



November 2022

Local Emergency Management Arrangements (LEMA)

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Local Emergency Management Arrangements (LEMA)

These Local Emergency Management Arrangements (LEMA) have been produced and issued under the provisions of s.41(1) of the **Emergency Management Act 2005**, endorsed by the City of Busselton Local Emergency Management Committee (LEMC) and the Council of the City of Busselton. The LEMA have been tabled for noting with the South West District Emergency Management Committee (DEMC) and the State Emergency Management Committee (SEMC).

Signed Copy (5037508)

Mayor Grant Henley

Chair

City of Busselton

Local Emergency Management Committee

Date: 19/01/2023

Endorsed by:

Local Emergency Management Committee

Date: 25/10/2022

Endorsed by:

Council

Date: 21/12/2022

Resolution: C2212/300

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1.0 Distribution List

This is a list of controlled versions of the LEMA, all other copies are considered uncontrolled. Before using any other copy verify it is the current copy by comparing it to the copy published on the City's website at www.busselton.wa.gov.au.

Distribution	Electronic (E) or Hardcopy (H)	Number of Copies
City of Busselton		
City of Busselton Website	E	1
City of Busselton Administration Office (2 Southern Drive)	H	1
Busselton Public Library	H	1
Dunsborough Public Library	H	1
Manager Regulatory Services	E	1
Community Emergency Services Manager	E	1
Local Emergency Management Committee (LEMC)		
Presiding Member	E	1
Executive Officer (Ranger & Emergency Services Coordinator)	E	1
District Emergency Services Officer South West (Department of Communities)	E	1
Other		
WAPOL Web EOC (through Busselton Police)	E	1
South West District Emergency Management Committee (Department of Fire & Emergency Services – District Emergency Management Advisor)	E	1

An electronic copy (updated on a quarterly basis) of the Confidential Contacts, Special Needs Groups, Resources and Critical Infrastructure Directory, Appendix 4 of the LEMA, shall be provided to all members (as per group email list) of the City of Busselton Local Emergency Management Committee (LEMC).

2.0 Amendment Record

Number	Date	Details of Amendment	Author
1	03/03/2023	Minor wording changes to 12.4 (not significant enough to re-issue LEMA)	Roma Boucher DC DESO
2			
3			
4			
5			
6			
7			
8			
9			
10			

Feedback from Stakeholders will help to improve and ensure the accuracy and effectiveness of the LEMA. Feedback and suggestions should be forwarded to:

Ranger & Emergency Services Coordinator
City of Busselton
Locked Bag 1
BUSSELTON WA 6280

Or via email to: city@busselton.wa.gov.au

To access electronic copies of legislation referred to in the LEMA please go to the Western Australian Legislation website at www.legislation.wa.gov.au

To access electronic copies of the following State Emergency Management documents please go to the SEMC website www.semc.wa.gov.au or select the following links:

- [State EM Policy](#)
- [State EM Plans](#)
- [State EM Procedures](#)
- [State EM Guidelines](#)
- [State EM Risk and Treatment Tools](#)
- [WA Community Evacuation in Emergencies Guideline](#) (as endorsed by the SEMC).

3.0 Glossary of Terms

Terminology used throughout this document shall have the meaning as prescribed in either s.3 of the **Emergency Management Act 2005** or as defined in the [State Emergency Management Glossary](#) or the [WA Emergency Risk Management Procedure](#).

Community Emergency Risk Management: see risk management in the **State Emergency Management Glossary**.

District: means an area of the State that is declared to be a district under s.21 of the **Local Government Act 1995**.

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

Local Emergency Coordinator (LEC): the person appointed by the State Emergency Coordinator (the Commissioner of Police) to provide advice and support to their local emergency management committee in the development and maintenance of emergency management arrangements, assist hazard management agencies in the provision of a coordinated response during an emergency in the district and carry out other emergency management functions under the direction of the State Emergency Coordinator. The LECs for the City of Busselton are the Officers In Charge (OIC) of Busselton and Dunsborough Police Stations.

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

Municipality: means the district of the local government and may be referred to in the LEMA and its Appendices as ‘*the City of Busselton*’ or ‘*the City*’.

Preparedness: preparations for response to an emergency. Arrangements to ensure, should an emergency occur, all resources and services needed to cope with the effects can be efficiently mobilised and deployed; and measures to ensure resources and services are capable of coping with the effects. See also **comprehensive approach** in the **State Emergency Management Glossary**.

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

Safer Place: a nearby location where members of the community can relocate or evacuate to quickly that is safer than the location being threatened by the hazard.

Self Evacuation: the voluntary evacuation of community members who have assessed their risk and have decided to move to a safer place; either a place established for the hazard or a place of their choosing.

Temporary Accommodation: accommodation provided over an extended period of days, weeks or even months, for individuals or families affected by an emergency. It is different from an emergency shelter.

Treatment Options: a range of options identified through the emergency risk management process, to select appropriate strategies that minimise the potential harm to the community.

Vulnerability: the characteristics and circumstances of a community, system or asset that make it susceptible to the damaging effects of a hazard. There are many aspects of vulnerability, arising from various physical, social, economic, and environmental factors that vary within a community and over time.

4.0 Acronyms and Abbreviations

Acronym / Abbreviation	Meaning
BFS	Bush Fire Service
CEO	Chief Executive Officer of the City of Busselton
CESM	Community Emergency Services Manager
Communities	Department of Communities
DBCA	Department of Biodiversity, Conservation & Attractions (Parks & Wildlife Services)
DFES	Department of Fire & Emergency Services
ECC	Emergency Coordination Centre
ECM doc set ID	The City's electronic document management system reference
EM	Emergency Management
ERM	Emergency Risk Management
EW	Emergency Warning
HMA	Hazard Management Agency
ISG	Incident Support Group
IMT	Incident Management Team
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LG	Local Government
LGLO	Local Government Liaison Officer
LGWO	Local Government Welfare Officer
LRC	Local Recovery Coordinator
LRCG	Local Recovery Coordinating Group
OASG	Operational Area Support Group
OIC	Officer in Charge
SEC	State Emergency Coordinator
SEMC	State Emergency Management Committee
SES	State Emergency Services
SEWS	Standard Emergency Warning System
SOP	Standard Operating Procedure
SW DEMC	South West District Emergency Management Committee
WAPOL	Western Australian Police

5.0 Introduction

5.1 Community Consultation

These LEMA have been developed by the City of Busselton in consultation with Local Emergency Management Committee members.

5.2 Document Availability

Copies of these arrangements shall be distributed as per the [Distribution List](#). Public Copies are available free of charge and may be requested via:

- Email to city@busselton.wa.gov.au marked for the attention of Ranger & Emergency Services
- Phone by calling 9781 0444 and asking for the Ranger & Emergency Services Coordinator

5.3 Area Covered

Located 230 kilometres south of Perth, the City is part of the South West region of Western Australia. It is bounded by the Shire of Capel to the north east, Donnybrook Balingup to the east, Augusta Margaret River to the South, and Nannup to the south east. A localities map of the City is at [Appendix 1](#).

Encompassing a total area of 1,455km, the City is home to 43 suburbs and five town centres:

- **Busselton** is the districts largest town centre and offers an array of regional and community facilities. Busselton's historical Cultural Precinct connects the popular foreshore and iconic Busselton Jetty with the town centre
- **Dunsborough** is neatly positioned on Geographe Bay. The beach is a few minutes' walk from the leafy green town centre
- **Eagle Bay** is a small coastal town and a seven minute drive from Dunsborough. It sits on the tip of Cape Naturaliste and is a growing holiday hotspot
- **Vasse** located close to Busselton and Dunsborough is a growing town centre and a family favourite. It offers friendly neighbourhoods, access to schools and a growing number of facilities
- **Yallingup** is a small coastal town surrounded by the Leeuwin-Naturaliste National Park and has a strong and active community base. It has some of the best ocean views and is a popular getaway for tourists.

The main industries are tourism and retail; agriculture, forestry and fishing; viticulture; and construction and mining.

5.4 Access

The major access road to the City from Perth is the Bussell Highway via the City of Bunbury. Bussell Highway continues south to the township of Margaret River and terminates in the township of Augusta. The most direct road linking Busselton to the towns of Dunsborough and Yallingup is Caves Road. Caves Road continues south to Margaret River and Augusta and provides a popular scenic route for tourists.

5.5 Topography

The landscape of the City consists of low lying coastal plain, the Swan Coastal Plain, which runs parallel to the coast line of Geographe Bay to Dunsborough in the west where it meets the Margaret River Plateau. At the extreme west of the City, situated between the Margaret River Plateau and the western coastline of the Indian Ocean is the Leeuwin-Naturaliste Ridge, a narrow limestone formation that runs parallel with the coast and extends from Cape Naturaliste to the South. It is on this ridge that the township of Yallingup is located.

The combined appeal of the City's attractive rural environment, proximity to the coast and a mild climate has brought an increase in demand for country lifestyle housing and tourist accommodation.

5.6 Demographics

In 2021 the City's population was 40,640 made up of 19,752 males, and 20,894 females. The median age was 43 broken down as follows:

- People aged 0 - 14 years: 18.8%
- People aged 15 – 64 years: 57.7%
- People aged 65 years and older: 23.5%.

The City's population increases significantly during peak holiday periods with the Busselton Jetty alone attracting over 460,000 visitors each year.

5.7 Aim

The aim of the LEMA is to:

- Ensure there is a written understanding between agencies involved in emergency management across the district
- Document the management of identified risks within the district including details of prevention, preparedness, response and recovery (PPRR) activities.

5.8 Purpose

Pursuant to s.42(2) of the **Emergency Management Act 2005**, the purpose of the LEMA are to set out:

- The City's policies for emergency management
- The roles and responsibilities of public authorities and other persons involved in emergency management in the City
- Provisions about the coordination of emergency operations and activities relating to emergency management performed by the persons mentioned in the dot-point above
- A description about emergencies (hazards) that are most likely to occur in the City
- Strategies and priorities for emergency management within the City
- Relevant matters about emergency management in the City as prescribed by **Emergency Management Regulations 2006**
- Other matters about emergency management in the district that the City deems appropriate.

5.9 Scope

These LEMA 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 HMAs or Combat Agencies when dealing with an emergency. These are detailed in the HMAs and Combat Agencies individual plans.

Furthermore the LEMA:

- apply to the local government district of the City of Busselton
- covers areas where the City of Busselton provides supports to HMAs and Combat Agencies in the event of an emergency
- detail the City's capacity to provide resources in support of an emergency, while still maintaining business continuity, and meeting its statutory responsibilities in relation to recovery management
- are to serve as a guideline to be used at the local level noting that incidents may arise that require assistance from district, state or federal level.

5.10 Local Emergency Management Structure

A quick guide to the Local Emergency Management Structure for the LEMA is at [Appendix 2](#). A more detailed listing of the structure contained within the Contacts, Special Needs Groups, Resources and Critical Infrastructure Directory, [Appendix 4](#) of the LEMA (this is a confidential document and is not available publically).

5.11 Critical Infrastructure

A list of critical infrastructure is also contained within the Contacts, Special Needs Groups, Resources and Critical Infrastructure Directory, [Appendix 4](#) of the LEMA. The critical infrastructure list has been incorporated into this document so as to maintain some level of confidentiality.

6.0 Related Documents and Arrangements

6.1 Existing Plans and Arrangements

Document	Owner	Location	Review
Bush Fire Response Plan	City of Busselton	ECM doc set id 2970794	Annual review
Bushfire Risk Management Plan 2019-2024	City of Busselton	ECM doc set id 4249337	Annual review
Business Continuity Plan	City of Busselton	ECM doc set id 4030731	Not stated
Busselton Jetty Railway Security, Fire, Safety and Emergency Plan	City of Busselton	ECM doc set id 1538134	Biennial review
Busselton-Margaret River Airport Aerodrome Emergency Plan	City of Busselton	ECM doc set id 4851549	Annual Review
Emergency Management Recovery Plan (December 2018)	City of Busselton	ECM doc set id 4900315 (Appendix 7)	A full review every 5 years
Local Emergency Welfare Plan Busselton Region (May 2022)	Department of Communities	ECM doc set id 4882249 (Appendix 5)	Biennial review
MOU for the Provision of Mutual Aid During Emergencies and Post Incident Recovery	Member Councils of the South West Zone Western Australian Local Government Association	ECM doc set id 4851151	Remains in force for an unstipulated period

7.0 Local Agreements, Understandings and Considerations

7.1 Provision of Mutual Aid During Emergencies and Post Incident Recovery

In 2018 the City of Busselton along with 11 other south west regional local governments signed a memorandum of understanding (MOU) for the provision of mutual aid during emergencies, and post incident recovery (ECM doc set id 4851151).

The purpose of the MOU is to:

- facilitate the provision of mutual aid between members councils of the South West Zone of the Western Australian Local Government Association (WALGA) during emergencies, and post incident recovery
- enhance the capacity of our communities to cope in times of difficulty
- demonstrate the capacity and willingness of participating councils to work cooperatively and share resources within the region.

Signatories to the MOU are:

- Shire of Augusta Margaret River
- Shire of Boyup Brook
- Shire of Bridgetown Greenbushes
- City of Bunbury
- City of Busselton
- Shire of Capel
- Shire of Collie
- Shire of Dardanup
- Shire of Donnybrook Balingup
- Shire of Harvey
- Shire of Manjimup
- Shire of Nannup

7.2 Special Considerations

The City of Busselton has a number of considerations that may impact the implementation of the LEMA and other related plans during an emergency incident.

Description	Time of Year	Impact/Number of People
Covid-19	At all times throughout the year	Travel restrictions or a reluctance to travel interstate or internationally, may result in an increased number of tourists/visitors to the district In addition, an outbreak of Covid-19 may impact the availability of emergency services personnel or City staff
Severe storms and flooding	May to September	The size of the emergency may impact on the availability of emergency services personnel (including volunteers), and city staff

Description	Time of Year	Impact/Number of People
Bushfire	November to May	As above
Major road transport accidents	Anytime	An incident of this type may restrict access to an incident, and may impede evacuations
Influx of tourists (intrastate, interstate and international)	Summer and school holiday periods, and key public holidays including Australia Day and Easter	During peak holiday periods the City's transient population increases significantly and may result in an additional number of people being at risk during an emergency incident
The City is the ' <i>Events Capital</i> ' of WA	Throughout the year	An influx of visitors to the City during public events may result in a concentrated number of people at risk during an emergency incident

7.3 Significant Public Events

The City of Busselton is widely known as the '*Events Capital*' of WA. The more significant events, attract an influx of visitors to the City and may result in a concentrated number of people at risk during an emergency incident.

A significant event is one with the number of people attending from 2,000 to 10,000 plus although for some of those events (e.g. Margaret River Open Studios, and CinefestOZ) not all of those attending are necessarily gathered in one place at one time.

A list of known significant events held in the City is at [Appendix 3](#).

8.0 Roles and Responsibilities

8.1 Local Roles and Responsibilities

8.1.1 Local Government

Under s.36 of the **Emergency Management Act 2005** the functions of the local government are to:

- (a) ensure that effective LEMA are prepared and maintained for the district;
- (b) manage recovery following an emergency affecting the community in its district; and
- (c) perform other functions given to the local government under the Act.

8.1.2 Local Emergency Coordinator (LEC)

The LEC is appointed for a local government district by the State Emergency Coordinator (WA Police Commissioner) under s.37 of the **Emergency Management Act 2005**.

At a local level the LEC is responsible for providing advice and support to the LEMC in the development and maintenance of LEMA, and assisting HMAs in the provision of a coordinated multi-agency response during an emergency in the district.

8.1.3 Local Recovery Coordinator (LRC)

The LRC is an officer appointed by the local government to undertake the following roles and responsibilities:

- (a) to ensure the development and maintenance of effective recovery management arrangements for the local government; and
- (b) in conjunction with the local recovery coordination group, implement a post-incident recovery action plan and manage the recovery phase of an incident.

8.1.4 Local Government Welfare Officer (LGWO)

During an evacuation where a local government facility is utilised as a welfare centre by DC a Local Government Welfare Officer may be appointed by the local government to:

- (a) open and establish a welfare centre at the nominated facility until the arrival of emergency management staff from the Department of Communities;
- (b) establish the registration process of evacuees until the arrival of DC;
- (c) provide advice, information and resources in support of the facility; and
- (d) assist with maintenance requirements for the facility.

8.1.5 Local Government Liaison Officer (LGLO)

During a major emergency the Local Government Liaison Officer (or CESM) provides a vital link between the Incident Management team (IMT) and Incident Support Group (ISG) by:

- (a) attending ISG meetings as a representative of the City;
- (b) providing local knowledge and input for the IMT; and
- (c) providing details of the LEMA.

8.1.6 Local Welfare Liaison Officer (LWLO)

The LWLO is nominated by the City to coordinate welfare response during emergencies and liaise with the Department of Communities Local Welfare Coordinator. This role provides assistance to the LWC, including the management of emergency evacuation centres such as building opening, closing, security and maintenance.

Welfare contact details are located in the Contacts, Special Needs Groups, Resources and Critical Infrastructure Directory ([Appendix 4](#)).

8.1.7 Community Emergency Services Manager (CESM)

Prior to and during emergencies the roles and responsibilities of the CESM may include the following:

- (a) to ensure planning and preparation for emergencies is undertaken;
- (b) to implement procedures that assist the community and emergency services deal with incidents;
- (c) to keep appropriate records of incidents that have occurred to ensure continual improvement of the local government's emergency response capability;
- (d) to liaise with the incident controller; and
- (e) to participate in the ISG and provide local support.

In circumstances where the CESM has been seconded to a role within the IMT during an emergency, the local government may appoint a senior local government officer to fulfil these duties.

8.2 LEMC Roles and Responsibilities

The City has established a Local Emergency Management Committee (LEMC) under s.38(1) of the ***Emergency Management Act 2005*** to oversee, plan and test the LEMA. The LEMC has 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 committee established by the local government to assist in the development of LEMA for the district. The LEMC plays a vital role in assisting our communities become more prepared for major emergencies by:

- (a) developing, enhancing and testing preparedness planning from a multi-agency perspective having local knowledge of hazards, demographic, and geographical issues;
- (b) providing advice to HMAs to develop localised hazard management plans;
- (c) providing a multi-agency forum to identify, analyse and treat local risk; and
- (d) 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 LEC. Relevant government agencies and other statutory authorities will nominate their representatives to be members of the LEMC.

The term of appointment of LEMC members shall be determined by the local government in consultation with the parent organisations of the members.

8.2.1 LEMC Chair

The Mayor of the City of Busselton is the appointed LEMC Chair under the provisions of the LEMC Terms of Reference. The LEMC Chair provides leadership and support to the LEMC to ensure effective meetings and high levels of emergency management planning and preparedness is undertaken for the district.

8.2.2 LEMC Executive Officer

The LEMC Executive Officer provides executive support to the LEMC by:

- (a) providing secretariat support to the LEMC by:
 - i. the preparation of the meeting agenda;
 - ii. the preparation of meeting minutes and action lists;
 - iii. the preparation and distribution of correspondence; and
 - iv. the establishment and maintenance of the LEMC contact register;
- (b) coordinating the development and submission of LEMC documents in accordance with legislative and policy requirements including:
 - i. the preparation and submission of the Annual and Preparedness Report;
 - ii. the preparation of the annual business plan; and
 - iii. the preparation and maintenance of the LEMA;
- (c) facilitates the provision of relevant emergency management advice to the Chair and LEMC as required; and
- (d) participating as a member of sub-committees and groups as required.

8.3 Agency Roles and Responsibilities

In the event of an emergency, the City will need to liaise with a range of state agencies that are involved in the operational (response) aspects of the emergency.

8.3.1 Controlling Agency

The Controlling Agency is the agency nominated to control the response activities to a specified type of emergency. Their function is to:

- (a) undertake all responsibilities as prescribed in agency specific legislation for Prevention and Preparedness; and
- (b) control all aspects of the response to an incident.

During Response the Controlling Agency will facilitate an effective transition to Recovery

8.3.2 Hazard Management Agency

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.

HMAAs are prescribed in the ***Emergency Management Regulations 2006***, their function is to:

- (a) undertake functions where prescribed for these aspects;
- (b) appoint Hazard Management Officers (s.55 of the *Emergency Management Act 2005*);
- (c) declare/revoke emergency situations (s.50 & 53 of the *Emergency Management Act 2005*);
- (d) coordinate development of the State Hazard Plan for that hazard (s.1.5 of the **State EM Policy**); and
- (e) ensure effective transition to Recovery by local government.

8.3.3 Combat Agency

As prescribed under subsection (1) of the ***Emergency Management Act 2005*** 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 in the ***Emergency Management Regulations 2006*** in relation to that agency.

8.3.4 Support Organisation

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 (**State EM Glossary**).

9.0 Managing Risk

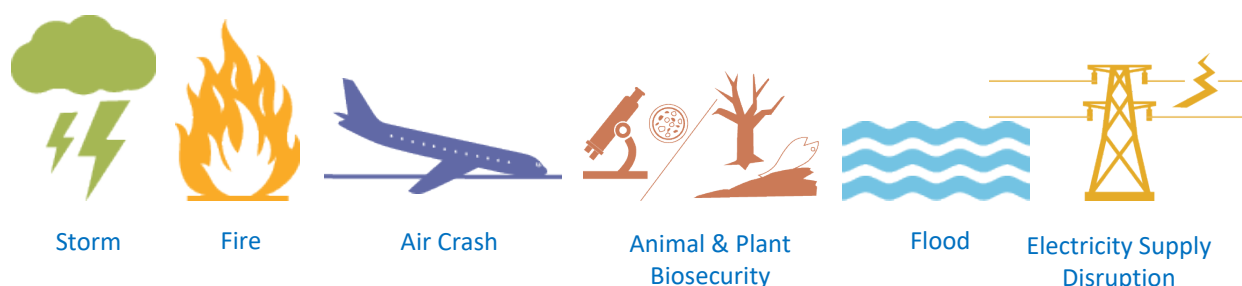
9.1 Emergency Risk Management

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 local government to undertake risk management is detailed in **State EM Policy** section 3.2.

The State Emergency Management Committee (SEMC) has developed a number of [Risk and Treatment tools](#) to assist local government undertake the risk assessment process. The tools are available on the SEMC website at www.semc.wa.gov.au.

9.2 Description of Emergencies Likely to Occur

Western Australia is exposed to a range of potential hazards of which [27 hazards](#) have been prescribed in legislation. The City of Busselton has identified its top six hazards as:



Five of the identified hazards (storm, fire, animal and plant biosecurity, flood and electricity supply disruption) are aligned with the top five hazards of the [South West DEMC](#). These are detailed further in the table below and based on the premise that the Controlling Agency is responsible for the hazards, and will develop, test and review appropriate emergency management plans for their hazard.

Hazard	Controlling Agency	HMA	Combat Agencies	Support Agencies	State Hazard Plan
Storm	DFES	DFES	SES	Western Power WAPOL MRWA City of Busselton	Severe Weather
Fire	DFES	DFES	DFES DBCA City of Busselton	WAPOL MRWA Utility Service Providers	Fire
Air Crash	WAPOL	Commissioner of Police	DFES Australian Transport Safety Bureau	CASA DMIR DoT DWER St John Ambulance Utility Service Providers	Crash Emergency

Hazard	Controlling Agency	HMA	Combat Agencies	Support Agencies	State Hazard Plan
Animal, Plant & Human Biosecurity	DPIRD	Agriculture & Food	Agriculture & Food	DoH Busselton Health Campus City of Busselton	Animal & Plant Biosecurity Human Biosecurity
Flood	DFES	DFES	SES	Western Power Water Corporation Busselton Water WAPOL MRWA City of Busselton	Severe Weather
Electricity Supply Disruption	Western Power	Coordinator of Energy	Western Power	Synergy	Energy Supply Disruption

9.3 Coordination of Emergency Operations

HMA's and Combat Agencies may require local government resources and assistance with emergency management. The City is committed to providing assistance and support when resources are available and where the City is able to maintain satisfactory levels of business continuity.

HMA's and Combat Agencies requiring assistance from the City should in the first instance contact the City's CESM or the Local Government Liaison Officer at the ISG when and if formed.

9.4 Incident Management Systems

Incident management systems provide a common operating framework. This allows for a structured and coordinated response within which agencies can work together affectively to manage an incident. In WA, two incident management systems are predominantly used: the Australasian Inter-Service Incident Management System (AIIMS), and Incident Command and Control System (ICCS) Plus.

9.5 Incident Levels

In accordance with incident management principles, incidents are broadly classified into three levels: Levels 1, 2, and 3. This ensures all agencies involved have a common understanding of the potential and/or actual severity of the incident and ensures the provision of effective assistance to the controlling agency. Typical conditions for Level 1, 2 and 3 incidents are shown in the table below.

Level 1	Level 2	Level 3
<ul style="list-style-type: none"> no significant issues single or limited multi-agency response incident area is limited (i.e. one jurisdiction or district) response duration in a single shift resources sourced in one local government district 	<ul style="list-style-type: none"> multi-agency support coordination of multi-agency resources response duration over multiple shifts resources sourced from district or State level medium levels of complexity 	<ul style="list-style-type: none"> requires significant coordination of multi-agency response protracted response duration resources sourced from State, National or international level high levels of complexity

Level 1	Level 2	Level 3
<ul style="list-style-type: none"> • minimal critical infrastructure impact • minimal impact on the community (social, built, economic and natural) • managed by a Controlling Agency IMT only • low levels of complexity • potential for low incident escalation 	<ul style="list-style-type: none"> • multiple incident areas • medium actual or imminent impact on critical infrastructure • medium impact on the community (social, built, economic and natural) • may require delegation of a number of IMT functions • involves multiple hazards • potential or requirement for the incident to be declared an '<i>emergency situation</i>' 	<ul style="list-style-type: none"> • significant actual or imminent impact on critical infrastructure • significant impact on the community (social, built, economic and natural) • may require delegation of IMT functions • evacuation and/or relocation of community is required • actual or potential loss of life or multiple serious injuries • a declaration of '<i>emergency situation</i>' or '<i>state of emergency</i>' is likely

9.6 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 representing different agencies that have involvement in the incident.

9.6.1 Triggers for Activating the ISG

The triggers for activating the ISG are defined in **State EM Policy** Statement 5.2.2 and **State EM Plan** section 5.1 and are:

- (a) where an incident is designated Level 2 or higher; and
- (b) where multiple agencies need to be coordinated.

9.6.2 Membership of the ISG

The ISG is made up of representatives of agencies that provide support to the Controlling Agency. Emergency Management Agencies may be called on to be liaison officers on the ISG. Agencies providing staff for the ISG must ensure their representatives have the necessary authority to commit resources and/or direct tasks. Representation on the ISG may change regularly depending on the nature of the incident, agencies involved and the consequences caused by the emergency.

To ensure consistency of information flow, situational awareness and handover to Recovery, the City's Local Recovery Coordinator will be a member of the ISG from the onset for incidents within our district.

9.6.3 Frequency of Meetings

The frequency of the meetings will be determined by the IC 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.

9.6.4 Location of ISG Meetings

The ISG meets during an emergency and provides a focal point for a coordinated approach. The following table identifies suitable locations where it can meet within the district.

<u>Busselton Civic and Administration Centre</u> Disaster Recovery Room (Kaloorup Room) 2 Southern Drive, Busselton		<u>Busselton Community Resource Centre</u> Meeting Rooms 21 Cammilleri Street, Busselton	
1 st Contact	Community Emergency Services Manager		
2 nd Contact	Ranger and Emergency Services Coordinator		
3 rd Contact	Manager Regulatory Services		

It should be noted that in after-hours or fast paced emergencies that the IC may choose to hold ISG meetings onsite at the incident, at another facility not listed, or via MS Teams as an alternative to the two identified locations.

10.0 Media Management and Public Relations

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 the appropriate actions to safeguard life and property. The provision of this information is the responsibility of the Controlling Agency.

Emergency Public Information is information provided to the community during emergencies with instructions on how to get assistance to protect personal health and safety, and property. Information can be provided through the media and a range of other tools to reach intended stakeholders. The emergency public information is a Response and Recovery activity whereby information relating to a specific emergency, including actions that need to be taken by the public as a whole, is disseminated to the community. It is also a Preparedness activity, as it establishes protocols and procedures prior to an emergency.

If an emergency arises, a strategy will be developed that is specific to the situation and will direct the communication response. The communication strategy will be prepared by the City's Public Relations Coordinator in collaboration with the Mayor and Chief Executive Officer of the City, and the IC. Both internal and external communication will be directed by the strategy, which will ensure the communication is in alignment with advice from the HMA or Controlling Agency.

The State Emergency Public Information Plan details the arrangements and responsibilities for the emergency public information function relating to emergencies in Western Australia.

10.1 City Media Process in Emergencies

The City has a documented process for dealing with the media which extends to emergency situations. These guidelines are implemented in order to avoid miscommunication and confusion regarding roles and responsibilities which is particularly important in an emergency.

The City of Busselton Media Guidelines lists those officers with authorisation to deal directly with the media; the processes for approving and relaying information to the community via the media; and the management of media enquiries including official media releases.

With regard to the management of media enquiries, all requests for interviews, background information, official statements and photo shoots must, in the first instance, be directed to the Public Relations team. The Public Relations Coordinator has responsibility for responding to the query with input from the relevant officer(s) where necessary. Comments are generally attributed to the Mayor, CEO or relevant Director unless specifically delegated to a relevant officer on approval of the Mayor, CEO or relevant Director.

With regard to authorisation to speak to the media and provide media comment, the Mayor is the official public spokesperson for the City of Busselton on all matters of policy and external relations (as per Section 2.8 of the Local Government Act). The Mayor may refer media enquiries to the CEO generally relating to operational issues or the relevant Director. On approval of the Mayor, the CEO and / or their relevant Director, a small number of City Officers who have a particularly high community profile, are authorised to speak to the media, or be directly quoted in the media on issues relating to their specific area of expertise. In Emergency Response situations this extends to the Community Emergency Services Manager.

With regard to the process for issuing media releases and corporate statements, these are compiled by the Public Relations Team and distributed to media outlets on approval of the CEO and Mayor and with the authorisation of any other individual directly quoted in the release. Where appropriate, information is also relayed on City of Busselton social media platforms and the City's website.

However, it should be noted that in most emergency situations the City is not the lead organisation (except for fire in some circumstances). To ensure consistent and accurate information is relayed, the City will direct members of the public to the appropriate emergency response website and media will be directed to the media arm of the relevant emergency response agency.

10.2 General Enquiries to the City during an Emergency

During an emergency, frontline staff of the City should be prepared to receive enquiries from a range of stakeholders in relation to the emergency. Frontline staff will be provided with scripts based on the key messages, and will be briefed on the City's media process and protocols. Other than approved spokespersons, no other staff are authorised to make comment to any stakeholder beyond the scope of these scripts.

10.3 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. Information is available from one or more of the following:

Source	Link / Number	Details
ABC Emergency	www.abc.net.au/news/emergency/state/wa	<ul style="list-style-type: none"> Current alerts, warnings and information updates
ABC Radio	Local frequency ABC South West 684	<ul style="list-style-type: none"> Current alerts, warnings and information updates
Bureau of Meteorology	www.bom.gov.au/wa	<ul style="list-style-type: none"> Weather forecasts and warnings
Department of Fire and Emergency Services	www.dfes.wa.gov.au 133 337 (public information line)	<ul style="list-style-type: none"> Current warnings and incidents Preparing for emergencies (bush fire, storm, flood, and cyclones)
Emergency Alert	www.emergencyalert.gov.au	<ul style="list-style-type: none"> The automated national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area about likely or actual emergencies
Emergency WA	www.emergency.wa.gov.au	<ul style="list-style-type: none"> Current warnings and incidents How to prepare your property for bush fire How to recover from an emergency
Standard Emergency Warning Signal (SEWS)	<ul style="list-style-type: none"> A distinctive audio signal that has been adopted to alert the community to the broadcast of an urgent safety message or warning relating to an emergency It is used as an alert system on public media such as radio, television, or public address systems to draw the listener's attention to the warning message 	

11.0 Finance Arrangements

State EM Policy section 5.12, **State EM Plan** section 5.4 and 6.10, and **State EM Recovery Procedures** 1-2 outlines the responsibilities for funding during multi-agency emergencies. While recognising the above, the City is committed to expending such necessary funds within its current budgetary constraints as required to ensure the safety of its residents, visitors and staff. The CEO will be approached immediately an emergency event requiring resourcing by the City occurs to ensure the desired level of support is achieved.

Information regarding the management of public fundraising and donations, volunteering and emergency management funding ([DRFA-WA](#)) is at Part Five of the State EM Recovery Procedures.

11.1 Management of Donated Goods

Public generosity and care during and following an emergency plays a significant role in individual and community recovery. It reflects broader community sentiment and helps those affected to feel supported and more positive about the rebuilding task ahead.

The City encourages the donation of money to approved fundraising agencies because it provides flexibility and choice to meet immediate needs. It also circulates in the affected community stimulating faster recovery for the local economy.

During an emergency incident, the City will promote the management of donated goods through GIVIT. GIVIT provide a free emergency recovery service that supports charities, front-line services, agencies and governments by coordinating the deluge of donations that commonly occur during and post emergency incidents. GIVIT facilitate the allocation of quality goods and services to meet the specific needs of people affected by local emergencies.

NOTE: GIVIT does not manage spontaneous donations during an emergency, they are an online service only and do not accept physical donations. A function of the Local Recovery Coordination Group, when activated, is the management of offers of assistance including volunteers, material aid (goods) and donated money.

11.2 City Finance Processes

Under section 6.8 of the **Local Government Act 1995**, a local government is not to incur expenditure from its municipal fund for an additional purpose except where the expenditure is authorised in advance by the Mayor or President in an emergency. Following the decision to incur expenditure for an emergency the City's Manager Finance, or Financial Accountant should be contacted to obtain an emergency cost string that will be used to capture all costs associated with the emergency including:

- (a) the cost of materials;
- (b) the cost of any goods and/or services;
- (c) labour costs via internal timesheets; and
- (d) any other costs that would not normally have been incurred outside of the emergency.

12.0 Evacuation and Welfare

12.1 Evacuation

The evacuation of people and/or animals from an area affected by an emergency is one of the strategies for protective action that may be employed by emergency management agencies to mitigate the potential loss of, or harm to, life. This is consistent with the State's core objective to "protect the lives and wellbeing of persons".

The overall responsibility for a community evacuation rests with the Controlling Agency. This encompasses the risk assessment and decision making that evacuating a community represents the best option available for community safety and ensuring that appropriate action is taken across all phases to meet the evacuees' needs.

The City has six welfare centres as identified at Appendix 5A of the Department of Communities Local Emergency Welfare Plan ([Appendix 5](#)). Where these facilities are unavailable or unsuitable due to the risks associated with the emergency, the Controlling Agency in conjunction with the City and Department of Communities will identify alternate facilities.

12.2 Evacuation Routes and Maps

The City can provide detailed maps of the City's road networks, which in conjunction with emergency services and the Police, can be used to plan evacuation routes for communities impacted by the emergency event.

Online GIS mapping showing public utility assets (e.g. mobile phone base stations, Busselton Water and Water Corporation networks etc.), and City infrastructure (e.g. drainage networks, bridges etc.) is also available through the City and utility service providers. Further information about evacuation can be found on the City's Local Evacuation Plan ([Appendix 6](#)).

12.3 Special Needs Groups

Please refer to [Appendix 4](#) for a full list of identified special needs groups including address and contact details, the number of people who may be in the facility during an emergency, and details of their emergency plans.

12.4 Welfare

The Department of Communities (DC) has the role of coordinating welfare. Welfare can be described as "the provision of both the physical and psychological needs of a community affected by an emergency". This includes the DC functional areas of personal support, accommodation, financial assistance, registration and reunification, personal requisites and emergency catering. Welfare activities are the responsibility of DC who will coordinate resources and undertake functions together with partnering agencies as found in the following plans:

- (a) the **State Emergency Welfare Plan**; and
- (b) Department of Communities Local Emergency Welfare Plan ([Appendix 5](#)).

It should be noted that in the first stages of an emergency DC may take time to establish and conduct welfare activities within the City due to multiple incidents within the state, restricted access to the designated welfare centre or time required for the deployment of appropriate team members. As such, the City in consultation with DC may undertake the management of welfare activities until such time as DC is ready to assume control.

13.0 Recovery

Recovery is about enabling and supporting community sustainability during and after a disaster. The recovery process must begin during the response phase in order to both identify community needs as affected by the disaster or response activities and to begin planning for the transition from response to recovery. Recovery can also provide opportunity to improve community resilience to disaster by enhancing social infrastructure, natural and built environments, and economies.

Effective and lasting recovery occurs when a community works together and recognises the personal, social, financial health, industry and economic factors that need to be considered and planned for. Comprehensive recovery requires private, health, infrastructure, lifeline services, and government and non-government sectors to work together, as a community is affected and supported at different levels by each of those sectors.

Successful recovery:

- (a) is based on an understanding of the community context;
- (b) acknowledges the complex and dynamic nature of emergencies and communities;
- (c) is responsive and flexible, engaging communities and empowering them to move forward;
- (d) requires a planned, coordinated and adaptive approach based on continuing assessment of impacts and needs;
- (e) is built on effective communications with affected communities and other stakeholders; and
- (f) recognises, supports and builds upon community, individual and organisational capacity.

The City's Local Recovery Plan is located at [Appendix 7](#).

14.0 Animal Welfare

Animal owners are responsible for the welfare of their pets and livestock at all times, including disaster situations. However, the City acknowledges that disasters are complex events that can often limit the ability of people to fulfil these obligations. Furthermore, their inability to provide care for their animals can lead to significant distress in already trying situations.

The City has developed an Animal Welfare Plan to assist the community with the care and management of domestic and native animals during an emergency. A copy of the City's Animal Welfare Plan is at [Appendix 8](#).

15.0 Exercising, Reviewing and Reporting

15.1 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 HMAs or Combat Agency's response to an incident is their responsibility however, it may be incorporated into a LEMC exercise.

Exercising the emergency management arrangements will allow the LEMC to:

- (a) test the effectiveness of the local arrangements;
- (b) bring together members of emergency management agencies and give them knowledge of, and confidence in, their roles and responsibilities;
- (c) help educate the community about local arrangements and programs;
- (d) 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 the effectiveness of coordination between them.

15.2 Frequency of Exercises

Under State arrangements for emergency management it is a requirement for these arrangements to be exercised on at least an annual basis.

15.3 Exercise Types

Examples of exercise types include desktop or discussion, opening and closing of evacuation and/or welfare centres, and practical exercises. Desktop exercises will be conducted by the LEMC at each of their two scheduled meetings each year.

15.4 Reporting of Exercises

Annual exercises are reported through the Minutes of the LEMC meetings, and as part of the City's response to the SEMC's Annual and Preparedness Report Capability Survey.

15.5 Review of the LEMA

The LEMA and associated Appendices shall be reviewed and amended as follows:

- (a) after an event or incident requiring activation of an ISG or after every incident requiring significant recovery coordination;
- (b) an entire review every five years; and
- (c) whenever the local government considers it necessary (eg. after training that exercises the Arrangements).

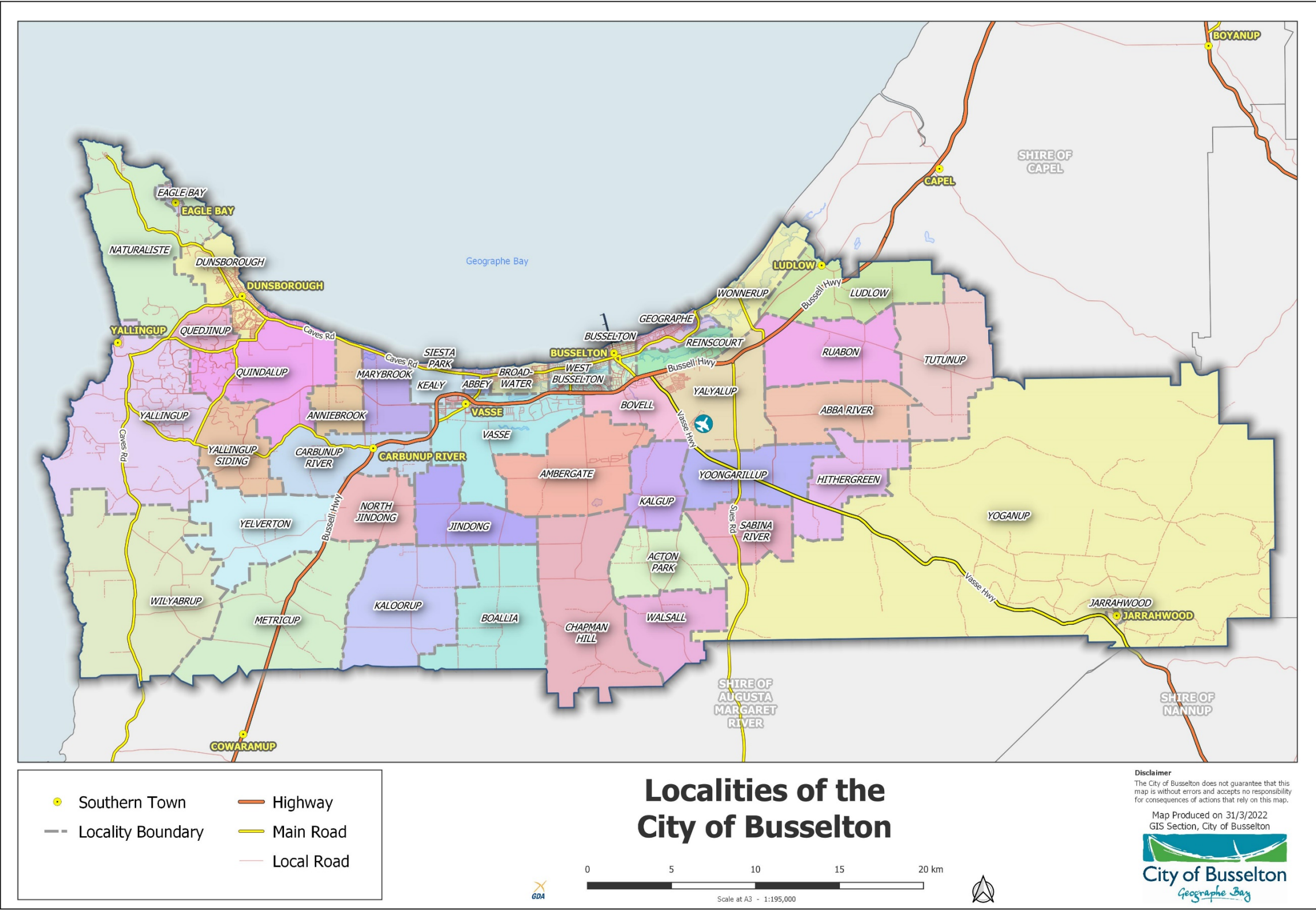
Appendix 4 of the LEMA, the Contacts, Special Needs Groups, Resources and Critical Infrastructure Directory shall be reviewed and distributed to LEMC members on a quarterly basis (in March, June, September and December each year).

Where a major or entire review takes place, a full approvals process is required. If the amendments are minor, the local government is to make the amendments and ensure that these are distributed to members of the LEMC, the DEMC and the SEMC.

16.0 Preparedness and Annual Reporting

The LEMC is to prepare and submit to the DEMC for the district an annual report on activities undertaken by it during the year. To minimise multiple reporting requirements, SEMC has combined preparedness and annual reporting questions into a single online survey, the Annual and Preparedness Report Capability Survey.

This fulfils the legislative requirements of LEMCs and HMAs as detailed in s.33 and s.40(1) of the ***Emergency Management Act 2005***.



Appendix 2 – Local Emergency Management Structure



Appendix 3 – List of Significant Public Events

The following is a list of known public events held within the City of Busselton throughout the year. The listed dates and locations are indicative only and may change; and there could also be other ad-hoc events that occur which are not listed. Up to date information on events being held at the time of an emergency incident is available from the City.

Event	Time of Year	Location	Number of Attendees
Festival of Busselton (overall event)	January	Various venue/events across the City	5,000+ people – not usually at one time or location
Festival of Busselton – Petticoat Lane	January	Queen Street	3,000+ people
Festival of Busselton – Concert & Fireworks	January	Busselton Amphitheatre and Stage	3,000+ people
Busselton Half Marathon & Fun Run	February	Busselton Foreshore	2,000+ people
Busselton Jetty Swim	February	Busselton Foreshore & Jetty	10,000+ people
Dunsborough Arts Festival	March	Dunsborough Foreshore	2,000+ people
South West Craft Beer Festival	March	Signal Park	5,000+ people (2 x sessions, 2,500 people per session)
X-Adventure Dunsborough	March	Old Dunsborough / Meelup Regional Park	2,000+ people
Concert (Private Promoter)	April (dates vary each year)	Barnard Park West	10,000+ people
Busselton Festival of Triathlon including Busselton 100	May	Busselton Foreshore / public roads east of Busselton	10,000+ people / extensive road closures
Cabin Fever Festival	July	Various venues across the City of Busselton & Shire of Augusta Margaret River	2,500+ people

Event	Time of Year	Location	Number of Attendees
CinefestOZ	August	Various venues across the City of Busselton, Shire of Augusta Margaret River, & City of Busselton	5,000+ people
Margaret River Region Open Studios	September	Various venues across the City of Busselton & Shire of Augusta Margaret River	5,000+ people
Concert (Private Promoter)	September (dates vary each year)	Barnard Park West	10,000 people
Fine Vines Festival	October	Various venues across the City of Busselton & Shire of Augusta Margaret River	3,000 people
Raising the Vibe – Blue Tree Project Concert	October	Busselton Amphitheatre and Stage	2,000 people
Cape to Cape MTB	October	Mountain Bike Trails Augusta to Dunsborough	5,000+ people
Busselton Show	October	Churchill Park	3,000+ people
Eagle Bay Epic Adventure Race	November	Dunsborough, Meelup Regional Park & Eagle Bay	2,000 people
Leavers	November	Busselton, Dunsborough & surrounds	10,000+ people
Ironman WA & Ironman 70.3 WA	December	Busselton Foreshore / public roads Busselton to Capel	10,000+ people / extensive road closures
Carols by the Jetty	December	Busselton Amphitheatre and Stage	2,000 people

Appendix 4 – Contacts, Special Needs Groups, Resources & Critical Infrastructure

APPENDIX 4 – CONTACTS, SPECIAL NEEDS GROUPS, RESOURCES & CRITICAL INFRASTRUCTURE
DIRECTORY (SEPTEMBER 2022) IS NOT PUBLICALLY AVAILABLE

SOME INFORMATION CONTAINED IN THE DIRECTORY IS CONFIDENTIAL

(DOC SET ID 488808)

Appendix 5 – Local Emergency Welfare Plan

THE DEPARTMENT OF COMMUNITIES ARE THE OWNERS OF THE
LOCAL EMERGENCY WELFARE PLAN (2022) BUSSELTON REGION
(CITY OF BUSSELTON / SHIRE OF AUGUSTA MARGARET RIVER / SHIRE OF NANNUP)
(DOC SET ID 4891466)

APPENDIX 7 - LOCAL EVACUATION PLAN (November 2022)

IS AVAILABLE AS A SEPARATE DOCUMENT

(DOC SET ID 4912950)

Appendix 7 – Local Recovery Plan

APPENDIX 7 - LOCAL RECOVERY PLAN (November 2022)

IS AVAILABLE AS A SEPARATE DOCUMENT

(DOC SET ID 4900315)

Appendix 8 – Animal Welfare Plan

APPENDIX 8 – ANIMAL WELFARE PLAN (November 2022)

IS AVAILABLE AS A SEPARATE DOCUMENT

(DOC SET ID 4891262)