks – Volunteers

Three forms are required to be filled out when registering volunteers and allocating tasks:

- The Volunteer Log Form;
- The Volunteer Information Form; and
- The Volunteer Task Allocation Form.

These forms will be available from the resource box in the RCC or through the City of Joondalup HRM system – accessed by a City worker.

### Registration

For insurance purposes, it is paramount that any volunteer under the direction and control of the City of Joondalup must be registered and must sign on prior to participating in any task. Clear instructions must be given to volunteers and must be acknowledged by them. All volunteers must sign off on the completion of the volunteer's shift.

It is the responsibility of the LVC to oversee the registration of all volunteers who are under the direction and control of the City of Joondalup, regardless of whether they are individuals or belong to a community group or club. Volunteers must be registered on the Volunteer Log Form during all recovery activities, including emergency welfare centre activities.

### Allocation of Tasks

The LVC is responsible for matching volunteers' skills and resources to the required tasks, bearing in mind the needs of the community and individuals. Tasks assigned must be meaningful with clearly defined roles and must be recorded against the respective volunteer's Volunteer Information Form. When tasked, the volunteer is to be given a copy of the Volunteer Task Allocation Form to ensure they have a clear understanding of the role to be undertaken.

The LRC or, if convened, the LRCC is responsible for creating the tasks to be allocated. All tasks allocated must be authorised by the LRC or, if convened, the LRCC to ensure that duplication of tasking is avoided.

### Hours of Duty – Volunteers

Where applicable, volunteers should be rostered on for periods of no longer than 8.5 hours at one time, followed by a minimum 10-hour rest period. Shifts should overlap by a minimum of 30 minutes to enable briefings and handovers to the volunteer relief to occur. Meal breaks should be planned for, with the LVC being responsible for all volunteer rostering. Rostering must be authorised by the LRC or, if convened, the LRCC to ensure that duplication of resources is avoided.

### Identification – Volunteers

The LVC shall provide all volunteers with appropriate identification, the minimum standard being a name tag. The name tag must have the volunteer's full name and the Volunteer Information Form reference number must be clearly identified.

### Other – Volunteers

The LVC shall conduct regular briefing and debriefing of volunteers. Access to appropriate counselling must be provided to all workers as an acknowledgement that high levels of both acute and ongoing stress and direct exposure to trauma may be experienced.

### Visiting VIPs to the Emergency Area and RCC

In addition to the level of media interest it is likely that there will be a number of visits to the affected area and a high level of interest in the recovery process from government and a range of other agencies.

The issues that need to be considered by the recovery manager involved with or responsible for hosting such visits are listed below:

- Effective briefings should be provided. These should include accurate and up to date information about estimated losses, assistance programs and financial assistance packages. This will ensure that any information relayed to the affected community or the media is accurate, thereby reducing the risk of falsely raising expectations regarding such things as assistance measures. Some pre-visit briefing is also desirable to ensure that the visitor is well informed of the necessary information prior to arrival;
- Briefing of any visitors should provide details about the current state of the community. This should include the varied emotions the community may be experiencing as a result of the event, as well as the identification of any particular sensitivities that may exist;
- Visitors should have a clear understanding of emergency management arrangements and protocols;
- Visitors should also be clearly briefed on the potential impact of their visit and their subsequent role in the recovery process. In particular, it should be emphasised that any information provided must be accurate, as the effects of inaccurate or ill-founded information on an affected community may reinforce the impact of the event; and
- In the case of a disaster affecting more than one geographical area, care should be taken to ensure that communities are treated impartially and visits are arranged accordingly.

Visits by Federal and State Parliamentarians (including Ministers) should be discussed with the LRCC in advance to ensure the visits are as effective as possible for both the community and the member of parliament.

## Resource Arrangements

### Resources

The identification and access of the resources required to facilitate the recovery phase will be the primary role of the LRCC and the Sub-committees. There is the expectation that all government agencies and organisations will cooperate with requests for resources and assistance (within their charter of responsibilities and their capacity to deliver).

The LRC should convene a meeting of the Metropolitan North and East Recovery Group with the view of activating the Partnering Agreement for the purposes of providing mutual aid in the event of an emergency. This Agreement has been made between the following Local Governments: City of Joondalup, City of Wanneroo, City of Stirling, City of Swan, Shire of Kalamunda, Shire of Mundaring and the Town of Bassendean.

Some resource options and contact details have been identified and are included in Attachment Six. This is not intended to be an exhausted list and it is recognised that each emergency will dictate the nature of the resources required and the identification and acquisition of resources

will be part of the coordination role. Attachment Seven identifies some useful links to access resources.

### Financial Arrangements

The following internal arrangements have been made to assist City of Joondalup with the financial management of recovery activities if necessary:

- An Operation Code #6390 has been created and will remain inactive until it is required to assist with the financial management of a recovery process.

In addition, the *State Emergency Management Policy* Section 6 and *State Emergency Management Plan* Section 6 outlines the States recovery funding arrangements. Relief programs include:

- Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA). Details in relation to WANDRRA are available through the following link: [dpc.wa.gov.au](http://dpc.wa.gov.au)
- Centrelink
- Lord Mayor's Distress Relief Fund (LMDRF)

Information on these relief arrangements can be found in *State Emergency Management Plan* Section 6.10.

### Insurance

Emergency events, both natural and human-caused, can impact upon businesses, homes and community infrastructure often without warning. Insurance is a means of gaining financial compensation for the cost of restoration after damage or loss caused by the event.

It is accepted that it is the responsibility of each individual to insure for all insurable risks. All levels of government have adopted the view that generally they cannot assist with replacing insurable assets because this would render them the unpaid insurer at the expense of the tax/ratepayer. In particular, the State Natural Disaster Relief and Recovery Arrangements state that:

Assistance is not provided as compensation for damage/losses sustained as a disincentive for self-help by way of commercial insurance and/or other appropriate strategies of disaster mitigation; and

While the schemes provide a measure of financial support, the primary responsibility for the safeguarding and restoration of private and public assets remains with the owner, who should always plan for the vagaries of nature.

In the event of a major disaster affecting many properties and businesses, etc., the Insurance Council of Australia will activate its Insurance Disaster Response Organisation (IDRO).

The City of Joondalup has arrangements in place to insure its assets. All City buildings have insurance coverage for damage and public liability and all the city vehicles are covered for insurance.



## Insurance Council of Australia and IDRO

The Australian insurance industry, with decades of experience in dealing with the aftermath of emergencies, knows that policyholders need fast, practical and professional help.

The Insurance Council of Australia, which is the representative body of the Australian insurance industry, has established the Insurance Disaster Response Organisation to coordinate the work of the Australian insurance industry when disasters occur. IDRO works closely with government, emergency services and communities to improve the recovery experience of policyholders.

With the assistance of the insurance industry IDRO provides a unified presence and coordinated response to emergencies. IDRO should establish a central claims office in the affected area and coordinate an effective insurance industry response by providing a single contact point to assist government and all insurance policyholders, government agencies and service providers. The IDRO office should be located at any 'one stop shop' to be set up with other service providers.

The insurance industry and IDRO will help to provide:

- One central contact point for insurance information;
- A faster, more informed assessment of emergencies;
- Assistance with identifying insurers and lodging claims;
- Support in resolving claims, assessing damage and rebuilding;
- Improved collaboration with emergency services, relief organisations, media and government to provide the best service possible on the ground;
- Post-disaster reviews to help evaluate costs and recovery times;
- Support for innovative disaster research and recovery service development; and
- Greater public and media awareness of the roles involved in recovery.

Claimants will be required to provide authorisation for government agencies to access insurance company claim information.

The common types of insurance cover that would enable policyholders to recover from emergencies are 'home and contents' insurance and 'commercial' insurance.

## Evaluation of Recovery

During the recovery phase the LCRG should schedule and conduct regular audits and review of the recovery activities. This should be a critical analysis of the progress against the established priorities and objectives. Seeking an independent review from sources outside the recovery process is recommended to ensure the integrity of the process.

The evaluation of recovery activities is essential to maximise lessons learned and identify where improvements can be made. The evaluation can involve:

- Analysis of the outcomes against the LRCG priorities and objectives;
- Community and stakeholder surveys;
- Interviews with all stakeholders (internally and externally);

- Workshops; and
- Assessment of key project outcomes.

It is recommended that the initial evaluation is conducted no later than 12 months after the event.

## Transitioning to Mainstream Services

The planning process for the transition from a full-scale recovery operation back to the usual level of government involvement in a community needs to commence very early in the recovery journey. This allows roles and functions to return to normal as quickly as possible without leaving the community feeling abandoned or creating expectations of ongoing government services that cannot be maintained. Systems and processes implemented to facilitate recovery require flexibility to adapt to evolving circumstances, and should be implemented in a way that helps affected communities to build capacity to manage their own longer-term recovery, rather than creating dependencies on new and temporary arrangements.

Clear terms of reference enable committees and other governance bodies to determine whether they have fulfilled their designated function and are able to disband. Recovery activities which are implemented as programs or projects will have defined budgets, deliverables and timeframes which clarify expectations for the community.

Social and personal support services are likely to be required in the longer term and the need for a considerable period of psychosocial support (often several years) should be planned for.

## Review

Local Emergency Management Arrangements (including the *Local Recovery Plan*) are to be reviewed in accordance with *State Emergency Management Policy* Statements 2.5.2 and 6.3.2 and *State Emergency Management Preparedness Procedure* 8, and amended and replaced whenever the Local Government considers it appropriate (*Emergency Management Act 2005*, 2005 Section 42).

According to *State Emergency Management Policy* Statements 2.5.2 and 6.3.2 and *State Emergency Management Preparedness Procedure* Local Emergency Management Arrangements (including a *Local Recovery Plan*) are to be reviewed and amended as follows:

- Contact lists are reviewed and updated quarterly;
- A review is conducted after an event or incident in which the local recovery plan was implemented;
- A review is conducted after training that exercises the arrangements;
- An entire review is undertaken every five years, as risks might vary due to climate, environment and population changes; and
- Circumstances may require more frequent reviews.

The next major review of this *Local Recovery Plan* will be conducted prior to 2022.

## Exercises

Local Emergency Management Committees must develop appropriate exercise plans and schedules to test local arrangements (including *Local Recovery Plans*) annually (*Emergency Management Act 2005* s. 39, *State Emergency Management Policy* Section 4.8 and *State Emergency Management Plan* Section 4.7).

Exercising the arrangements during the planning process will allow the LEMC to:

- Test the functionality and effectiveness of the local arrangements;
- Bring together members of emergency management agencies and give them knowledge of, and confidence in, each other;
- Help educate the community about local arrangements and programs thus providing them with confidence in their Local Government and emergency management agencies;
- Allow participating agencies an opportunity of testing their operational procedures and skills in simulated emergency conditions; and
- Test the ability of separate agencies to work together on common tasks, and to assess effectiveness of co-ordination between them.

The management of an exercise is a systematic process involving planning, documenting, conducting, evaluating and validating.

Training in exercise management prior to embarking on any type of exercise ensures a relevant and effective exercise program.

## Emergency Contact Directory

The emergency contact directory contains details related to the Hazard Management Agencies, internal City of Joondalup contact details for key appointments (staff) and facilities is included in this plan (Attachment Ten refers). The contact directory must be reviewed quarterly to ensure its currency and accuracy.

The City of Joondalup contact process chart (internal) identifies the key appointments by name, role and contact details. This chart MUST be reviewed quarterly or amended when changes to personnel or positions are identified (Attachment Nine refers).

## Approving the Local Recovery Plan

The *Local Recovery Plan* is to be endorsed by the LEMC and tabled with the District Emergency Management Committee (DEMC).

The DEMC may make recommendations to the LEMC to enhance the effectiveness of the *Local Recovery Plan*.

The DEMC should ensure that the Plan complies with the *Emergency Management Act 2005* and *State Emergency Management Policy* and *State Emergency Management Plan*.

# Attachments

Attachment 1: Comprehensive Impact Assessment Template	Att-2
Attachment 2: Role and Responsibilities Local Recovery Coordinator	Att-43
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# Attachment 1: Comprehensive Impact Assessment Template

## Comprehensive Impact Assessment

A comprehensive impact assessment is to be completed for all Level 2 and Level 3 incidents\* prior to the withdrawal of responding agencies.

The Controlling Agency for the emergency is responsible for coordinating the comprehensive impact assessment in consultation with members of the Incident Support Group.

The draft comprehensive impact assessment is to be provided to all members of the Incident Support Group for comment and clarification prior to it being finalised.

At the point where the Controlling Agency considers it appropriate to transfer responsibility for management of the emergency to the affected Local Government/s, the Controlling Agency is to convene a meeting with the affected Local Government/s and the State Recovery Coordinator.

At this meeting, the comprehensive impact assessment and the status of the emergency situation will be discussed. A copy of the completed comprehensive impact assessment will be provided to the affected Local Governments and the State Recovery Coordinator for their consideration prior to this meeting.

\*Please note that completion of a comprehensive impact assessment is not required in circumstances where there are no significant impacts requiring recovery activity. This will be determined through the initial impact assessment and in consultation with the State Recovery Coordinator.

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# Comprehensive Impact Assessment

The information contained within this comprehensive impact assessment has been prepared based on the best information available at the time and date listed below. The information could become out of date without notice as further assessments are undertaken and new information becomes available. It has been prepared to facilitate local recovery management. A list of agencies contributing to this assessment, and their contact details, is located at Appendix A.

## Assessment Details

Table 1: Assessment details

Assessment date:	
Assessment time:	
Version/sequence number:	
Assessment Coordination Officer:	Name:
	Position:
	Agency:
	Phone:
	Email:

## Incident Details

Table 2: Incident details

Incident name:	
Incident number:	
Incident address/location:	
Incident type/description:	
Date commenced:	
Controlling Agency:	
Local Government(s) affected:	
Maps attached:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Additional information attached? (describe)	
Has the ISG been stood down?	<input type="checkbox"/> Yes <input type="checkbox"/> No

# Impact Summary

The following provides an overall summary of the key high-level issues arising from this emergency. More detailed information regarding the impacts and issues arising from this emergency are provided in Appendix B.

(Instruction: Delete examples. Complete the table below using the significant/high-level issues identified at Appendix B – Detailed Impact Assessment)

Table 3: Impact summary

Issue	Agency	Current Status	Comment (including support required, estimated time to completion)
e.g. Number of people evacuated			
e.g. Road blocks in place			
e.g. Depleted Local Government staff			
e.g. Number of customers without power			

## Risk Assessment Summary

The following risks have been identified as a result of this emergency. An assessment of these risks has determined that they have been reduced sufficiently to allow the community to return with appropriate controls in place, however residual risks remain that require treatment. This list is not exhaustive and some risks may have existed before the emergency.

Care should be taken to continually assess residual and new risks and develop appropriate strategies for their management and communication with the affected community.

(Instruction: Delete examples. Transfer 'risk' and 'level of risk' information from Appendix D – Risk Assessment. Complete remainder of table in conjunction with responsible agencies.

**Table 4: Risk assessment summary**

Risk	Level of Risk <sup>1</sup>	Responsible Agency	Treatments/Mitigation (e.g. controls undertaken, further actions required – by who and by when)
e.g. Exposure to asbestos	e.g. Extreme		
e.g. Debris	e.g. High		
e.g. Fatigue of Local Government staff	e.g. High		

## Public Information and Communications

The following table summarises the key messages given to the public in relation to this emergency.

(Instruction: Delete examples. Must include information on how the risks from section 4. Risk Assessment Summary above have been communicated to the public. Attach supporting information where relevant, e.g. press releases)

Table 5: Public information and communications

[illegible]

## Signatories

As a minimum, the following personnel must be present at the 'transfer of responsibility' meeting to discuss the content of this comprehensive impact assessment and, if in agreement to do so, transfer management of the event from the Controlling Agency to the relevant Local Government/s for full recovery efforts. If required, the provision of specific recovery support to the Local Governments can be negotiated and documented at this time.

### Prepared by:

Incident Controller	
Name:	
Agency	
Time and Date:	
Signature:	

### Agreed by: (Instruction: Complete one table for each receiving Local Government)

Local Government	
Name:	
Position:	
Local Government:	
Time and Date:	
Signature:	

### Copy to:

State Recovery Coordinator/State Recovery Controller	
Name:	
Agency:	
Time and Date:	
Signature:	

# Appendix A: Contributing Agencies

The below agencies contributed information to this comprehensive impact assessment.  
(Instruction: add/delete agencies as applicable to the emergency)

Table 6: Contributing agencies

Agency	Point of Contact and details		Consulted (Yes/No/N/A)	ISG/OASG member (Yes/No/NA)
	In hours	Out of hours		
Aqwest (water supplier in Bunbury)				
Association of Independent Schools of WA				
ATCO Gas				
Australian Red Cross				
Brookfield Rail				
Busselton Water				
Catholic Education WA				
Dampier Bunbury Pipeline (gas)				



Agency	Point of Contact and details		Consulted (Yes/No/N/A)	ISG/OASG member (Yes/No/NA)
	In hours	Out of hours		
Department of Agriculture and Food WA				
Dept for Child Protection and Family Support				
Department of Defence				
Department of Education				
Dept of Environment Regulation				
Department of Fire and Emergency Services				
Department of Health				
Department of Parks and Wildlife				
Department of Planning				
Department of Transport Marine Safety				
Horizon Power				

Agency	Point of Contact and details		Consulted (Yes/No/N/A)	ISG/OASG member (Yes/No/NA)
	In hours	Out of hours		
Local Government (specify)				
Main Roads WA				
NBN Co.				
Public Transport Authority				
Telstra				
Verve Energy				
WA Housing Authority				
WA Police				
Watercorp				
Western Power				

# Appendix B: Detailed Impact Summary

The following provides a detailed summary of the impacts arising from this emergency and their current status.

## Appendix B1: Population Impacts

Instructions: Information must be provided against all impacts marked with\* even if it is a nil response as these are the NIAM<sup>1</sup> indicators. Add/delete/modify the remaining categories as appropriate to this emergency. The LEMA may identify additional assets to be included. Wherever possible, maps indicating the location of impacts are to be attached.

Table 7: Population impacts

B1. Population Impacts				
Category	Agency/Source	Impact	Current Status	Comments
*Number of deaths of people.	WA Police			
*Number of people injured.	Health			
Number of exacerbations of existing illness.	Health/SJA			
Number of people exposed to hazardous materials.	DER/DFES			
Number of vulnerable people requiring assistance.	CPFS Health (incl HACC)/Disability Services/LG			

<sup>1</sup> National Impact Assessment Model indicators. Used by the State to negotiate emergency relief funding with the Commonwealth.

B1. Population Impacts						
Category	Agency/Source	Impact	Current Status	Comments		
Number of evacuation centres open and their locations.	CPFS					
*Number of people currently in each evacuation centre.	CPFS					
Number of people in temporary accommodation and their location.	CPFS					
Number of people requiring intermediate or long term accommodation.	CPFS					
*Number of people unaccounted for.	CA *					
*Number of people isolated.	DFES					
Communities closed.	DFES					

\* WA Police and CPFS may be able to provide additional information.

B1. Population Impacts					
Category	Agency/Source	Impact	Current Status	Comments	
Community outreach activities underway.	CPFS/Red Cross/LG				
Significant issues with pets and/or assistance animals <sup>2</sup> .	RSPCA/LG/CPFS (evac centres)				
Contamination/exposures:					
Asbestos.	DER/Health				
CCA treated timber.	DER/Health				
Marine hydrocarbons (including oil).	DoT Marine Safety				
Chemicals/other hazardous materials (specify).	DER				

<sup>2</sup> Livestock impacts are covered under B2. Property Impacts.

B1. Population Impacts						
Category	Agency/Source	Impact	Current Status	Comments		
Potable water.	Health/LG/ Water Corp					
Diseases (specify).	Health					
Number of people contaminated.	Health					
Number of people in quarantine.	Health					



Appendix B2: Property Impacts

Instructions: Information must be provided against all impacts marked with \* even if it is a nil response as these are the NIAM<sup>3</sup> indicators. Add/delete/modify the remaining categories as appropriate to this emergency. The LEMA may identify additional assets to be included. Wherever possible, maps indicating the location of impacts are to be attached.

Table 8: Property impacts

B2. Property Impacts				
Category	Agency/Source	Impact	Current Status	Comments
*Residential buildings.	DFES USAR (refer to Appendix C)/LG	# Destroyed		
		# Damaged and uninhabitable		
		# Damaged but habitable		
		# No damage		
*Community buildings <sup>4</sup> .	DFES/LG	# Destroyed		
		# Destroyed		

<sup>3</sup> National Impact Assessment Model indicators. Used by the State to negotiate emergency relief funding with the Commonwealth.

<sup>4</sup> Together these two categories constitute the NIAM category of 'other buildings'

B2. Property Impacts						
Category	Agency/Source	Impact	Current Status	Comments		
*Heritage/cultural buildings and sites <sup>4</sup>	DFES/LG	# Destroyed				
		# Damaged				
*Business buildings, including commercial and industrial (excludes rural).	DFES/LG	# Destroyed				
		# Damaged				
		# Closed				
Parks and Wildlife visitor sites/ infrastructure.	PandW					

B2. Property Impacts					
Category	Agency/Source	Impact	Current Status	Comments	
*Rural buildings.	DFES/LG	# Destroyed			
		# Damaged			
Fencing.	DAFWA	km Destroyed			
*Livestock.	DAFWA/RSPCA	# Fatalities			
		# Missing			

Appendix B3: Service Impacts

Instructions: Information must be provided against all impacts marked with \* even if it is a nil response as these are the NIAM5 indicators. Add/delete/modify the remaining categories as appropriate to this emergency. The LEMA may identify additional assets to be included. Wherever possible, maps indicating the location of impacts are to be attached.

Table 9: Service impacts

B3. Service Impacts (ensure local providers/services are included in the table)				
Category	Agency/Source	Impact	Current Status	Comments
Essential Services				
Electricity.	Western Power/ Horizon Power/ PUO	# Customers impacted*		
		Impact on critical infrastructure		
Gas.	ATCO/Dampier Bunbury Pipeline	# Customers impacted*		
		Impact on critical infrastructure		
Fuel/oil companies.	PUO <sup>6</sup> (as the first point of contact)	# Customers impacted		
		Impact on critical infrastructure		

<sup>5</sup> National Impact Assessment Model indicators. Used by the State to negotiate emergency relief funding with the Commonwealth.

<sup>6</sup> PUO will act as the contact point for fuel/oil companies in WA, including BP Australia, Caltex, Motor Trades Association WA, Puma, Viva Energy and Woolworths.

## B3. Service Impacts (ensure local providers/services are included in the table)

Category	Agency/Source	Impact	Current Status	Comments
Water supply.	Water Corp/LG	# Customers impacted*		
		Impact on critical infrastructure		
Sewerage (including waste water and re-use schemes).	Water Corp/LG	# Customers impacted*		
		Impact on critical infrastructure		
Waste management.	Local government	Impact on critical infrastructure		
Telecommunications.	Telstra/NBN Co	# Customers impacted*		
		Impact on critical infrastructure		

B3. Service Impacts (ensure local providers/services are included in the table)				
Category	Agency/Source	Impact	Current Status	Comments
Emergency Services				
Police <sup>7</sup> .	WA Police	# Police buildings destroyed*		
		# Police buildings damaged*		
		Significant capability losses e.g. staff, vehicles, infrastructure		
Fire <sup>7</sup> .	DFES/ PandW/Local Government	# Fire buildings destroyed*		
		# Fire buildings damaged*		
		Significant capability losses e.g. staff, vehicles, infrastructure		

<sup>7</sup> Together these categories constitute the NIAM category of 'emergency services'.



B3. Service Impacts (ensure local providers/services are included in the table)					
Category	Agency/Source	Impact	Current Status	Comments	
Aviation emergency services <sup>7</sup> :	Perth Airport Emergency Planning Manager	# Aviation buildings destroyed*			
		# Aviation buildings damaged*			
		Significant capability losses e.g. staff, aircraft, vehicles, infrastructure			
Other emergency services <sup>7</sup> (e.g. SES facilities, Emergency Management HQs).	DFES/Local Government	# Other emergency services buildings destroyed*			
		# Other emergency services buildings damaged*			
		Significant capability losses e.g. staff, vehicles, infrastructure			

B3. Service Impacts (ensure local providers/services are included in the table)					
Category	Agency/Source	Impact	Current Status	Comments	
Community Services					
Hospitals <sup>8</sup>	Health	% Destroyed*			
		% Functional*			
		Closed:			
		Significant capability losses e.g. staff, vehicles, infrastructure			

<sup>8</sup> Together these categories constitute the NIAM category of 'hospitals and primary care facilities'.

## B3. Service Impacts (ensure local providers/services are included in the table)

Category	Agency/Source	Impact	Current Status	Comments
Primary care facilities <sup>3</sup>	Health	% Destroyed*		
		% Functional*		
		Closed		
		Significant capability losses e.g. staff, vehicles, infrastructure		
Residential group home and aged care facilities.	Health/ CPFS/Local Governments	# Destroyed*		
		# Damaged*		
		Closed		
Home and Community Care (HACC).	Local Government/ Health (Aged and Community Care Directorate)	Impact on service provision and/or clients?		

B3. Service Impacts (ensure local providers/services are included in the table)					
Category	Agency/Source	Impact	Current Status	Comments	
Educational Services	*Childcare centres.	Department Local Government and Communities/ Local Government/ Education			
			# Destroyed		
			# Damaged		
			# Closed		
Schools <sup>9</sup>	Education/ Catholic Education/ Association of Independent Schools of WA		# Destroyed*		
			# Damaged*		
			# Closed*		
			# Students impacted		

<sup>9</sup> Together these categories constitute the NIAM category of 'educational/child care facilities'.

B3. Service Impacts (ensure local providers/services are included in the table)					
Category	Agency/Source	Impact	Current Status	Comments	
*Training centres/universities.	Department of Training	# Destroyed			
		# Damaged			
		# Closed			

Appendix B4: Infrastructure Impacts

Instructions: Information must be provided against all impacts marked with \* even if it is a nil response as these are the NIAM<sup>10</sup> indicators. Add/delete/modify the remaining categories as appropriate to this emergency. The LEMA may identify additional assets to be included. Wherever possible, maps indicating the location of impacts are to be attached.

Table 10: Infrastructure impacts

B4. Infrastructure Impacts					
Category	Agency/Source	Impact	Current Status	Comments	
Main roads <sup>11</sup> ,	MRWA	# Closed*			
		Other impacts?			
Local roads <sup>11</sup> .	Local Government/ PandW	# Closed*			
		Other impacts?			
Bridges <sup>11</sup> .	MRWA/PandW	# Closed*			

<sup>10</sup> National Impact Assessment Model indicators. Used by the State to negotiate emergency relief funding with the Commonwealth.

<sup>11</sup> Together these categories constitute the NIAM category of 'roads/bridges'.



B4. Infrastructure Impacts						
Category	Agency/Source	Impact	Current Status	Comments		
Rail – passenger.	PTA	# Lines closed*				
		Speed restrictions?				
		# Lines closed*				
		Speed restrictions?				
Rail – freight.	Brookfield	# Lines closed*				
		Speed restrictions?				
Ports.	Port Auth/ Department of Training Marine Safety	# Destroyed*				
		# Damaged*				
		# Ships impacted*				

B4. Infrastructure Impacts					
Category	Agency/Source	Impact	Current Status	Comments	
Airfields (including heliports).	DFES/Local Government/ Private Operators	# Destroyed*			
		# Damaged*			
		% Functional*			
Major drainage.	Main Roads/ Local Governments/ DoW/ Water Corp	Significant impacts			

Appendix B5: Local Critical Industry Impacts

Instructions: Information must be provided against all impacts marked with \* even if it is a nil response as these are the NIAM<sup>12</sup> indicators. Add/delete/modify the remaining categories as appropriate to this emergency. The LEMA may identify additional assets to be included. Wherever possible, maps indicating the location of impacts are to be attached.

Table 11: Local critical infrastructure impacts

B5. Local Critical Industry Impacts (include affected local industries e.g. agriculture, mining, fisheries, forest products industry, tourism, wineries, retail, other large employers)					
Category	Agency/Source	Impact	Current Status	Comments	
*Agricultural land.	DAFWA	# Hectares destroyed			
		# Hectares damaged			
*Agricultural production.	DAFWA	% Total agric production lost			
Major irrigation.	Local Government	Significant impacts			

<sup>12</sup> National Impact Assessment Model indicators. Used by the State to negotiate emergency relief funding with the Commonwealth.

Appendix B6 – Environmental Impacts

Instructions: Information must be provided against all impacts marked with \* even if it is a NIL response as these are the NIAM<sup>13</sup> indicators. Add/delete/modify the remaining categories as appropriate to this emergency. The LEMA may identify additional assets to be included. Wherever possible, maps indicating the location of impacts are to be attached.

Table 12: Environmental impacts

B6. Environmental Impacts					
Category	Agency/Source	Impact	Current Status	Comments	
*Water catchments.	Water Corporation/ DER	# km <sup>2</sup> contaminated			
Wetlands.	PandW	# Hectares affected			
*Coastline.	Department of Training Marine Safety/Local Government	# km affected			
Marine area.	PandW/ Department of Training Marine Safety	# km <sup>2</sup> affected			
		Impact and recovery monitoring			
*National parks.	PandW	# Hectares affected			

<sup>13</sup> National Impact Assessment Model indicators. Used by the State to negotiate emergency relief funding with the Commonwealth.

B6. Environmental Impacts					
Category	Agency/Source	Impact	Current Status	Comments	
Declared fauna.	PandW	# Fatalities* (estimated)			
		# Injured* (estimated14)			
		Species endangerment?			
Declared flora.	PandW	Species endangerment?			
Reserves and parks.	Local Government	# Hectares affected			
Is mosquito control required?	Health				
Issues with environment contamination?	DER				

Appendix B7: Affected Local Government Impacts

Instructions: Information must be provided against all impacts marked with \* even if it is a nil response as these are the NIAM<sup>115</sup> indicators. Add/delete/modify the remaining categories as appropriate to this emergency. The LEMA may identify additional assets to be included. Wherever possible, maps indicating the location of impacts are to be attached.

Table 13: Affected Local Government impacts

B7. Affected Local Government Impacts (complete one table per Local Government)				
Category	Agency/Source	Impact	Current Status	Comments
Local Government				
Local Government staff affected.	Local Government	% of staff available:		
		Key personnel impacts:		
Critical Local Government buildings impacted.	Local Government	# Destroyed:		
		# Damaged:		
		# Closed:		

<sup>115</sup> National Impact Assessment Model indicators. Used by the State to negotiate emergency relief funding with the Commonwealth.

B7. Affected Local Government Impacts (complete one table per Local Government)					
Category	Agency/Source	Impact	Current Status	Comments	
Core services affected.	Local Government				
MoUs activated.	Local Government				
Insurances.	Local Government				
Sufficient recovery infrastructure available? (e.g. offices, ablution facilities).	Local Government				



# Appendix C: Residential Property Damage Assessment Report

This following information has been drawn from (insert source, i.e. multi-agency damage assessment team) which was undertaken on the (insert date). Instructions: Local government officers with local knowledge should be involved in obtaining the below information to strengthen its accuracy.

Table 14: Residential property damage assessment report

Property address or lot number	Status 1. No damage 2. Minor damage – habitable 3. Major damage – habitable 4. Major damage – not habitable 5. Destroyed	Owner Details	Has owner been advised? (if ‘Yes’, when and by who)

[illegible]

## Appendix D: Risk Assessment

The following risks have been identified as a result of this emergency. An assessment of these risks has determined that they have been reduced sufficiently to allow the community to return with appropriate controls in place, however residual risks remain that require treatment.

(Instructions: Delete examples provided. Complete the below table for identified risks using the risk assessment matrix at Appendix E. Transfer relevant information from the table below to the Risk Assessment Summary table in section 4 above)

Table 15: Risk assessment

Risk	Context/description	Likelihood	Consequence	Level of Risk
e.g. Exposure to asbestos	Asbestos has been located throughout the emergency area. The age of buildings and fencing indicates a high prevalence. There is a risk that agency personnel and/or members of the community may handle the disposal of asbestos incorrectly.	Likely	Major	Extreme
e.g. Debris	There is still loose debris that has not been removed during the response phase. There is a risk of further injury or damage from this debris in high winds.	Likely	Moderate	High
e.g. Fatigue of Local Government staff	The majority of Local Government staff have either been directly impacted by the emergency or involved in responding to the emergency. There is a risk of staff fatigue, which in turn will impact the Local Government's ability to function and recover.	Almost certain	Major	Extreme
e.g. Power supply restoration	Horizon Power is restoring power supplies however impacted residents will need to be certified by an electrician prior to grid reconnection. There is a risk of properties not being suitable for reconnection to the power supply network.	Possible	Moderate	Medium
e.g. Poor hygiene	Due to the loss of water and power there are potential health risks associated with poor hygiene.	Likely	Moderate	High

## Appendix E: Risk Assessment Matrix and Definitions

The following definitions and risk assessment matrix should be used to inform completion of Appendix D – Risk Assessment.

### Likelihood Rating

Likelihood Level	Description
Almost certain	Expected to occur in most circumstances
Likely	Will probably occur in most circumstances
Possible	Might occur at some time
Unlikely	Not expected but could occur at some time
Rare	May occur in exceptional circumstances

### Consequence Rating

Likelihood Level	Description
Insignificant	No injuries, no damage
Minor	Small number of injuries, some damage
Moderate	Medical treatment required, localised damage
Major	Death or extensive injuries, significant damage
Catastrophic	Multiple persons affected by death/severe injury, extensive damage

### Risk Assessment Matrix

Risk assessment matrix		Consequence				
		Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood	Almost certain	Low	Medium	High	Extreme	Extreme
	Likely	Low	Medium	High	Extreme	Extreme
	Possible	Very low	Low	Medium	High	High
	Unlikely	Very low	Low	Low	Medium	Medium
	Rare	Very low	Very low	Very low	Low	Low

## Appendix F: Individual Contributing Agency Report

Individual agencies who are contributing information to this comprehensive impact assessment can use this form to provide their information to the Controlling Agency, if desired.

Table 16: Individual contributing agency report

Agency:		
Issue/Current Status and Interdependencies	Actions Required	Estimated time of completion
Signature: Name:		
Date: Position:		

## Appendix G: WANDRRRA Expenses

The following information is required to enable the Executive Director of the Office of Emergency Management to resolve whether to activate the assistance measures available under the Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRRA).

**Table 17: WANDDDRA expenses**

Information to be attached by the Controlling Agency
List of affected Local Governments:
Map of affected area:

Category of Expenditure	Estimated eligible WANDRRA costs \$*	Responsible Agency	Contact Details	Comments
Personal Hardship and Distress assistance to individuals and families		Dept for Child Protection and Family Support		
Road Infrastructure (State and Local)		Main Roads WA		
Road Infrastructure within National Parks		Dept of Parks and Wildlife		
Damaged State housing stock		WA Housing Authority		
Interstate assistance costs (fire and emergency services)		Dept of Fire and Emergency Services		
Repair of uninsurable Local Government assets other than roads		Affected Local Governments		
Hazards created as a direct result of the event which Local Government is responsible for addressing (e.g. asbestos, mosquito control)		Affected Local Governments		
<b>Total</b>	<b>\$</b>			

\*Additional WANDRRA costs can be added as appropriate to specific incidents.



# Attachment 2: Role and Responsibilities Local Recovery Coordinator

## Role

The Local Recovery Coordinator is responsible for the development and implementation of recovery management arrangements for the Local Government, in conjunction with the Local Recovery Coordinating Group.

## Functions

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

# Attachment 3: Role and Responsibilities Local Recovery Coordinating Group

## Role

The role of the Local Recovery Coordinating Group is to coordinate and support local management of the recovery processes within the community.

## Functions

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

# Attachment 4: Organisational Responsibilities

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

## Local Government

- Ensure that a *Local Recovery Plan* for its district is prepared, maintained and tested [*Emergency Management Act 2005* s.41(4)].
- Appoint a Local Recovery Coordinator(s) [*Emergency Management Act 2005* s.41(4)].
- Chair the LRCG.
- Provide secretariat and administrative support to the LRCG, as required.
- Provide other representatives to the LRCG or its subcommittees, as appropriate to the emergency (e.g. Building Surveyor, Environmental Health Officer, Community Services).
- Ensure the restoration/reconstruction of services/facilities normally provided by the Local Government.

## Department for Child Protection and Family Support

- Provide a representative to the LRCG.
- Coordinate emergency welfare services as part of the recovery process, including emergency accommodation, catering, clothing and personal effects, personal services, registration and reunification, financial assistance (*State Emergency Management Plan* Section 5.4).
- Manage the provision of the Personal Hardship and Distress measures under the WA Natural Disaster Relief Arrangements, including counselling, emergency assistance and temporary accommodation (*State Emergency Management Plan* Section 6.10 and WANDRRA).

## Department of Agriculture and Food WA

- Provide a representative to the LRCG.
- Provide technical support to primary producers and industry groups for recovery from animal or plant pest or disease emergencies.
- Manage the provision of assistance to farmers, particularly in relation to the Primary Producer Package under the WANDRRA (*State Emergency Management Plan* Section 6.10 and WANDRRA).

## Main Roads Western Australia

- Provide a representative to the LRCG.
- Assess and report on damage to State/Federal road infrastructure that may impact on the community.
- In conjunction with the Local Government assist with the assessment of damage to local roads and issue of advice of roads closure/alternate transport route.
- Assist the Local Government with the reopening and restoration of damage to local roads including providing access to funding where available through the MRWA Flood Damage to Local Roads Special Funding Assistance Program and/or the WANDRRA.

## Essential Services (including Power, Telecommunications, Water and Gas – Western Power/Horizon Power, Telstra, Water Corporation, Alinta Gas)

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

## Regional Development Commission/Business Enterprise Centre (if available)/Small Business Development Corporation

- Provide a representative to the LRCG (co-opted as required).
- Assist with the assessment of the impact of the emergency on small business.
- Provide advice on and facilitate access to available business support services/funding support, e.g. WANDRRA small business support measures.

## Department of Education (or Local School Representative)

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

### **Local Health Services Provider (Department of Health or Local Health Officer)**

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

### **Department of Environment Regulation**

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

### **Lord Mayor's Distress Relief Fund**

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

### **Red Cross**

- Recovery Outreach – support people who may not otherwise access services and support by visiting their homes, businesses and organisations.
- Education and Training – deliver education and training courses that are available to members of the community and organisations working in recovery and the planning for recovery.
- Communications in recovery – deliver a best practise guide and conduct professional development workshops for individuals and organisations managing information in a post emergency environment.

# Attachment 5: Operational Recovery Plan Guide

## Operational Recovery Plan

(Suggested composition/layout following a major emergency).

### (Name of community) Local Recovery Coordinating Group

Operational Recovery Plan.

### Emergency: (type and location)

### Date of Emergency:

#### Section 1 – Introduction

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

#### Section 2 – Assessment of Recovery Requirements

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

#### Section 3 – Organisational Aspects

Details the composition, structure and reporting lines of the groups/committees and subcommittees set up to manage the recovery process.

Details the inter-agency relationships and responsibilities.

Details the roles, key tasks and responsibilities of the various groups/committees and those appointed to various positions including the Recovery Coordinator.

#### Section 4 – Operational Aspects

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

#### Section 5 – Administrative Arrangements

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

#### Section 6 – Conclusion

Summarises goals, priorities and timetable of plan.

Signed by \_\_\_\_\_

Chair, Local Recovery Coordinating Group

Date: \_\_\_\_\_

# Attachment 6: Recovery Resource List

In addition to resources held by the various Combat Agencies and organisations the table below is a register of businesses and services (utilising the Yellow Pages webpage) that may be source of resources in the event of an emergency. The costs associated with the procurement of resources would be the responsibility of the organisation sourcing the resource unless there is prior agreement that all the costs will be reimbursed by the HMA.

Resource/Service	Yellowpage Link – Joondalup Area
Portable generating sets	Search Yellow Pages for portable generating sets in Joondalup
Plant and equipment hire	Search Yellow Pages for plant and equipment hire in Joondalup
Refrigeration services	Search Yellow Pages for refridgeration services in Joondalup
Tree loping	Search Yellow Pages for tree loping hire in Joondalup
Roof repairs	Search Yellow Pages for roof repairs hire in Joondalup
Electrical services	Search Yellow Pages for electrical services in Joondalup
Plumbing services	Search Yellow Pages for plumbing services hire in Joondalup
Building contractors	Search Yellow Pages for building contractors in Joondalup
Building engineering services	Search Yellow Pages for building engineering services in Joondalup
Waste disposal services	Search Yellow Pages for waste disposal services in Joondalup
Road traffic management	Search Yellow Pages for road traffic management in Joondalup
Food wholesalers	Search Yellow Pages for food wholesalers in Joondalup
Bakery outlets	Search Yellow Pages for bakery outlets in Joondalup
Butcher outlets (retail)	Search Yellow Pages for butcher outlets (retail) in Joondalup
Veterinary surgery	Search Yellow Pages for veterinary surgery in Joondalup
Animal shelter/welfare	Search Yellow Pages for animal shelter/welfare in Joondalup
Counselling services	Search Yellow Pages for counselling services in Joondalup
Accommodation	Search Yellow Pages for accommodation in Joondalup
Medical services	Search Yellow Pages for medical services in Joondalup
Dental services	Search Yellow Pages for dental services in Joondalup
Aged care	Search Yellow Pages for aged care in Joondalup
Hardware supplies	Search Yellow Pages for hardware supplies in Joondalup
Communication services	Search Yellow Pages for communication services in Joondalup
Vehicle hire	Search Yellow Pages for vehicle hire in Joondalup
Liquid waste disposal	Search Yellow Pages for liquid waste disposal in Joondalup
Food catering services	Search Yellow Pages for food catering services in Joondalup

The table below identifies the resources held by the City of Joondalup and subject to availability would be utilised in the event of an emergency. The request to use the City's resources would generally be made through the ISG.

Item description	Number of items
<b>ATV</b>	
All-terrain vehicle Including one with WJ SES	4
<b>Blower</b>	
Vacuum blower, hand-held and back pack	71
<b>Brick Saw</b>	
16" on trailer	1
<b>Brush-cutter</b>	
Various	47
<b>Bus</b>	
Bus, 10 seats WJ SES Hi-Ace x 2 and Toyota PC x 2	4
Bus, 33 seats (with chair hoist)	2
Bus, 25 seats	1
<b>Cement Mixer</b>	
Cement mixer	3
<b>Chainsaw</b>	
Chainsaw (various sizes)	58
<b>Compactor</b>	
Plate	4
Single drum, pedestrian	2
Vertical rammer	4
<b>Cutter Saw</b>	
Concrete saw/quick cut saw	14
<b>Edger</b>	
Lawn edger	39
<b>Elevating work platform- self propelled</b>	
8m height work platform	2
<b>Forklift</b>	
One yard machine and one warehouse unit	2
<b>Generator</b>	
3-7.5 KVA, petro/diesel powered	11
<b>Hedge Cutter</b>	
Hedge cutter, petrol-powered	36
<b>Loader</b>	
Skid steer loader	3
Construction loader 2.3m <sup>3</sup> bucket with rake and lifting jib	1



Item description	Number of items
<b>Mini Excavator</b>	
One small 1.5 tonne and one medium 5.5 tonne	2
<b>Miscellaneous Plant</b>	
Jackhammer, lawn corer, post hole diggers, sprayers (high-pressure water and chemical), spreaders, turf cutter, verti mowers	30
<b>Mower</b>	
Walk behind	8
Ride on	23
Large area gang towed by tractor	9
Slasher towed by tractor	3
<b>Passenger Sedans</b>	
Various	29
<b>Pump</b>	
Petrol-powered up to 3" Trash	6
<b>Slasher</b>	
Roller slasher	4
<b>Sweeper</b>	
Road	1
Pedestrian	1
<b>Tractor</b>	
Tractor 4WD	10
<b>Trailer</b>	
Various including 2 WJSES storm and lighting trailer and ATV trailer	45
<b>Truck</b>	
Light trucks various including one WJSES unit	38
Heavy various sizes and types including two refuse, one road patching unit, water and 6whl tipper	12
<b>Utility</b>	
Various including WJ SES 4x4 tray top	56
<b>Van</b>	
Various	31

## Attachment 7: Recovery Resource links

Further information about recovery can be found at the following websites:

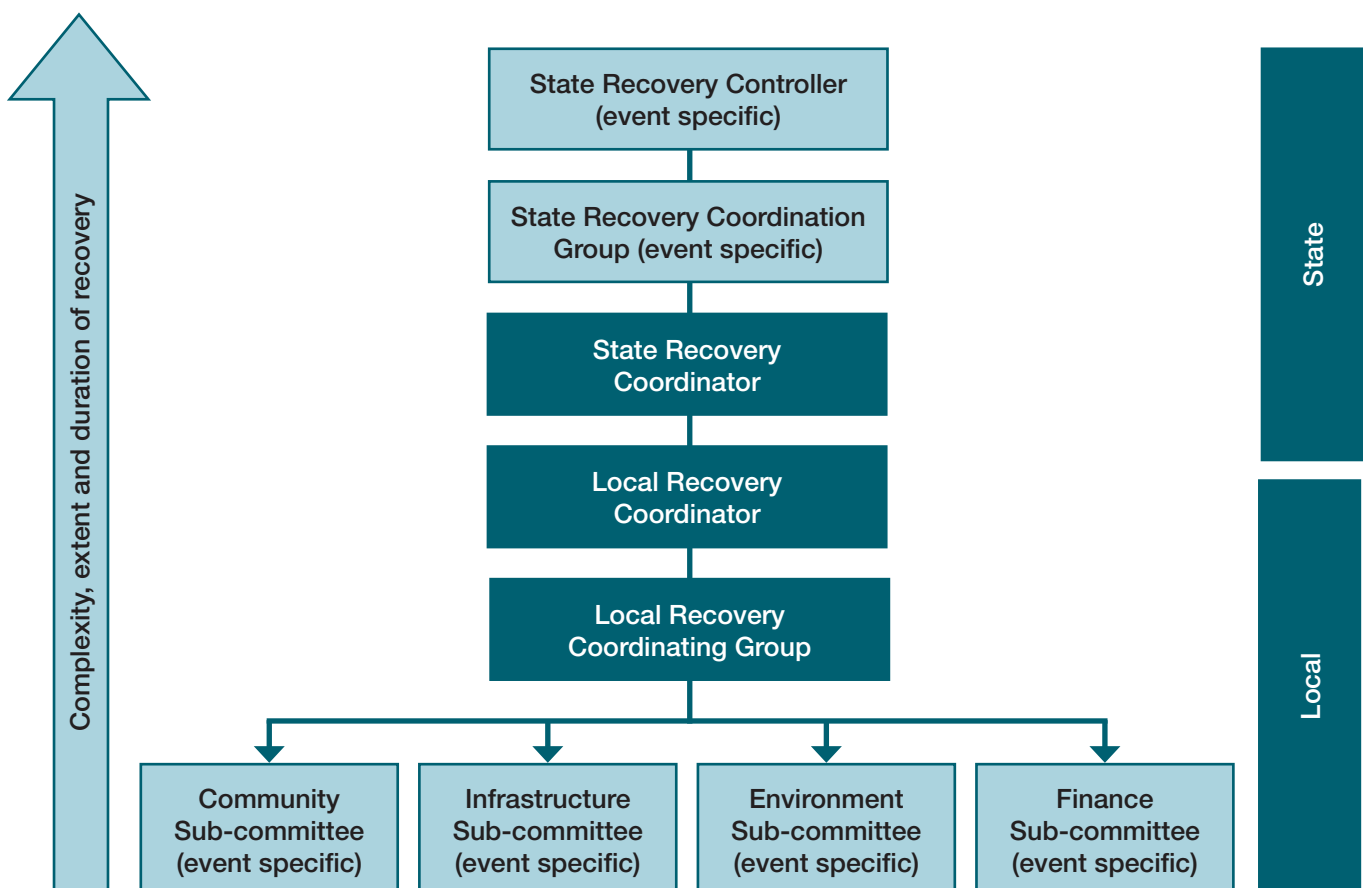
[semc.wa.gov.au](http://semc.wa.gov.au)

[redcross.org.au](http://redcross.org.au)

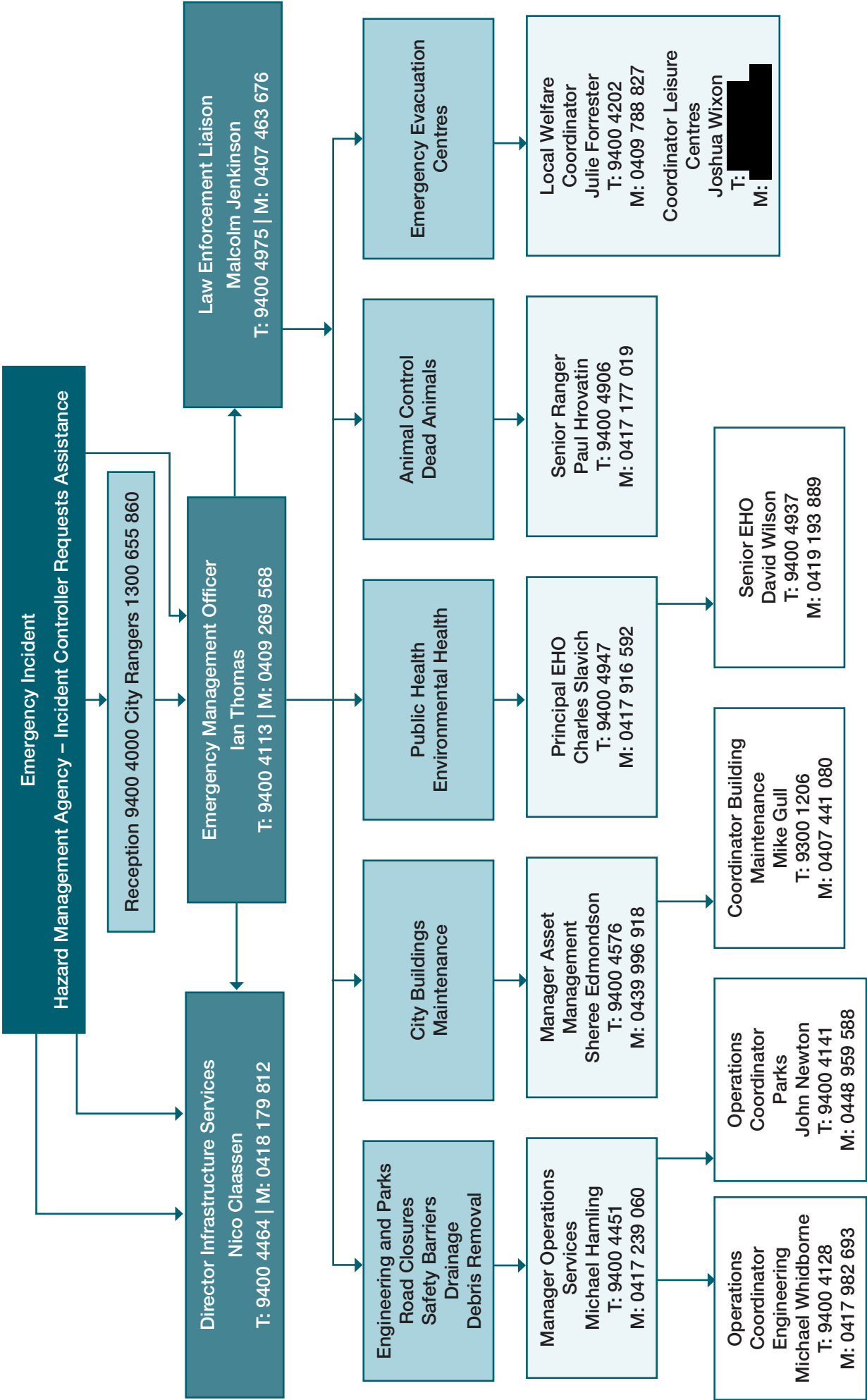
[disasterassist.gov.au](http://disasterassist.gov.au)

[ag.gov.au](http://ag.gov.au)

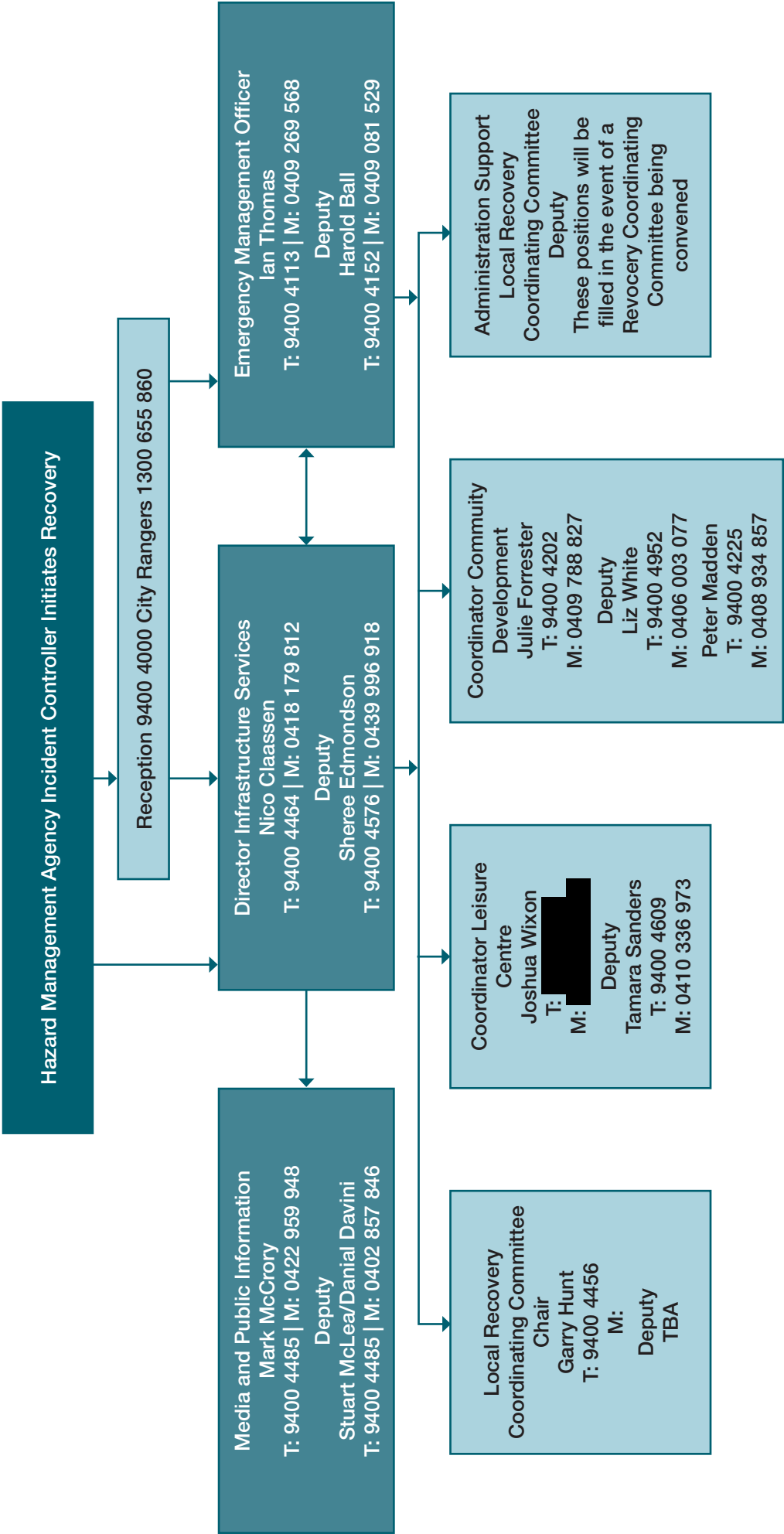
## Attachment 8: Suggested Recovery Governance Structure



# Attachment 9: City of Joondalup Contact Process Chart



# Attachment 10: Local Recovery Plan Contact Process Chart



# Attachment 11: Emergency Contact Directory

The following list of hazards and emergencies identifies the Hazard Management Agencies responsible for that hazard or emergency. The hazards and emergencies identified are by no means an exhaustive list and will be added to as required.

	Hazard/Emergency	Hazard Management Agency	Contact Phone Numbers	
1	Air transport emergencies	WA Police	000	Emergency
			13 14 44	Enquiries
2 ★	Dam break (inc. Major hydraulic structures)	Water Corporation	13 13 75	
3	Earthquake	DFES	13 25 00	Emergency
			1300 657 209	Hotline
4	Exotic animal disease	Department Agriculture and Food	9368 3333	Head office
			1800 675 888	Hotline
		Hotline – between 7.00am – 8.00pm	0417 910 082	Mobile contact
5	Fire (DPAW-managed land)	Gazetted Fire Districts: DFES	000	Emergency
			9395 9300	General enquiries
			1300 657 209	Hotline
		Other: DPAW	9467 5000	General enquiries
			9334 0375	Fire Management Services
6	Fire (Urban and Rural)	DFES	000	Emergency
			9395 9300	General enquiries
		Other: Local Government. Authorities, City of Wanneroo	1300 657 209	Hotline
			9405 5000	
7	Flood	DFES	13 25 00	Emergency
			1300 657 209	Hotline
8	Fuel shortage emergencies	Department Consumer and Employment Protection: Energy Safety Directorate	9422 5200	After hours
			1800 678 198	
9	Hazardous materials emergencies (inc. Radioactive materials)	DFES	000	Emergency
			9395 9300	General enquiries
			1300 657 209	Hotline
10	Human epidemic	Department of Health	9222 4222	Infectious diseases

11	Land search and rescue	WA Police	000	Emergency
			131 444	Enquires
12	Landslide	DFES	000	Emergency
			9395 9300	General enquiries
			1300 657 209	Hotline
13	Marine oil pollution	Department of Transport	9480 9924	Office (24 hours)
14	Marine transport emergencies	Department of Transport	9431 1000	Operations
		WA Police	9442 8600	Water Police After hours
15	Nuclear powered warships	WA Police	000	Emergency
			131 444	Enquires
16	Offshore petroleum operations emergencies	Commonwealth Responsibility – NOPSEmergency ManagementA	6188 8700	General enquires Emergencies and After hours
17	Rail transport emergencies	Urban Passenger: Public Transport Authority	9220 9999	Emergency (24 hours)
		Freight Network: Westnet Rail	1300 987 246	
18	Road transport emergencies	WA Police	000	Emergency
			131 444	Enquires
19	Sea search and rescue	WA Police	000	Emergency
			131 444	Enquires
20	Space debris re-entry	WA Police	000	Emergency
			131 444	Enquires
21	Storm/tempest	DFES	13 25 00	Emergency
			1300 657 209	Hotline
22	Structural collapse	DFES	000	Emergency
			9395 9300	General enquiries
			1300 657 209	Hotline
23	Tropical cyclone	DFES	13 25 00	Emergency
			1300 657 209	Hotline
24	Tsunami	DFES	13 25 00	Emergency
			1300 657 209	Hotline

Note:

\* Indicates that HMA responsibilities are limited to those hydraulic structures for which the Water Corporation is the managing agency.

## City of Joondalup Emergency Contacts Directory

### Staff Emergency Contact List

Name	Position	Office #	Mobile
Garry Hunt	Chief Executive Officer	9400 4556	
Nico Claassen	Local Recovery Coordinator Director Infrastructure Services	9400 4464	0418 179 812
Sheree Edmondson	Manager Asset Management	9400 4576	0438 950 829
Michael Hamling	Manager Operations Services	9400 4341	0417 239 060
Malcolm Jenkinson	Manager Rangers, Park and Community Service	9400 4975	0407 463 676
John Newton	Operations Services Coordinator Natural Areas and Parks	9400 4141	0448 959 588
Michael Whidborne	Operation Coordinator Engineering	9400 4128	0417 982 693
Marius Engelbrecht	Coordinator Building Capital Works	9400 4437	0408 921 307
Mike Gull	Coordinator Building Maintenance	9300 1206	0407 441 080
Ian Thomas	Emergency Management Officer	9400 4113	0409 269 568
Charles Slavich	Principal Environmental and Health Officer	9400 4947	0417 916 592
David Wilson	Senior Environmental and Health Officer	9400 4937	0419 193 889
Paul Hrovatin	Senior Ranger	9400 4906	0417 177 019
Joshua Wixon	Coordinator Leisure Centres	████████	████████

Current as of August 2015

## City of Joondalup Emergency Contacts Directory

### Emergency Coordination Centres

Location	Category	Phone
WA Police Joondalup Police Station 9 Reid Promenade JOONDALUP 6027	Primary location	T: 9400 0888 F: 9400 0831
Joondalup SES Unit Winton Road JOONDALUP 6027	Alternative location	T: 9300 1666 F: 9345 5186
Police Warwick Police Complex 37 Eddington Road WARWICK	Alternative location	T: 9246 8333 F: 9246 8303
City of Joondalup Works Operations Centre Ocean Reef Road CRAIGIE	Alternative location	T: 9400 4114 F: 9400 4152



## City of Joondalup Emergency Contacts Directory

### Senior Officers' Contact Details

Position	Name	Office #	Mobile
Chief Executive Officer	Garry Hunt	9400 4456	
Executive Assistant to CEO	Tania Pollitt	9400 4345	
Director Governance and Strategy	Jamie Parry	9400 4418	0408 932 038
Manager Governance and Marketing	Brad Sillence	9400 4313	0417 337 780
Manager Strategic and Organisational Development	Glenda Blake	9400 4516	0417 967 922
Manager Human Resources	Glenn Heaperman	9400 4326	0418 939 446
Director Infrastructure Services	Nico Claassen	9400 4464	0418 179 812
Manager Infrastructure Management Services	Ruth March	9400 4353	0459 307 739
Manager Asset Management	Sheree Edmondson	9400 4576	0439 996 918
Manager Operations Services	Michael Hamling	9400 4341	0417 239 060
Director Planning and Development	Dale Page	9400 4445	0438 922 843
Manager Community Development and Library Services	Jude Thomas	9400 4233	0403 344 614
Manager Leisure and Cultural Services	Mike Smith	9400 4915	0419 952 804
Manager Planning Services	Chris Leigh	9400 4393	0438 629 074
Director Corporate Services	Mike Tidy	9400 4344	0409 908 314
Manager Financial Services	Roney Oommen	9400 4384	0439 797 784
Manager Information Technology	David Murnain	9400 4364	0417 981 867
Manager Rangers, Parking, Community Safety	Malcolm Jenkinson	9400 4975	0407 463 676
Coordinator Rangers and Community Rangers	Tony McTaggart	9400 4923	0400 239 705
Chief Fire Officer	Paul Hrovatin	9400 4906	0417 177 019
Emergency Management Officer	Ian Thomas	9400 4113	0409 269 568
After-hours Emergencies	Ranger Services		1300 655 860

Current as of August 2015

## City of Joondalup Emergency Contacts Directory

### Transport, Engineering and Operations: Plant and Equipment

Location	Contact Person	Contact Phone #
City of Joondalup Administration Centre Boas Avenue Joondalup	Manager Operations Services	9400 4341
	Michael Hamling	0417 239 060
City of Joondalup Works Operations Centre	Coordinator Operations Services	9400 4141
	Natural Areas and Parks John Newton	0448 959 588
City of Joondalup Works Operations Centre 922 Ocean Reef Road Craigie	Coordinator Operations Services	9400 4128
	Engineering Maintenance Michael Whidborne	0417 982 693

Note: For detailed information refer to Part 8: Plant and Equipment Register

Current as of December 2016

## City of Joondalup Emergency Contacts Directory

### Community Service Centres

Description	Location	Contact	Phone
<b>Leisure Centres</b>			
Craigie Leisure Centre	Whitfords Avenue Craigie 6025	Coordinator Leisure Centres	9400 4614 0406 291 025
Heathridge Leisure Centre	Sail Terrace Heathridge 6027	Coordinator Leisure Centres	9400 4614 0406 291 025
Duncraig Leisure Centre	40 Warwick Road Duncraig 6020	Coordinator Leisure Centres	9400 4614 0406 291 025
<b>Libraries</b>			
Joondalup Library	Cnr Lakeside Drive and Boas Avenue Joondalup 6027	Manager Community Development and Library Services	9400 4233 0403 344 614
Sorrento/Duncraig Library	Cnr Warwick Road and Marmion Avenue Duncraig 6020	Manager Community Development and Library Services	9400 4233 0403 344 614
Whitford Library	Cnr Banks and Marmion Avenues Hillarys 6025	Manager Community Development and Library Services	9400 4233 0403 344 614
Woodvale Library	Trappers Drive Woodvale 6026	Manager Community Development and Library Services	9400 4233 0403 344 614
<b>Halls and Clubrooms</b>			
<b>Burns Beach</b> Jack Kikeros Community Hall	Cnr Burns Beach Rd and Ocean Parade, Burns Beach 6028	Coordinator Recreational Services	9400 4922 0419 908 479
<b>Craigie</b> Warrandyte Reserve Clubrooms	Warrandyte Drive Craigie 6025	Coordinator Recreational Services	9400 4922 0419 908 479
<b>Connolly</b> Connolly Community Centre	5 Glenelg Place Connolly 6027	Coordinator Recreational Services	9400 4922 0419 908 479
<b>Duncraig</b> Duncraig Community Hall	Warwick Road Duncraig	Coordinator Recreational Services	9400 4922 0419 908 479
Sorrento Football Club	40 Warwick Road Duncraig		
Teeball and Junior Football Clubrooms	Percy Doyle Reserve Beddi Road		
Undercroft Bridge Club	Duncraig 6020		
<b>Edgewater</b> Emerald Park Clubrooms	Emerald Park, Emerald Way Edgewater 6027	Coordinator Recreational Services	9400 4922 0419 908 479
<b>Greenwood</b> Calectasia Community Hall	Calectasia Street	Coordinator Recreational Services	9400 4922 0419 908 479
Greenwood Community Scout and Guide Hall	Calectasia Street		
Penistone Reserve Clubrooms	Penistone Street Greenwood 6024		

Description	Location	Contact	Phone
<b>Heathridge</b> Guy Daniel Building	Sail Terrace Heathridge 6027	Coordinator Recreational Services	9400 4922 0419 908 479
Ocean Ridge Community Centre			
Heathridge Park Clubrooms			
<b>Hillarys</b> Flinders Park Community Hall	Broadbeach Boulevard Hillarys 6025	Coordinator Recreational Services	9400 4922 0419 908 479
<b>Kallaroo</b> Rob Baddock Community Hall	Cnr Mullaloo Drive Dampier Avenue Kallaroo 6025	Coordinator Recreational Services	9400 4922 0419 908 479
<b>Kingsley</b> Kingsley Community Facility	Kingsley Reserve Kingsley Drive	Coordinator Recreational Services	9400 4922 0419 908 479
Kingsley Childcare Care Centre	Goollellal Drive		
Kingsley Park Clubrooms (Kingsley Playgroup also operates from this building)	Kingsley Drive Kingsley 6026		
<b>Kinross</b> MacNaughton Park Clubrooms	MacNaughton Crescent Kinross 6028	Coordinator Recreational Services	9400 4922 0419 908 479
<b>Mullaloo</b> Surf Lifesaving Club Hall	Oceanside Promenade	Coordinator Recreational Services	9400 4922 0419 908 479
Mullaloo Community Centre	Koorana Road Mullaloo 6027		
<b>Ocean Reef</b> Beamaris Community Hall	Constellation Drive	Coordinator Recreational Services	9400 4922 0419 908 479
Beamaris Sports Complex	Beamaris Boulevard Ocean Reef 6027		
<b>Padbury</b> Padbury Community Hall	Caley Road	Coordinator Recreational Services	9400 4922 0419 908 479
Fleur Fream Pavillion	MacDonald Park		
MacDonalds Sports Complex	Forrest Road Padbury 6025		
<b>Sorrento</b> Sorrento Surf Lifesaving Club	West Coast Drive	Coordinator Recreational Services	9400 4922 0419 908 479
Sorrento Community Hall	Padbury Circle		
Sorrento/Duncraig Bowling Club	40 Warwick Road Sorrento		
<b>Warwick</b> Dorchester Community Hall	Cnr Dorchester Avenue and Dugdale Street	Coordinator Recreational Services	9400 4922 0419 908 479
Warwick Community Centre	Dugdale Road		
Ellersdale Clubrooms	Ellersdale Road		
Warwick Open Space Clubrooms	Warwick Road Warwick 6024		
<b>Whitfords</b> Whitfords Community Centre	Flinders Park Broadbeach Boulevard	Coordinator Recreational Services	9400 4922 0419 908 479
Whitford Family Centre	21 Endeavour Road Hillarys 6025		

Description	Location	Contact	Phone
Woodvale Timberlane Community Hall	Timberlane Drive	Coordinator Recreational Services	9400 4922 0419 908 479
Chichester Clubrooms	Trappers Drive Woodvale 6026		
Child Health Centres			
Carine Child Health Clinic	Off Davallia Road Dungraig 6020	Clinical Nurse Manager Community Health	0410 614 837 9447 9372
Craigie Child Health Clinic	Camberwarra Drive Craigie 6025	Clinical Nurse Manager Community Health	0410 614 837 9447 9372
Duncraig Child Health Clinic	Marri Road Duncraig 6020	Clinical Nurse Manager Community Health	0410 614 837 9447 9372
Greenwood Infant Health Clinic	Calectasia Way Greenwood 6024	Clinical Nurse Manager Community Health	0410 614 837 9447 9372
Heathridge Infant Health Clinic	Off Sail Terrace Heathridge 6027	Clinical Nurse Manager Community Health	0410 614 837 9447 9372
Joondalup Infant Health Clinic	Jolstra Crescent Joondalup 6027	Clinical Nurse Manager Community Health	0410 614 837 9447 9372
Kingsley Child Health Clinic	Cnr Moolanda Boulevard and Bargate Way, Kingsley 6026	Clinical Nurse Manager Community Health	0410 614 837 9447 9372
Mullaloo Child Health Clinic	Koorana Road Mullaloo 6027	Clinical Nurse Manager Community Health	0410 614 837 9447 9372
Padbury Child Health Clinic	Cnr Alexander and Caley Road Padbury 6025	Clinical Nurse Manager Community Health	0410 614 837 9447 9372
Senior Citizens Centres—All Hired Facilities			
Greenwood/Warwick Community Care Facility	Dorchester Avenue Warwick 6024	Coordinator Recreation Services	9400 4922 0419 908 479
Woodvale/Kingsley Wanjoo RSL Community Group	Trappers Drive Woodvale 6026	Coordinator Recreation Services	9400 4922 0419 908 479
Mildenhall/Duncraig Senior Citizens Centre	Beddi Road Duncraig 6020	Coordinator Recreation Services	9400 4922 0419 908 479
Whitford Senior Citizens Centre	Whitfords Avenue Hillarys 6025	Coordinator Recreation Services	9400 4922 0419 908 479
Sports Stadiums			
Joondalup Basketball Stadium	380 Joondalup Drive (entrance Collier Pass turn right into Wise St) Joondalup 6027		9300 1325
Preschools			
Duncraig Preschool	57 Marri Road Duncraig 6020		9447 5218
Hillarys Community Kindergarten	137 Broadbeach Boulevard Hillarys 6025		9401 3296
Davallia Primary School and Kindergarten	487 Beach Road Duncraig 6020		9447 6633

**Plant and equipment resources**

In addition to resources held by the various Combat Agencies and organisations the table below is a register of businesses and services (utilising the Yellow Pages webpage) that may be source of resources in the event of an emergency. The costs associated with the procurement of resources would be the responsibility of the organisation sourcing the resource unless there is prior agreement that all the costs will be reimbursed by the HMA.

# Appendix 3: City of Joondalup Emergency Animal Evacuation Plan



# Contents

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Amendment record

Number	Date	Amendment summary	Author initials
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			

## General

This plan is to be used in conjunction with the City of Joondalup Local Emergency Management Arrangements.

The *Animal Welfare Plan* should be implemented whenever a disaster affects the City of Joondalup including the Animal Care Centre and where animal welfare is compromised. The main objectives of the plan are to:

- Provide immediate welfare for distressed domestic animals;
- Ensure animals that are loose are impounded for their safety, the safety of road users and rescue crews; and
- Provide an alternative refuge for the animals for collection by their owners at an appropriate time.

(Refer Appendix A – Form to record Evacuation Points).

The City of Joondalup Rangers will work in close cooperation with the other stakeholders on animal welfare matters arising out of the evacuation emergency and shall agree on the distribution of duties, depending on resources available in each instance.

## Animal Welfare Team/Emergency Animal Welfare Control Centre

The Animal Welfare Team includes all persons assisting with animal welfare. The Team will be City of Joondalup Rangers, and may also include RSPCA Officers, veterinarians, State Emergency Service volunteers or any other person accepted by the Animal Welfare Team to assist in the emergency.

During an emergency, the Animal Welfare Team will work from a central location to receive calls, dispatch officers to jobs and keep a log of personnel/resources in the field. The first preference for this centre will be the City of Joondalup Administration Centre.

If this office has been damaged in the course of the emergency, either the Works Operation Centre or the Building Maintenance Centre Winton Road may be used.

## Domestic Animal Shelter

When the need arises, an emergency shelter shall be set up to temporarily house domestic animals brought in or the animals will be transported to local boarding kennels, veterinary clinic or the RSPCA (refer to list of agreed businesses below). The City will appoint one of the Rangers to act as an Animal Coordinator who shall:

- Keep a register of animals that need to be evacuated from the Animal Care Centre and/or animals brought in (type of animal, breed, colour, sex, animal registration number, where and when found and physical condition of animal).

(Refer Appendix B – Animal Registration Log)

- Secure/confine animals to such an area where it is not likely to injure itself or be injured by other animals.

- Ensure arrangements are made for animals to be fed, watered and their facilities are regularly cleaned.
- Report any apparent injury or illness to a veterinarian, if necessary, for treatment or euthanasing as soon as practical. Animals suffering from contagious illness shall be segregated to prevent infection of other animals.
- Upon release of the animal, record the date and time and obtain the details of the owner (name, address and telephone number).

(Refer Appendix C – Individual Animal Registration Form)

If deemed necessary due to damage of the City of Joondalup Animal Shelter, the City of Joondalup Rangers and the Animal Coordinator will consider establishing a replacement Animal Centre or temporarily re-homing the animals at one of the facilities as listed until the emergency period is over. The shelter may or may not be within the City's boundaries. Possibilities include Boarding Kennels, the RSPCA shelter in Malaga or other veterinary clinics.

A list of Veterinary Clinics in the Joondalup area is available from Yellow Pages website search Veterinary Clinics in Joondalup WA.

A list of Boarding Kennels in the Joondalup area is available from Yellow Pages website search Boarding Kennels in Joondalup WA.

## Rescue of Animals and Injured Animals

The rescue of animals shall be coordinated by the City of Joondalup Senior Ranger or nominee

If an animal is rescued and requires veterinary treatment, measures should be taken to provide the necessary treatment as soon as possible.

## Food Supplies

A list of Food Suppliers in the Joondalup Area is available from Yellow Pages website search Animal food Supplies in Joondalup WA.

Note: The RSPCA may also be contacted for immediate assistance for food if required.

## Fees Charges

No fee or charges shall be imposed for animals cared for during an emergency, provided the animals are collected within two weeks after the event.

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## Request For Assistance

When deemed necessary the Senior Ranger can request assistance from veterinarians or anyone with special animal care knowledge. This includes requests to other Councils for additional Rangers.

(Refer Appendix D – Task/Resource Request Form)

NB: Appendix D can be utilised to track costs involved.

## End of Emergency

When the emergency is deemed to be over or downgraded to the extent that the City believes there are sufficient resources to handle the evacuated animals, the Senior Ranger shall release any additional agencies assisting the City.

Refer Appendix E – Guide for list of equipment for Evacuation Centre.



Appendix B: Animal Registration Log

Event and Location:							Date:	
Officer:							Page No.:	
Entry No.	No. Stock	Species	Description	Owner	Address	Phone	Comment	
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								

Appendix C: Individual Animal Registration Form

Event and Location:		Date:		Entry No:	
Part A: Owner Details					
Name:				Phone:	
Address:				Mobile:	
Alternative contact details:					
Name of current veterinarian:					
Part B: Animal Details					
No.	Animal Name	Type – Dog, Horse, Pig, etc	Breed	Description Colour	Collar/Tag
1.					
2.					
3.					
4.					
Animals received by (Name):				Date:	
Signature (owner/agent):					
Part C: Emergency Housing Contact Details					
Name:				Phone:	
Address Animal Located:				Mobile:	
Part D: Animal Relocation Details					
Relocated to:				Phone:	
Address:				Mobile:	
Animals received by (Name):				Date:	
Signature:					
Part E: Return or Collection Details					
Name:				Phone:	
Address:				Mobile:	
Animals received by (Name):				Date:	
Signature:					

## Appendix D: Task/Resource Request Form

### Task/Resource Request Form

Job Number:		
<b>Person Making Request</b>		
Name:	Title:	Phone:
<b>Request Details</b>		
Detailed description of task/resource:		
Location (where is the task to be completed/resource destination):		
Date and Time (time for completion of task/resource to be delivered)		
Date:	Start Time: am/pm	Finish Time: am/pm
Contact Person (the person to whom those undertaking the task will go/will receive the resource):		
Name:	Phone:	
<b>Action Details</b>		
Date and Time (time for completion of task/resource to be delivered)		
Name:	Phone:	
Referral Date and Time:	Date:	Time: am/pm
Estimated Cost \$		
Approved (approval of task/resource):		
Service Unit Manager Name:		
Signature:	Title:	
<b>Comments (eg Circumstances/Action Taken)</b>		
<b>Completion Details</b>		
Name (person who reports task completed/resource delivered):		
Date:	Time: am/pm	
Purchase/resourced from:		
Final Cost: \$		

## Appendix E: Equipment List for Evacuation Centre (Guide)

Item	Number/Description
Contact Lists/Map	Three x Lists of contacts Maps
Forms	Individual Animal Registration Form (Appendix B) Record of Evacuation Points (Appendix C) Animal Registration Log (Appendix A)
Electrical	Extension Cords, four outlet power board
Miscellaneous	Dog chains, identification tags, food and water bowls, emergency food supply. Carpet, wire netting, pallets and cages may also be useful to construct temporary shelters. Identify possible equipment needed to hold large animals (horses, cattle) such as yards, panels, etc.







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Connect with the City



*This document is available in alternate formats upon request.*