

EMERGENCY MANAGEMENT RECOVERY PLAN

(April 2014)

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Ownership, approval and control (Relevant only to Part 4)

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Record of amendments (Relevant only to Part 4)

Proposals for the amendment or addition to these arrangements should be forwarded to the Chair of the Busselton Local Recovery Coordination Committee (LRCC).

Amendment		Details of amendment	Amended by
No.	Date		*initial/date
1	Aug' 2013	Entire document amended in consideration of the FESA publication "Guide to Developing Your Community's Recovery Management Plan"	
2	Dec' 2013	Minor amendments from LEMC feedback	

NOTE - *The person receiving the amendments should be responsible for replacing the pages as appropriate and also for completing the amendment record.

Amendment process (Relevant to Part 4)

This Local Emergency Management Arrangements (LEMA) Recovery Plan is subject to strict quality control guidelines. The following process must be followed when making amendments:

- The Document Controller conducts the technical review and recommends amendments to the LRCC and LEMC
- The Document Owner authorises the amendments
- The Document Controller updates master copies and reissues amended page/s.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Part 4 Glossary

AIIMS	Australasian Inter-service Incident Management System. A common management framework for organisations working in emergency management roles. The AIIMS approach ensures effective and efficient control of an incident.
CEM	Crisis and Emergency Management.
DFES	Department of Fire and Emergency Services
Disaster	An occurrence of a catastrophe with natural, technological or human causes that has resulted in severe property damage, deaths and/or multiple injuries.
Duty Card	There are specific duty cards for all roles within the LRCC. These detail key activities to be undertaken by each appointment holder before an incident as well as during and after an incident.
Emergency Management	A range of measures to manage risks to communities and the environment. The organisation and management of resources for dealing with all aspects of emergencies. Emergency Management involves the plans, structures and arrangements which are established to bring together the normal endeavours of government, voluntary and private agencies in a comprehensive and coordinated way to deal with the whole spectrum of emergency needs including prevention, preparedness, response and recovery.
Emergency Response	Actions taken at the site of a physical incident to preserve life, the environment and property. Emergency response incorporates the actions of the LRCC and those of all authorities and agencies involved.
ERM	Emergency Risk Management. ERM is a systematic process that produces a range of measures that, on implementation, contribute to the safety and wellbeing of communities and the environment. This process considers the likely effect of hazardous events and the measures by which they can be minimised.
Evacuation	Organised, phased and supervised dispersal of people from dangerous or potentially dangerous areas. Evacuation can be voluntary or mandated as per the Emergency Management Act 2005 (http://www.semc.wa.gov.au/)
Hazard	A situation or condition with potential for loss or harm to the community or the environment.
HMA	Hazard Management Agency. HMA is an organisation that, because of its legislative responsibility or specialised knowledge, expertise and resources is responsible for ensuring that emergency management activities pertaining to the prevention of, preparedness for, response to and recovery from a specific hazard are undertaken. Such organisations are either designated by legislation or detailed in state emergency management plans.
IMT	Incident Management Team
ISG	Incident Support Group
Incident	An unplanned event that has the potential to threaten life, the environment or property. If not controlled, an incident can escalate to an emergency and/or crisis.
Incident Response	The physical response to an incident. For example, the actions directly associated with fire fighting.
Issue	A matter in dispute that requires management attention. An issue not handled well may develop into an emergency and/or crisis situation.
LEMA	Local Emergency Management Arrangements.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

LEMC	Local Emergency Management Committee – established by The City of Busselton, based on local government boundaries. The committee is chaired by a nominee of the local government, and the Local Emergency Coordinator, whose jurisdiction covers the local government area concerned, is a member. The LEMC is established by the local government to ensure that local emergency management arrangements are written and placed into effect for its district.
LRC	Local Recovery Coordinator
LRCC	Local Recovery Coordination Committee. The organisation that manages the recovery from an incident, on behalf of the City and the local community.
Management by Objectives	An AIIMS principle relating to the process of consultative management where the IMT Leader, in consultation with the IMT, determines the desired outcomes of an incident. These incident objectives are then communicated to everyone involved, ensuring that all incident personnel are working towards the one set of objectives.
PCR	Post-Crisis Review.
Prevention	Prevention includes the identification of hazards, the assessment of threats to life and property and ensuring protective measures are in place to reduce threats.
Preparation	Preparedness includes arrangements or plans to deal with an emergency and its effects.
Recovery	The long-term activities beyond the initial crisis period and emergency response phase of disaster operations. During recovery, the focus is on returning all systems in the community to a normal status or to reconstitute these systems to a less vulnerable condition.
Response	The execution of duties and services in order to preserve and protect life, property and the environment.
Risk	A concept used to describe the likelihood of harmful consequences, arising from the interaction of hazards, communities and the environment.
Span of Control	An AIIMS principle which relates to the number of groups or individuals one person can successfully supervise. Under this principle, a supervisor can effectively manage, monitor and evaluate up to five reporting groups or individuals.
Support Agency	The agencies responsible for managing the provision of support functions in emergencies e.g. the support function of Health and Medical Services is provided by the Department of Health W.A., the support function of Welfare Services is provided by the Department for Child Protection and Family Support
WANDRRA	Western Australia Natural Disaster Relief and Recovery Arrangements

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

<i>Ownership, approval and control (Relevant only to Part 4)</i>	2
<i>Record of amendments (Relevant only to Part 4)</i>	2
<i>Amendment process (Relevant to Part 4)</i>	3
<i>Part 4 Glossary</i>	4
4. EMERGENCY MANAGEMENT RECOVERY	8
4.1 Introduction	8
4.1.1 Emergency Management Principles	8
4.1.2 Purpose	9
4.2 Authority	9
4.3 Geographical Area Covered	9
4.4 Scope	9
4.5 Special Considerations	10
4.6 Community Mobilisation	12
4.7 Resources	12
4.8 Financial Management	12
4.9 Transition from Response	13
4.10 Local Recovery Coordinating Committee (LRCC)	13
4.10.1 Management Structure	14
4.10.2 Initiation / Activation	14
4.11 Local Recovery Coordination Committee	15
4.12 Contacts Register	16
4.13 Emergency Impact Assessment	16
4.14 Emergency Recovery Strategy (Plan)	16
4.15 Media	17
4.16 Welfare and Health Services	17
4.17 Public Information	18
4.18 Recovery Coordination Centre	18
4.19 Information Centre (One Stop Shop)	18
4.20 Infrastructure	19
4.21 Recovery Closeout (Withdrawal)	19
4.22 Lessons Learnt	19
4.23 Maintenance of Emergency Management Recovery Plan	19
4.24 References	20
Appendix 1 – LRCC Members	21
Appendix 2 – Local Recovery Coordinator Operational Checklist	22
Appendix 3 – Recovery Coordination Centre Equipment Checklist	24
Appendix 5 – Duty Cards	25
Supporting Tool 1 - Event log Serial No:	44

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Supporting Tool 2 – Stakeholder Communication Plan	45
Supporting Tool 3 – LRCC Activity Log Sheet	46
Supporting Tool 4 – Telephone Message Sheet No: _____	47
Supporting Tool 5 – Action Plan	48
Supporting Tool 6 – Media release (sample)	49
Supporting Tool 7 – Post-Emergency Review Guide	50
Supporting Tool 8 - Recovery Needs Assessment and Support Survey Form	51

4. EMERGENCY MANAGEMENT RECOVERY

4.1 Introduction

Recovery is defined as “the coordinated process of supporting emergency effected communities in the reconstruction of physical infrastructure and restoration of emotional, social, economic and physical well being” (Emergency Management Australia, 2005).

This part of the arrangements details issues that apply when an event is assessed as being of sufficient magnitude to require the Local Recovery Coordinating Committee (LRCC) to be involved in the recovery process.

As required by the Emergency Management Act 2005, local government is responsible for managing recovery within its local government district. Therefore, the City of Busselton will be responsible for the management of the recovery process and maintenance of the Emergency Management Recovery Plan and supporting documentation. The Local Emergency Management Committee (LEMC) will advise and assist the City of Busselton in the maintenance of the emergency management arrangements, including this recovery plan.

Where the level of recovery is beyond the capacity of the local community, State Level Support shall be requested as outlined in state recovery arrangements (Westplan - Recovery).

4.1.1 Emergency Management Principles

The procedures detailed in this Recovery Plan employ the principles of effective emergency management (P2R2), as described below and depicted in Figure 1:

- **Prevention** – Prevention includes the identification of hazards, the assessment of threats to life and property and ensuring protective measures are in place to reduce potential loss of life and property damage
- **Preparedness** – Preparedness includes arrangements or plans to deal with an emergency or the effects of an emergency
- **Response** – Response is the process of combating an emergency and providing immediate assistance to people affected by an emergency. The aim of response operations is to save lives, protect property and make an affected area safe
- **Recovery** – Recovery is the process by which a community is restored in terms of the emotional, social, economic and physical wellbeing following a disaster.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

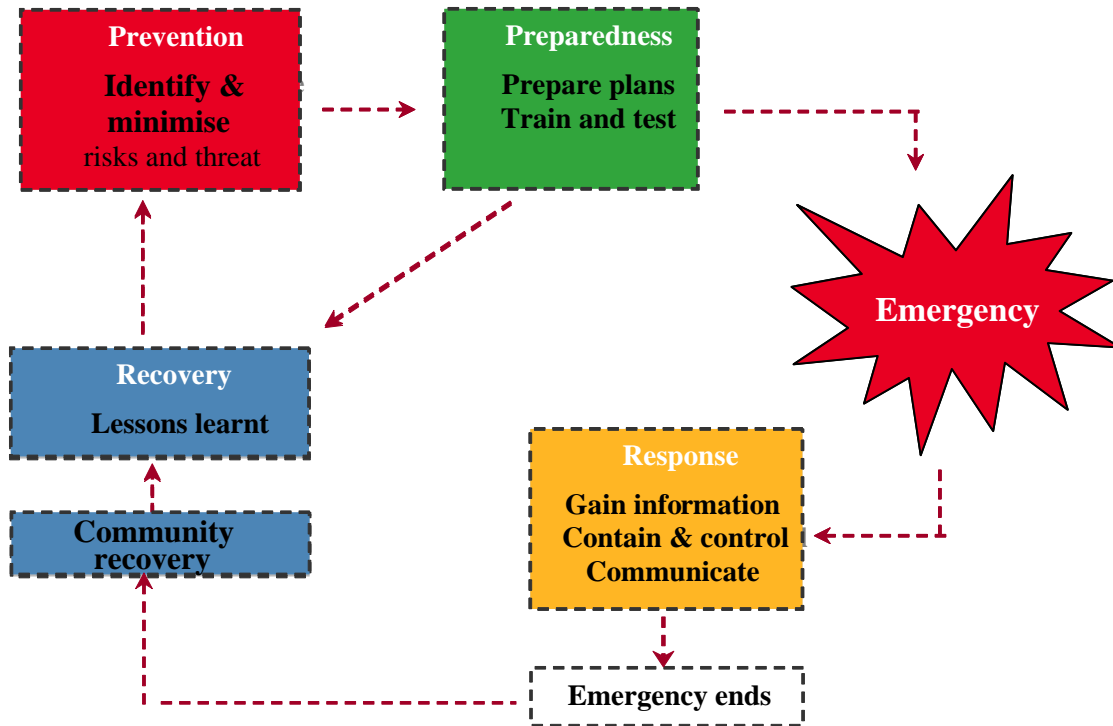


Figure 1: P2R2 Emergency Management.

4.1.2 Purpose

The purpose of the City of Busselton Emergency Management Recovery Plan is to provide a framework for the community in its own recovery to support affected:

- Individuals and families
- Businesses
- Environments
- Community groups.

4.2 Authority

This Recovery Plan has been prepared in accordance with the requirements of the Emergency Management Act 2005 as part of the City of Busselton Local Emergency Management Arrangements and endorsed by the City of Busselton.

4.3 Geographical Area Covered

The geographical area covered by this Recovery Plan is the area of the City of Busselton under the Local Government Act 1995. The City of Busselton lies within the South West of Western Australia approximately 220km south of Perth.

4.4 Scope

The aim of this document is to detail the community's recovery management arrangements that may be implemented following an emergency to restore, as quickly

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

as possible, the quality of life in an affected community, so that they can continue to function as part of the wider community. The following key risks facing this district have been identified:

- Severe storm
- Rural fire
- Flooding
- Structural / urban fire
- Major road transport accident or aircraft accident
- Tsunami

Disaster recovery in Busselton will involve the following elements of recovery:

- Community / Welfare Recovery – includes temporary accommodation (not evacuation centers), financial assistance and repairs to dwellings.
- Infrastructure Recovery – includes government structures, transport, essential services and communications.
- Environment Recovery – includes recovery as it relates to parks, waterways and wildlife.
- Economic & Business Recovery – includes recovery as it relates to business impact, industry impact and worker impact.
- Health Recovery - includes personal support, health related and psychological services.
- Financial Recovery – includes provision of funding for the City's activities.

4.5 Special Considerations

As at the 2011 Australian Bureau of Statistics (ABS) census The City of Busselton had a population of circa 31 000, which is distributed as follows:

Locality	ABS as at 2011
ABBA RIVER	54
ABBEY	1026
ACTON PARK	109
AMBERGATE	334
ANNIEBROOK	44
BOALLIA	46
BOVELL	387
BROADWATER	3703
BUSSELTON	1706
CARBUNUP RIVER	108
CHAPMAN HILL	102
DUNSBOROUGH	3986
EAGLE BAY	62
GEOGRAPHE	3218
HITHEREGREEN	54
JARRAHWOOD	23
JINDONG	59

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Locality	ABS as at 2011
KALGUP	75
KALLOORUP	68
KEALY	30
LUDLOW	44
MARYBROOK	155
METRICUP	189
NATURALISTE	55
NORTH JINDONG	70
QUEDJINUP	317
QUINDALUP	1053
REINSCOURT	251
RUABON	47
SABINA RIVER	55
SIESTA PARK	96
TUTUNUP	64
VASSE	1732
WALSALL	71
WEST BUSSELTON	7929
WILYABRUP	249
WONNERUP	133
YALLINGUP	962
YALLINGUP SIDING	287
YALYALUP	1210
YELVERTON	75
YOGANUP	4
YOONGARILLUP	72
Total	30 314

The City of Busselton is widely regarded as a popular tourist destination and is involved in many and varied community events. The following are some of the events that are considered to have a major impact on the City due to a significant increase in the population and / or use of the town's resources. The attendance numbers are estimation only, as actual attendance changes from year to year.

Event	Month of Event	Attendance Numbers
Busselton Show	November	6 000
School Leavers	November	9 000
Busselton Motorfest	November	2 000
Iron Man	December	7 000

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Event	Month of Event	Attendance Numbers
Summer School Holidays	December - January	70 000
Southbound	January	12 000
Festival of Busselton	January	2 000
Busselton Beach Fest	January	2 000
Jetty Swim	February	5 000
South West Craft Beer Festival	February	5 000
Easter Weekend	March / April	50 000
Quit Forest Rally	April	3 000
Half Ironman	May	5 000

4.6 Community Mobilisation

Community involvement in the recovery process is vital for an effective and efficient recovery to take place. The recovery of an affected community is dependent on local knowledge of resources, infra-structure, environment, local businesses and community demographics. Hence, the City of Busselton encourages the Busselton community to involve themselves in the recovery process and invites community members to communicate their ideas on available resources and recovery ideas to the City of Busselton through the LRCC (or directly to the LRC) both prior and during a recovery process.

It is also acknowledged that volunteers can play a large part in the successful recovery of a community. The requirement for the use of volunteers will be considered during the recovery process by the LRCC and communicated to the community as appropriate to the situation.

The City of Busselton has a standard volunteer induction process that would need to be followed to ensure the volunteers work in a safe manner.

4.7 Resources

The Local Recovery Coordinator (LRC) is responsible for determining the resources required for recovery activities in consultation with the Hazard Management Agency and Support Organisations. Incident specific resources / services will need to be identified at the time.

The LRC is responsible for coordinating the effective provision of resources and services to avoid duplication of effort.

4.8 Financial Management

Financial management is critical in providing support to a recovery plan and there needs to be a strategy to ensure the whole recovery process is achievable. The strategy needs to include the following:

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

- Identification of funding (local, state & federal level)
- Prioritisation of requirements for funding
- Management of funds over time in a transparent manner (receipt of grants, funds, donations, payouts)
- Liaison and cooperation with other agencies in both the private and public sectors.

Guidance on the following financial aspects of recovery is available as follows:

- Natural Disaster Relief Arrangements – www.dfes.wa.gov.au (go to 'State emergency management' and select 'WA Natural Disaster Relief and Recovery Arrangements')
- Public Appeals – establishment and administration of – see www.dfes.wa.gov.au (go to 'State emergency management', the 'EMWA Extranet', the 'Public Document Library' and select 'state emergency management policies').

WANDRRA and other financial donations (i.e. Lord Mayor's Disaster Relief Fund) will be coordinated by the Engineering Management Accountant.

4.9 Transition from Response

Recovery activities should commence immediately following the impact of an event whilst response activities are still in progress. Key decision and activities undertaken during the response may directly influence and shape the recovery process.

To ensure that appropriate recovery activities are initiated as soon as possible after the impact of the event, the Hazard Management Agency (HMA) Incident Manager is to ensure the Local Recovery Coordinator (LRC) is notified of the event and is included as a member of the Incident Management Team (IMT).

During the response many of the agencies with recovery roles are heavily committed, therefore, the inclusion of the Local Recovery Coordinator in the IMT will ensure:

- The alignment of response and recovery priorities
- Liaison with the key agencies
- An awareness of the key impacts and tasks
- Identification of the recovery requirements and priorities as early as possible.

Transition from response involves mobilising the Local Recovery Coordination Committee and specifically the Chairperson and Deputy Chair, who will initiate the Local Recovery Plan. Response and recovery activities will overlap and many compete for the same limited resources. Such instances should normally be resolved through negotiation between the Hazard Management Agency's Incident Manager (IM) and the Local Recovery Coordinator.

4.10 Local Recovery Coordinating Committee (LRCC)

Role

To coordinate and support local management in the recovery processes within the community in the event of a major emergency in accordance with State emergency management policy and the Local Recovery Plan.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Responsibilities

The LRCC is responsible for the effective management of the recovery process. Its structure is defined so that all areas of the affected community can be represented and involved in the community's restoration. The overall function and areas of responsibilities that the LRCC should consider during the recovery period can be described by:

- Initiation / Activation of the LRCC and sub-committees
- Management Structure
- Community Mobilisation
- Emergency Impact Assessment
- Recovery Strategy / Plan
- Public Information
- Media
- Financial management
- Recovery Closeout (Withdrawal)
- Lessons learnt.

The roles and responsibilities of individual members of the Local Recovery Coordinating Committee are detailed in Appendix 5.

4.10.1 Management Structure

The City of Busselton will liaise with appropriate organisations identified as part of the membership list included at Appendix 1.

Duty cards are provided at Appendix 5 for all positions. Further organisations and / or individuals may be invited to attend LRCC meetings on an ad hoc basis, depending on the nature of the crisis and the recovery requirements. An Organisational Structure Diagram for the LRCC and a description of roles can be found in Section 4.11.

4.10.2 Initiation / Activation

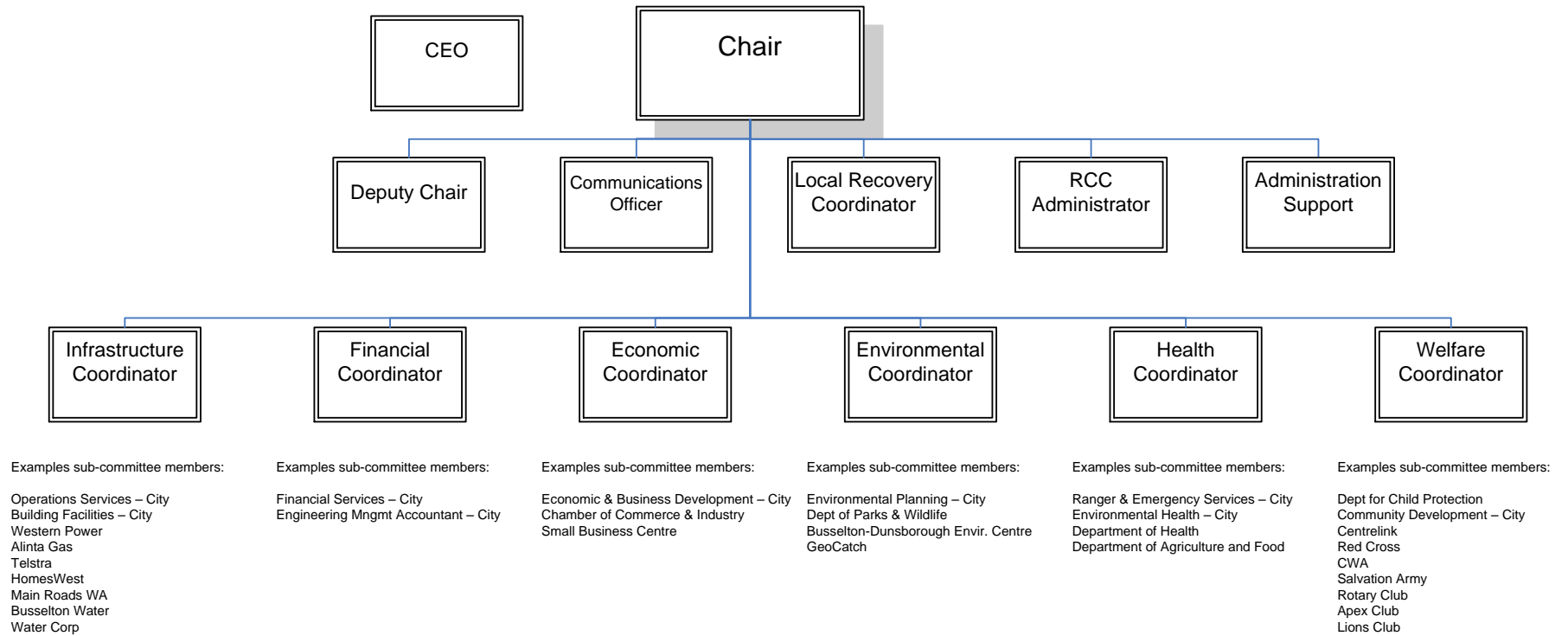
The activation of the Local Recovery Coordinating Committee (LRCC) will mobilise all the nominated people identified as part of the management structure of this plan. The decision to activate the LRCC may be made by any member of the City's Senior Management Group, on the advice of the LRC, who will meet after an emergency occurs to discuss the decision to then activate the LRCC. A recovery strategy will be developed by the Local Recovery Coordinating Committee and may include the following:

- The Local Emergency Management Committee
- Hazard Management Agencies (HMA)
- The City of Busselton (Local Government)
- Neighbouring Shire Councils
- The State Government.

An operational checklist is provided at Appendix 3 to ensure that all required actions are undertaken when the Recovery Plan is activated.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

4.11 Local Recovery Coordination Committee



BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

4.12 Contacts Register

A register detailing the contact details for the LRCC and the Local Emergency Management Committee can be found in Part 5 of the City of Busselton Local Emergency Management Arrangements.

4.13 Emergency Impact Assessment

It is essential that an assessment of the recovery and restoration requirements be conducted as soon as possible after the impact of the event. Impact assessment should not interfere with response operations.

The LRCC will coordinate and direct any impact assessments that are required to be completed. This will include involving any other agencies, government departments, local businesses and community groups relevant to the type of emergency. The impact assessments are designed to:

- Collect and collate information detailing the community effected by the emergency (geographical areas and population effected)
- Collect information detailing the status and prioritising the immediate resources required – covering health, infra-structure, economic, business and environment
- Provide clear and accurate information to the LRCC, HMA and, where required, State Agencies to support the recovery strategy

Impact assessments will need to involve information gathering exercises and likely to include surveys and inspections performed by other agencies / organisations:

- Government departments (e.g. Department of Parks and Wildlife, Department of Health)
- Financial institutions & insurance agencies
- Focus & community groups.

4.14 Emergency Recovery Strategy (Plan)

The LRCC will be responsible for formulating a recovery strategy plan. This will be dependent upon the type and severity of the emergency and the level of input required in facilitating the recovery.

The recovery strategy plan may include some of the following:

- Introduction / Background
- Description of the emergency
- Details of damage, destruction and disruption to the effected community (as determined from the Impact assessments)
- Estimated financial costs caused by the emergency (damage to infra-structure, businesses, residential and personal costs)
- Management strategy – full activation of the LRCC and sub-committees, confirmation of roles & responsibilities, mobilisation of identified resources, communication plan, business continuity plan
- Immediate response - resources, food/clothing supplies, building facilities, medical facilities/supplies, restoration of essential services (electricity, communications)
- Ongoing Recovery – strategies for re-development, restoration of community services and local businesses, schools, transport

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

- Close-out strategy
- Conclusion.

The LRCC may decide that to have separate recovery strategies dependent on timeframes (immediate strategy plan vs. long term strategy plan), so that the initiation of recovery is not held back by completing the strategy documents.

4.15 Media

The management of the media and information released to the media will be the responsibility of the LRCC Chair or Deputy (in their absence), and coordinated via the Communications Officer. It is important to define the approval and management process so that information released is consistent, accurate, informative and relevant to the situation.

The Communications Officer will coordinate all aspects of media management, press releases, press conferences, intra-net / website information and community or public meetings. They will also be responsible for receiving and advising the LRCC of any relevant communication updates and comments / feedback. In the case of a large-scale disaster or event, the Communications Officer should consider the establishment of a Media Operations Centre. This centre would provide a central area for media advisors and liaison officers from the many government departments, agencies and non-government organisations servicing the disaster region. It would also be an area to stage media conferences.

Depending on the scale of the situation two areas should be provided:

- For media representatives to assemble and gather information (also for media briefings)
- For media advisors and liaison officers from government departments, agencies and non-government organisations servicing the disaster region.

Note: the above two areas should be separated.

All media reporting on the incident, as well as any other relevant media, should be invited to a media conference. It is helpful to provide journalists with two days notice of the conference time, date and venue where possible. However, in a high-profile disaster, a conference may need to be arranged within a shorter period of time. The media should be provided with a media kit, including:

- A media release providing information about the incident
- Fact sheets on the disaster and its impacts
- Any relevant visual material that helps explain the situation (e.g. flowcharts, maps)
- Details of key contacts for further information
- Key messages the LRCC want to give to the affected community e.g. "To assist people a Recovery Centre will be operating at (location) from (date) and will be open from (time).

4.16 Welfare and Health Services

Relief activities are directed at meeting the immediate food, shelter and security requirements of those affected by the incident or disaster. Recovery activities are directed at

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

providing the information, resources, personal support and community infrastructure necessary for individuals and communities to achieve self-sufficiency and sustain independent functioning. In some instances, these activities may continue for months or even years. More detailed information on welfare and health services can be found in the City of Busselton/CPFS's Local Welfare Emergency Management Support Plan.

4.17 Public Information

Efficient and effective dissemination of information to the affected community and the community at large in respect to recovery measures and contact points is essential.

The method of dissemination of information on recovery measures during the recovery phase will depend upon whether or not this has been fully activated.

Following an emergency where the Recovery Plan has been activated, the Communications Officer appointed to the LRCC will coordinate the dissemination of information on recovery measures/issues.

Agencies or organisations involved in the recovery phase are encouraged to disseminate information on their services to the public in the usual manner. However, it is expected that media releases originating from other agencies or organisations will be provided to the LRCC for comment prior to dissemination.

The Chair or Deputy will comment or conduct interviews with the media on behalf of the LRCC and will approve all communication materials to the media, prior to release.

The Stakeholder Communication Plan (Supporting Tool 2) can be used to plan communication with stakeholders. This will ensure a streamlined, consistent and prioritised approach to internal and external communication. Materials may include:

- Key messages
- Q & As
- Media holding statement
- Media release(s) (Supporting Tool 7).

4.18 Recovery Coordination Centre

The Local Recovery Coordination Centre will be located in the Committee Room at the City of Busselton Offices, 2 Southern Drive, Busselton. Where this location is unavailable or deemed unsuitable the LRC will designate an alternate location as soon as possible and publicise it after it is established.

4.19 Information Centre (One Stop Shop)

A Recovery Centre/One Stop Shop will be established, when required, by the City of Busselton to provide information and advice to the community on the progress of recovery, special arrangements and services. The location and contact details of the Recovery Centre will be disseminated to the community when it is established.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

4.20 Infrastructure

The restoration/reconstruction of essential services, e.g. roads, transport, water, sewage, electricity, gas and waste disposal, will remain the responsibility of the agencies with existing responsibility for the provision of those services, each of which should have a Business Continuity Plan (BCP) in place.

The LRCC is responsible for recommending priorities and encouraging work is completed.

4.21 Recovery Closeout (Withdrawal)

One of the critical aspects of the recovery management process is the withdrawal of outside services. If not managed successfully, the positive effects of all previous efforts may be undone. Planned and timely withdrawal will consider community involvement and reduce the likelihood of a void being left post-recovery. The LRCC Chair will stand down participants (of the LRCC) when they are no longer required.

Withdrawal should also take into account the handover over of responsibilities from the LRCC:

- to community groups where appropriate,
- when the community can support itself and
- back to the City and other agencies to assume delivery of normal services.

Also, a coordinated approach to withdrawal should be planned and carried out. This may include events such as:

- Communication back to the community of positive outcomes & achievements
- Media releases or conferences
- Public events (public meetings, community days / public fairs) to recognise a community's return to "normal".

4.22 Lessons Learnt

Recovery team member debriefing sessions are a key tool in assessing the effectiveness of the response and the performance of team members in their various functions. These sessions allow team members to discuss any issues they encountered and provide an opportunity for feedback on performance during a stressful period. The Local Recovery Coordinator will arrange for the debriefing of all participants and organisations as soon as possible after stand-down and the preparation and tabling of a report to the LRCC for review and update of the Local Recovery Plan. A copy of the report will also be forwarded to the LEMC, HMA and the Chairman of both the State Emergency Management Committee (SEMC) Recovery Services Sub-committee and District Emergency Management Committee (DEMC).

4.23 Maintenance of Emergency Management Recovery Plan

The City of Busselton will be responsible for maintaining the Emergency Management Recovery Plan and all supporting documentation, contact lists, register and supporting tools. The City of Busselton will also be responsible for arranging the convening of the LRCC on a semi-annual basis to discuss any relevant updates, recovery plan maintenance and changes that would impact the LRCC or recovery planning. The City of Busselton is also responsible

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

for ensuring that the current Emergency Management Recovery Plan is available on the City of Busselton's Internet site.

4.24 References

- City of Busselton Local Emergency Management Arrangements
- City of Busselton/CPFS's Local Welfare Emergency Management Support Plan
- State Emergency Management Plan for State Level Recovery Coordination
- WESTPLAN – Recovery
- Australian Emergency Manual Series Manual 10 – Recovery.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Appendix 1 – LRCC Members

A detailed contact list can be found in Part 5 of the City of Busselton Local Emergency Management Arrangements.

LRCC Position	Organisation representative	Nominated Representative
Chair	City of Busselton	City Mayor
Deputy	City of Busselton	City Councillor (as nominated by the Mayor)
Local Recover Coordinator (LRC)	City of Busselton	Risk & OSH Officer
Communications Officer	City of Busselton	Public Relations Officer
RCC Administrator	City of Busselton	Information Technology Coordinator
Administration Support	City of Busselton	Safety & Injury Management Officer
Infrastructure Coordinator	City of Busselton	Manager Operations Services
Financial Coordinator	City of Busselton	Manager Finance
Economic Coordinator	City of Busselton	Economic & Business Development Coordinator
Environmental Coordinator	City of Busselton	Manager Environmental Services
Health Coordinator	City of Busselton	Environmental Health Coordinator
Welfare Coordinator	Department for Child Protection and Family Support	Team Leader

Note:

1. The CEO may attend as required.
2. Depending on the severity of the emergency each coordinator may establish a sub-committee.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Appendix 2 – Local Recovery Coordinator Operational Checklist

Task Description	OK
<ul style="list-style-type: none"> • Liaise with relevant response agencies regarding location, size, type and potential impact of event 	
<ul style="list-style-type: none"> • Contact and alert key staff 	
<ul style="list-style-type: none"> • Determine likely human effects 	
<ul style="list-style-type: none"> • Establish if event proclaimed and eligible natural disaster under the WANDRA 	
<ul style="list-style-type: none"> • Contact other relevant response and recovery agencies 	
<ul style="list-style-type: none"> • Activate and brief relevant agency staff 	
<ul style="list-style-type: none"> • Activate appropriate inter-agency liaison mechanisms 	
<ul style="list-style-type: none"> • Allocate liaison officer at emergency operations centre (if appropriate) 	
<ul style="list-style-type: none"> • Determine immediate short-term needs (e.g. accommodation, financial assistance and personal support) 	
<ul style="list-style-type: none"> • Manage offers of assistance, including volunteers, material aid and donated money 	
<ul style="list-style-type: none"> • Assess impact of the event through information / data from local government, geographic data and relevant response agencies 	
<ul style="list-style-type: none"> • Meet with specific agencies involved with recovery operations to determine strategies 	
<ul style="list-style-type: none"> • Report to organisational hierarchy on likely costs / impact of involvement in recovery activities 	
<ul style="list-style-type: none"> • Organise briefing and debriefing processes for staff 	
<ul style="list-style-type: none"> • 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 	
<ul style="list-style-type: none"> • Establish a 'one-stop shop' recovery centre to provide the affected community with access to all recovery services 	
<ul style="list-style-type: none"> • Manage restoration of essential infrastructure / utilities 	
<ul style="list-style-type: none"> • Manage the public appeal / private donations process 	
<ul style="list-style-type: none"> • Brief media on the recovery program 	
<ul style="list-style-type: none"> • Assess reports gathered through an outreach program to assess community needs 	
<ul style="list-style-type: none"> • Identify special needs groups or individuals 	
<ul style="list-style-type: none"> • Meet with other recovery agencies to consider full assessment of the impact of the event. Determine the best means of involving the affected community and determine action required from specific agencies 	
<ul style="list-style-type: none"> • Activate community (specific) recovery committees, ensuring active participation of members of the affected community 	
<ul style="list-style-type: none"> • Develop a community information process, including consideration of public meetings and newsletters and information to the media as required 	
<ul style="list-style-type: none"> • Monitor staffing arrangement 	
<ul style="list-style-type: none"> • Review resources and services on an ongoing basis 	
<ul style="list-style-type: none"> • Determine longer-term recovery measures 	
<ul style="list-style-type: none"> • Continue to monitor agency activities and reduce / withdraw services when appropriate 	

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Task Description	OK
• Debrief recovery agencies	
• Recognise agency / staff input.	
• Perform duties as required by LRCC Chair	

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Appendix 3 – Recovery Coordination Centre Equipment Checklist

Qty	Equipment Item	Checked
1	1 x laptop computer for general use (connected with projector)	<input type="checkbox"/>
1	Printers (attached to LAN)	<input type="checkbox"/>
1	Fax machine with fax stream facility	<input type="checkbox"/>
1	Conference phone	<input type="checkbox"/>
1	TV, video and supply of blank video tapes	<input type="checkbox"/>
5	Status boards	<input type="checkbox"/>
Qty	Activity log sheets	<input type="checkbox"/>
1	Digital camera	<input type="checkbox"/>
1	Data projector and screen (including cabling for computer)	<input type="checkbox"/>
1	AM/FM radio receiver and recorder (used for media monitoring)	<input type="checkbox"/>
1	Small tape recorder and tape	<input type="checkbox"/>
12	Latest version of City of Busselton's LEMA – hard and e-copy	<input type="checkbox"/>
1	Clock	<input type="checkbox"/>
1	Communication log sheet	<input type="checkbox"/>
1	Flip chart on easel	<input type="checkbox"/>
Qty	Butchers paper and flip chart paper	<input type="checkbox"/>
Qty	Masking tape, blue-tack	<input type="checkbox"/>
Qty	Sufficient desks/seating for all team members	<input type="checkbox"/>
1	Whiteboard and pens	<input type="checkbox"/>
Qty	Writing pads, pens/pencils, erasers, photocopy paper, computer disks, etc.	<input type="checkbox"/>
1	First aid kit	<input type="checkbox"/>
Qty	Refreshments	<input type="checkbox"/>
Qty	Telephone directory (White/Yellow Pages)	<input type="checkbox"/>
1	Power Generator	<input type="checkbox"/>
Qty	Torches	<input type="checkbox"/>

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Appendix 5 – Duty Cards

DUTY CARD 1 — CHAIR
<p>The Chair leads the LRCC, performs the role of primary spokesperson for the committee and liaises with the Hazard Management Agency (HMA) and other state level agencies.</p>
RESPONSIBILITIES
PRE-RECOVERY
<ul style="list-style-type: none">• Attend all training activities organised for the LRCC• Remain familiar with responsibilities within the LRCC• Understand each agency's role in relation to recovery to ensure a coordinated recovery process involving all relevant agencies• Maintain regular contact with relevant agencies involved in recovery planning and response.
ALERT/STAND BY PHASE
<ul style="list-style-type: none">• Receive brief from HMA and document details of the disaster• Brief LRCC members of situation and the 'alert/stand-by' status• Confirm the level of activation of the LRCC in consultation with the HMA• Provide briefing to the LRCC following HMA briefing• Keep updated on the status of the event/situation.
ACTIVATION
<ul style="list-style-type: none">• Hold first meeting of the LRCC• Allocate responsibilities and manage the activities of the LRCC during activation phase• Keep updated on the status of the event/situation (covering economic, environment, social and infrastructure implications).• Ensure the LRCC is aware of HMA's arrangements and potentially other government support plans that may be activated during a recovery
RECOVERY
<ul style="list-style-type: none">• Lead the development of the recovery plan and manage its implementation• Approve an effective disaster recovery plan (for short-medium term) that is in line with the State Disaster Management Group's strategic policy framework and minimises the effects of the disaster on the City of Busselton• Ensure effective communication with all relevant stakeholders (i.e. community members, businesses, media, government agencies, not-for-profit agencies, mayors, elected representatives, etc.) with support of the Communications Officer• Ensure regular Situational Reports (SITREPs) are provided to the HMA and other agencies• Conduct regular LRCC briefings and feedback sessions on the progress of the recovery program.• Coordinate visits by Ministers and VIPs
DURING RECOVERY
<ul style="list-style-type: none">• When appropriate, develop a medium/long-term recovery plan and oversee its implementation. (Plan to cover the economic, environmental, health, social and infrastructure elements).• Act as spokesperson for the LRCC with the media and in public forums• Manages the decision-making process and, where appropriate, have the final decision

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

POST-RECOVERY

- Stand down the LRCC
- Identify any group follow-on actions required and allocate responsibilities and deadlines
- Facilitate LRCC Post-Crisis Review and record outcomes – oversee the update of procedures/plans if required
- Attend any Post-Crisis Reviews organised by the HMA and brief LRCC members
- Provide copy of Post-Crisis Review to other relevant agencies.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 2 — DEPUTY CHAIR

Reports to: CHAIR

The Deputy reports to the Chair and assists with the planning and implementation of the recovery plan and other plans as required. He/she is also responsible for ensuring the administrative support for the Local Recovery Coordination Committee (LRCC) is provided, including the collection and dissemination of information to other LRCC members as required.

RESPONSIBILITIES

PRE-RECOVERY

- Attend all training activities organised for the LRCC
- Ensure all resources are in place in the event of activation of the LRCC
- Remain familiar with responsibilities within the LRCC
- Understand each agency's role in relation to the recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STAND BY

- Proceed to the Recovery Coordination Centre (RCC) and set up in preparation for activation
- Participate in the initial LRCC briefing.

ACTIVATION

- Participate in LRCC briefing
- Keep updated on the status of the event/situation (covering economic, health, environment, social and infrastructure implications)
- Assist the Chair in all activities in this phase.

DURING RECOVERY

- Understudy the Chair
- Consult with Committee members (covering economic, environment, health, social and infrastructure) for their input into the recovery plan
- Liaise and work with appropriate members of HMA and agencies as required
- Assist the LRC to gather input from the community in the development of the recovery plan
- Contribute to the development of the recovery plan
- Assist in the implementation of the recovery plan
- Provide administrative support to the LRCC – including distribution of Situational Reports (SITREPs) to all relevant stakeholders
- Assume the role of Chair in his/her absence
- Provide the Administration Support with copies of the LRCC activity log sheets
- Carry out other duties as directed by the Chair
- Conduct regular LRCC briefings and feedback sessions on the progress of the recovery program.
- Monitor health, fatigue, morale and stress levels of the LRCC and advise the LRCC Chair as required

POST-RECOVERY

- Complete any follow up action as directed
- Conduct inter-agency briefings and feedback sessions on the effectiveness of the recovery program
- Contribute to the LRCC Post-Crisis Review
- Collate and file all relevant LRCC documentation
- Refurbish LRCC resourcing requirements
- Contribute to the Post-Crisis Review report.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 3 — LOCAL RECOVERY COORDINATOR (LRC)

Reports to: CHAIR

The LRC manages the Local Recovery Coordination Committee (LRCC), related planning for the City of Busselton and oversees the recovery process (social, economic, health, infrastructure and environment) and co-ordinates the City's recovery under guidance from the HMA and the Chair.

RESPONSIBILITIES

PRE-RECOVERY

- Attend all training activities organised for the LRCC
- Remain familiar with responsibilities within the LRCC
- Understand each agency's role in relation to recovery to ensure a coordinated recovery process involving all relevant agencies
- Maintain the Local Recovery Plan
- Maintain regular contact with relevant agencies involved in recovery planning and response
- Ensure the Local Recovery Plan is tested with the other Emergency Management Arrangement exercises.

ALERT/STAND BY PHASE

- Receive brief from Chair and the HMA and document details of the disaster
- Brief LRCC members of situation and the 'alert/stand-by' status
- Confirm the level of activation of the LRCC in consultation with the Chair and the HMA
- Mobilise any additional resources or specialist advisors required for the LRCC
- Ensure adequate resources are in place for activation of the LRCC
- Coordinate the assessment of the community recovery requirements
- Keep updated on the status of the event/situation
- Advise the LRCC Chair when to activate the LRCC.

ACTIVATION

- Facilitate first meeting of the LRCC
- Allocate responsibilities and manage the activities of the LRCC during activation phase
- Ensure all LRCC members are briefed and understand their individual and team responsibilities
- Keep updated on the status of the event/situation (covering economic, environment, social and infrastructure implications).
- Ensure the LRCC and Chair is aware of other HMA's and potentially other government support plans that may be activated during a recovery

RECOVERY

- Involve members of the community in the implementation of the recovery plan
- Provide copy of the recovery plan to RCC Administrator for feedback and review
- Ensure effective communication with all relevant stakeholders (i.e. community members, businesses, media, government agencies, not-for-profit agencies, mayors, elected representatives, etc.) with support of the Communications Officer
- Ensure regular Situational Reports (SITREPs) are provided to the Chair, the HMA and other agencies
- Ensure all committee actions, decisions and events are accurately recorded and documented, and also recorded in the LRCC Activity Log Sheet
- Conduct regular LRCC briefings and feedback sessions on the progress of the recovery program.
- Ensure management of volunteers is provided
- Ensure coordinated management of donated goods

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DURING RECOVERY

- Ensure team members adhere to a rotation policy to ensure adequate rest
- When appropriate, develop a medium/long-term recovery plan and oversee its implementation. (Plan to cover the economic, environmental, health, social and infrastructure elements).

POST-RECOVERY

- Identify any group follow-on actions required and allocate responsibilities and deadlines
- Facilitate LRCC Post-Crisis Review and record outcomes – oversee the update of procedures/plans if required
- Attend any Post-Crisis Reviews organised by the Chair, the HMA and brief LRCC members
- Provide copy of Post-Crisis Review to other relevant agencies.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 4 — COMMUNICATIONS OFFICER

Reports to: LRCC CHAIR

The Communications Officer reports to the LRCC Chair and coordinates and manages LRCC-related communication to stakeholders on behalf of the Busselton LRCC.

RESPONSIBILITIES

PRE-RECOVERY

- Attend meetings and training activities organised for the LRCC
- Remain familiar with responsibilities within the LRCC
- Understand each agency's role in relation to the response and recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STAND BY

- Attend all LRCC briefings
- Advise the LRCC on potential community and media requirements
- Ensure resources are in place to manage media enquiries
- Establish links with other agency communication representatives (i.e. WA Police Media Unit, etc.)

ACTIVATION

- Attend LRCC briefing
- Begin initial actions from LRCC briefing
- Provide ongoing advice to Hazard Management Agencies (HMA) and LRCC in relation to media communications
- Liaise with other agencies to ensure a co-ordinated response to media enquiries
- Provide support to the LRCC Chair in relation to media enquiries and response
- Draft initial media materials on behalf of the LRCC Chair
- Ensure all media materials go through the required approval processes.

RECOVERY

- Serve as the principal advisor to the LRCC Chair regarding interactions with the media and other stakeholders and advise him/her of any pressing media issues, concerns or problems
- Establish a media briefing room
- Prepare all external communication (media fact sheets, media releases, etc.) for approval by the LRCC Chair
- Manage the information displayed on the City's website or related emergency recovery websites and any promotional material required
- In consultation with the HMA, develop a stakeholder engagement strategy that covers both the response and recovery phases
- Implement this strategy
- Keep informed of communication activities being conducted by other agencies and ensuring the LRC is made aware of the messages being communicated
- Ensure all communication materials released by the LRCC follow the required approval processes
- Keep in close contact with the communications representatives from other agencies (i.e. WA Police, Emergency Services,) as well as the relevant Ministerial media advisors
- Provide relevant information to other agencies on the City's disaster response, etc.
- Closely monitor media reports about the disaster and the recovery process and provide advice to the LRCC on the most appropriate response
- Attend HMA and LRCC meetings when required
- Carry out other duties as directed by the Deputy

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

POST-RECOVERY

- Complete any follow up actions as directed
- Contribute to the Post-Crisis Review.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 5 —RECOVERY COORDINATION CENTRE ADMINISTRATOR

Reports to: LRCC CHAIR

The Recovery Coordination Centre Administrator reports to the LRCC Chair and is responsible for managing the Recovery Coordination Centre. He/she ensures that all resources necessary to support the LRCC are provided and acts as the liaison with other LRCC Groups.

RESPONSIBILITIES

PRE-RECOVERY

- Equip and maintain the Recovery Coordination Centre
- Conduct regular audits of the Recovery Coordination Centre equipment
- Regularly check and update the stakeholder directories/lists
- Attend meetings and training activities organised for the LRCC
- Understand each agency's role in relation to the recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STAND BY

- Proceed to the Recovery Coordination Centre
- Ensure the Recovery Coordination Centre is set up as required ready for activation phase, subject to availability of resources.

ACTIVATION

- Proceed to check set up of Recovery Coordination Centre and hang the Status Boards
- Ensure all resources necessary to support the LRCC are provided, where possible
- Clean Status Boards and add known information
- Activate communication links with the HMA
- Attend the LRCC initial briefing.

RECOVERY

- Establish communication, exchange information and coordinate activities with the LRCC team representatives (economic, environment, social and infrastructure)
- Assist the Administration Support in maintaining a chronological log of events as appropriate (pay special attention to times of significant activities and events)
- Ensure overall provision of administrative, IT and catering support to the LRCC
- Document all personal actions and decisions on a personal log sheet.

POST-RECOVERY

- Collect and file documentation from all teams within the LRCC
- Help to ensure allocated Post-Crisis follow up actions are completed
- Participate in the Post-Crisis Review
- Evaluate the effectiveness of the Recovery Coordination Centre during the recovery and recommend any necessary changes to the room or associated procedures and implement if possible
- Refurbish the Recovery Coordination Centre back to a 'ready' state.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 6 — ADMINISTRATION SUPPORT

Reports to: LRCC CHAIR

The Administration Support reports to the LRCC Chair and maintains accurate, up to date incident documents. He/she collects, evaluates and displays information about the incident, response operations, environmental conditions and incident resources.

RESPONSIBILITIES

PRE-RECOVERY

- Attend all meeting and training activities organised for the LRCC
- Ensure status boards, charts, maps and other tools/aids are readily available
- Understand each agency's role in relation to the recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STANDY-BY

- Proceed to the Recovery Coordination Centre
- Assist the RCC Administrator in the set up of the Recovery Coordination Centre
- Ensure documentation is in place ready for record keeping.

ACTIVATION

- Start the LRCC Activity Log Sheet
- Attend the LRCC initial meeting
- Commence the LRCC Activity Log Sheet

RECOVERY

- Assist the RCC Administrator with updating the status boards
- Maintain a chronological log of events, paying special attention to times of significant activities and events
- Ensure LRCC members are present for briefs as required by the Chair and Deputy
- Ensure that any LRCC member not able to attend a briefing session is updated
- Manage the flow of hard copy information and retain copies for the permanent log
- Manage the flow of hard copy information and retain copies for the permanent log
- Regularly collate the notes (logs) from other LRCC groups (economic, environment, health, social and infrastructure) into the LRCC Activity Log Sheet
- Draft regular Situational Reports (SITREPs) for the approval and release of the Chair
- Alert other LRCC members to major changes, issues and outstanding actions
- Take digital photos of status boards before they are updated
- Proactively monitor all communication and record pertinent points as they arise.

POST-RECOVERY

- Assist with the collection and filing of all documentation from all teams within the LRCC
- Ensure allocated Post-Crisis follow up actions are completed
- Participate in the incident Post-Crisis Review
- Contribute to the development of the recovery report
- Assist with refurbishing the Recovery Coordination Centre back to a 'ready' state.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 7 — FINANCIAL COORDINATOR

Reports to: LRCC CHAIR

The Financial Coordinator reports to the LRCC Chair and is responsible for the financial and recovery of the City. This includes providing information on financial assistance and financial planning.

RESPONSIBILITIES

PRE-RECOVERY

- Attend all meetings and training activities organised for the LRCC
- Remain familiar with the range of financial services available and the appropriate referral processes
- Remain familiar with responsibilities within the LRCC
- Remain familiar with any plans developed by CME regarding disaster recovery
- Understand each agency's role in relation to the recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STANDY-BY

- Prepare for the initial meeting by:
 - Collecting information regarding the financial impacts, or likely impacts, associated with the situation at hand
 - Consider what information / documents are relevant to the situation and may be beneficial at the initial meeting. Be prepared to provide advice on the One Stop Shop requirements from a financial recovery perspective, for example space requirements for distribution of financial assistance
- Proceed to the Recovery Coordination Centre

ACTIVATION

- Attend the LRCC initial meeting.
- Proceed to the Recovery Coordination Centre for the next LRCC meeting
- Provide detail on the financial impacts of the situation or what is required to make an assessment
- Interpret information received at the meeting and provide guidance
- Provide advice on the recovery priorities from a financial perspective
- Update others within CME and determine resource requirements.

RECOVERY

- Continuously monitor the effects of the disaster on the City's financial viability
- Assist the LRCC to develop strategies that will minimise the effects of the emergency on individuals and actively support the recovery of business and industry. This strategy should address the following:
 - Communication – to community, local industries and businesses regarding the recovery process and resources available
 - Financial assistance - to be accessed by businesses and individuals to aid economic recovery (government grants, appeal distribution and charitable payments)
- Management of WANDRRA claims
- Managing distribution of Lord Mayor's Appeal funds
- Ensure there is effective and ongoing communication to relevant agencies, businesses and individuals in the community regarding the recovery process
- Attend LRCC briefings and keep in regular contact with the Chair on activities and progress

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

POST-RECOVERY

- Provide copies of any reports related to the financial recovery of the affected area to the LRCC
- Advise on financial related issues at the Post-Recovery Review
- Conduct inter-agency briefings and feedback sessions on the effectiveness of the financial recovery program.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 8 — ECONOMIC COORDINATOR

Reports to: LRCC CHAIR

The Economic Coordinator reports to the LRCC Chair and is responsible for focusing on the financial and economic recovery of the City. This includes public infrastructure, community facilities, business enterprises (commercial, industrial, retail, service, agricultural, etc.), residents and households.

RESPONSIBILITIES

PRE-RECOVERY

- Attend all meetings and training activities organised for the LRCC
- Remain familiar with the range of economic services available and the appropriate referral processes
- Remain familiar with responsibilities within the LRCC
- Remain familiar with any plans developed by CME regarding disaster recovery
- Understand each agency's role in relation to the recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STANDY-BY

- Prepare for the initial meeting by:
 - Collecting information regarding the economic impacts, or likely impacts, associated with the situation at hand
 - Establish contact with likely members of the Economic Group and assist the LRC to organise attendance
 - Consider what information / documents are relevant to the situation and may be beneficial at the initial meeting. Be prepared to provide advice on the One Stop Shop requirements from an economic recovery perspective
- Attend the LRCC initial meeting.

ACTIVATION

- Proceed to the Recovery Coordination Centre for the LRCC meeting
- Provide detail on the economic impacts of the situation or what is required to make an assessment
- Interpret information received at the meeting and provide guidance on the implications to the local economy
- Provide advice on the recovery priorities from an economic perspective
- Update others within CME and determine resource requirements.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

RECOVERY

- Continuously monitor the effects of the disaster on the City's economic viability
- Assist the LRCC to develop strategies that will minimise the effects of the disaster on individuals and actively support the recovery of business and industry. This strategy should address the following:
 - Communication – to community, local industries and businesses regarding the recovery process and resources available
 - Industry support - work closely with specific industries (e.g. agriculture, tourism, etc.) that are impacted by the disaster and support them in the recovery process
 - Local involvement - establish a reference group which is representative of business, community members, industry and other relevant groups
- Provide opportunities for reference group to assist in decision making and allocation of resources for the economic recovery of the City
- Conduct inter-agency briefings and feedback sessions on the progress of the economic recovery program
- Consult with the Chamber of Commerce & Industry and other industry groups
- Ensure there is effective and ongoing communication to relevant agencies, businesses and individuals in the community regarding the recovery process
- Work closely with specific businesses and community members that are impacted by the disaster and support them in the recovery process and available resources
- Regularly collect information from members of the Economic Group and provide updates to the remainder of the LRCC
- Attend LRCC briefings and keep in regular contact with the Chair on activities and progress

POST-RECOVERY

- Provide copies of any reports related to the economic recovery of the affected area to the LRCC
- Advise on economic related issues at the Post-Recovery Review
- Conduct inter-agency briefings and feedback sessions on the effectiveness of the economic recovery program.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 9 — HEALTH COORDINATOR

Reports to: LRCC CHAIR

The Health Coordinator reports to the LRCC Chair and is responsible for the provision of environmental health and the welfare for pets and livestock.

RESPONSIBILITIES

PRE-RECOVERY

- Attend all meeting and training activities organised for the LRCC
- Identify and be aware of any existing health issues and sensitivities surrounding the City that may arise during an emergency
- Remain familiar with responsibilities within the LRCC
- Remain familiar with any plans developed by the City regarding disaster recovery
- Understand each agency's role in relation to the recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STANDY-BY

- Proceed to the Recovery Coordination Centre
- Prepare for the initial meetings by the Chair / LRCC by:
 - Collecting information regarding the health impacts, or likely impacts, associated with the situation at hand
 - Establish contacts with likely members of the Health Team and assist the LRCC LRC to organise attendance
 - Consider what information / documents are relevant to the situation and may be beneficial at the initial meeting.
- Attend the LRCC initial meeting.

ACTIVATION

- Proceed to the Recovery Coordination Centre for the LRCC briefing
- Provide detail on the health impacts of the situation or what is required to make an assessment
- Provide advice on the recovery priorities from a health perspective
- Update others within the City Health Team and determine resource requirements.

RECOVERY

- Attend LRCC briefing and contribute to the initial recovery plan
- Brief Health Team on recovery plan priorities – delegate actions
- Undertake all activities as outlined in the Recovery and Welfare Plans
- Coordinate welfare for evacuated pets and livestock
- Coordinating environmental health services
- Keep the Chair regularly informed of above activities
- Attend all LRCC meetings and report back to Health Team on outcomes
- Ensure all activities completed by the Health Team are in keeping with the Recovery Plan developed by the LRCC.

POST-RECOVERY

- Develop the health report for approval by the LRCC
- Collect and file all documentation relating to health recovery
- Advise on health related issues at the Post-Crisis Review
- Conduct inter-agency briefings and feedback sessions on the effectiveness of the health recovery program
- Complete any follow up actions as directed.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 10 — INFRASTRUCTURE COORDINATOR

Reports to: LRCC CHAIR

The Infrastructure Coordinator reports to the LRCC Chair and manages all issues relating to the effective recovery of the physical infrastructure in the community including communications systems, transport systems, public utilities (power, water, sewerage and drainage) and buildings affected by an emergency or disaster. This team is led by the City of Busselton.

RESPONSIBILITIES

PRE-RECOVERY

- Attend meeting and training activities organised for the LRCC
- Remain familiar with the range of repair and re-establishment of infrastructure services available and the appropriate referral processes
- Remain familiar with responsibilities within the LRCC
- Understand each agency's role in relation to the recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STAND BY

- Prepare for the initial meeting by the Chair by:
 - Collecting information regarding the current or likely impacts on infrastructure associated with the situation at hand
 - Establish contact with likely members of the Infrastructure Group and assist the LRC to organise attendance
 - Consider what information / documentation is relevant to the situation and may be beneficial at the initial meeting.
- Attend the initial LRCC meeting.

ACTIVATION

- Proceed to the Recovery Coordination Centre for the LRCC meeting
- Provide detail on the impacts on infrastructure from the situation or what is required to make an assessment
- Provide advice on the recovery priorities from an infrastructure perspective.

RECOVERY

- Survey the damage and determine the extent to which normal operations have been compromised
- Implement the infrastructure elements of the recovery plan (i.e. construct, rebuild and/or re-establish infrastructure and systems)
- Source and mobilise funding, equipment, supplies, personnel and back-up support to enable the subsequent phases of recovery to take place
- Keep the Chair updated on activities relating to infrastructure recovery
- Attend LRCC briefings on behalf of the Infrastructure Group and keep in regular contact with the Chair on activities and progress
- Conduct inter-agency briefings and feedback sessions on the progress of the infrastructure recovery program.

POST-RECOVERY

- Develop the infrastructure report for approval by the LRCC
- Collect and file all documentation relating to infrastructure recovery
- Advise on infrastructure related issues at the Post-Crisis Review
- Conduct inter-agency briefings and feedback sessions on the effectiveness of the infrastructure recovery program
- Complete any follow up actions as directed.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 11 — WELFARE COORDINATOR

Reports to: LRCC CHAIR

The Department of Child Protection and Family Support has functional lead agency responsibility for welfare recovery. The Welfare Coordinator is responsible for the delivery of community recovery services to individuals, families, sporting clubs, social groups and communities, including counseling and support recovery services.

RESPONSIBILITIES

PRE-RECOVERY

- Attend all meeting and training activities organised for the LRCC
- Identify and be aware of any existing social issues and/or sensitivities surrounding the City of Busselton, that may arise during a recovery
- Keep abreast of content of the Local Welfare Plan and the Recovery Plan
- Remain familiar with responsibilities within the LRCC
- Understand each agency's role in relation to the recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STAND-BY PHASE

Prepare for the initial meeting by:

- Collecting information regarding the welfare impacts, or likely impacts associated with the situation at hand
- Establish contact with likely members of the sub-committee and assist the LRC to organise attendance
- Consider what information /documents are relevant to the situation and may be beneficial at the initial meeting. Be prepared to provide advice on the One Stop Shop requirements from a welfare recovery perspective
- Attend the LRCC initial meeting.

ACTIVATION

- Begin initial actions as outlined in the Recovery Plan – delegate duties to sub-committee
- Proceed to the Recovery Coordination Centre for the LRCC meeting
- Receive brief and note implications for the welfare recovery of the City
- Start documenting requirements for the welfare recovery of the City
- Update all members of the sub-committee and organise first meeting
- Hold first meeting of the sub-committee and provide overview of LRCC's priorities.

IMMEDIATE/SHORT TERM RECOVERY

- Attend LRCC meeting and contribute to the initial recovery plan
- Brief Welfare Team on recovery plan priorities – delegate actions
- Liaise with other agencies and support groups involved with the activities of the Busselton Welfare Support Plan to reduce duplication of effort covering:
 - Communication with the community and other stakeholders
 - Catering
 - Accommodation
 - Personal support services
 - Counselling services
 - Outreach services
 - Financial assistance
 - Community recovery centres
- Keep the Chair regularly informed of above activities
- Attend all LRCC meetings and report back to sub-committee on outcomes
- Ensure all activities completed by the sub-committee are in keeping with the Recovery Plan developed by the LRCC

MEDIUM/LONG-TERM RECOVERY

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

- Establish and implement a longer-term disaster recovery program in keeping with the plan developed by the LRCC
- In collaboration with other agencies develop a sustainable exit strategy.

POST-RECOVERY

- Collect and file all sub-committee documentation
- Ensure allocated Post-Crisis follow up actions are completed
- Advise on welfare related issues at the Post-Crisis Review
- Conduct inter-agency briefings and feedback sessions on the effectiveness of the social recovery program
- Complete any follow up actions as directed.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

DUTY CARD 12 —ENVIRONMENT COORDINATOR

Reports to: LRCC CHAIR

The Environment Team is led by the Department of Parks and Wildlife (DPaW) and the Environmental Team Representative reports to the Chair and manages all environmental matters for the recovery.

RESPONSIBILITIES

PRE-RECOVERY

- Attend meetings and training activities organised for the LRCC
- Identify and be aware of any existing environmental issues and/or sensitivities surrounding the City of Busselton, or similar operations that may arise during a response
- Be aware of any environmental groups who may seek to be involved
- Understand each agency's role in relation to the recovery to ensure a co-ordinated recovery process involving all relevant agencies.

ALERT/STAND BY

- Prepare for the initial meeting by the Chair by:
 - Collecting information regarding the environmental impacts, or likely impacts, associated with the situation at hand
 - Establish contact with likely members of the Environmental Group and assist the LRC to organise attendance
- Attend the LRCC initial meeting.

ACTIVATION

- Proceed to Recovery Coordination Centre for the LRCC briefing
- Provide detail on the environmental impacts of the situation or what is required to make an assessment
- Interpret information received at the meeting and provide guidance on the implications to the local environment
- Provide advice on the recovery priorities from an environmental perspective.

RECOVERY

- Continuously monitor the effects of the disaster on the City's environment
- Advise on potential environmental issues and areas of possible escalation
- Determine whether additional environmental personnel or technical specialists (disposal, wildlife, etc.) are needed, and if so, coordinate their activation and supervise their activities
- Establish a reference group which is representative of business, community members, industry and environmental groups
- Involve members of environmental bodies in key decision-making
- Conduct inter-agency briefings and feedback sessions on the progress of the environmental recovery program
- Monitor response and recovery activities to ensure compliance with relevant environmental legislation
- Monitor and assess the environmental consequences of clean-up operations.
- Attend LRCC briefings and keep in regular contact with the Chair on activities and progress.

POST-RECOVERY

- Provide copies of any reports related to the environmental recovery of the affected area to the LRCC
- Advise on environment related issues at the Post-Recovery Review
- Conduct inter-agency briefings and feedback sessions on the effectiveness of the environmental recovery program.

Supporting Tool 2 – Stakeholder Communication Plan

Stakeholder	Relevant (Y, N)	WHO	PRIORITY (E, I, D)	Ongoing contact	By when? (e.g. every 2 hours)	By whom?
INTERNAL						
Busselton Council – Mayor and Council members						
City of Busselton employees						
EXTERNAL						
Relevant government departments/agencies: State Emergency Management Committee Secretariat Ambulance SES Department of Health Department for Child Protection and Family Support WA Police Department of Transport and Main Roads Department of House and Works Department of Primary Industries Department of Parks and Wildlife (DPaW) Bureau of Meteorology (BOM)						
Elected representatives: State members Federal members						
Centrelink						
Hospitals						
Gas companies						
Media: Local State National						
Local residents: Directly affected Not directly affected						
Local businesses						
Local community groups Disability groups Religious groups/churches Indigenous representatives						
Local schools and colleges						
Tourist associations						
Tourists						
Business associations (i.e. Chambers of Mineral and Energy)						
Environmental groups						
Welfare groups i.e. Red Cross, Salvation Army						
Aged care facilities						
Ferry operators						
Transport companies (bus etc)						
Other interest/community groups						

Relevant (Y=Yes, N=No), Who, Priority (E=Essential, I=Important, D=Desirable)

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Supporting Tool 4 – Telephone Message Sheet No: _____

TELEPHONE MESSAGE:

YOUR NAME:

DATE:

TIME:

CALLER'S NAME:

CALLER'S EMAIL:

CALLER'S TELEPHONE
NUMBER:

CALLER'S FAX NUMBER:

CALLER'S ORGANISATION/AFFILIATION:

REFERRED TO:

MESSAGE/NOTES:

ACTION REQUIRED:

DEADLINE:

FOR HANDLING BY:

- _____
-
- _____
-
- _____

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Supporting Tool 5 – Action Plan

This table outlines the activities crucial to the communications response that must take place. The person identified as responsible for each activity must ensure that it occurs within the recommended timeframe.

Action	Due date and time	Responsibility	Action complete
Release Media Holding Statement			
Develop key messages, Q&As			
Organise media conference			
Issue media release			
Spokesperson preparation			
Communications with families			
Engage stakeholders for third party credibility			
Update website			
Media monitoring – review critical issues addressed in public arena & identify issues			

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Supporting Tool 6 – Media release (sample)

Media ReleaseAttn: <insert name>

Time:<insert time>

Date:<insert date>

<insert disaster e.g. Large fire in Busselton >

City of Busselton confirms that <confirmed consequences, date, time and location>.

<Spokesperson name>, City of Busselton's <insert spokesperson's position> said that it is Busselton's immediate priority to continue offering support to <affected stakeholders and the community>.

"<example quote> At this time, my thoughts and deepest sympathies are with the families, friends and work colleagues of the people affected and also with those injured by the fire," <he/she> said.

"We have arranged counseling support for those directly and indirectly involved. This support will be available as long as it is required."

The City's primary concern continues to be the safety and wellbeing of all citizens living in Busselton. Since <date>, all <number> people involved in or affected by the <insert disaster> have been evacuated from the site.

<Spokesperson> reported that the evacuation was an enormous exercise logistically for Busselton.

"Our teams are working hard to safely evacuate all citizens from the impacted areas and to secure the incident site," <he/she> said.

Busselton is cooperating with authorities and access to the City is now restricted until safety is assured.

The City of Busselton has commissioned a complete review of procedures and processes by independent experts.

This is in addition to the investigation by authorities.

For further information, please contact:

<name>

<Spokesperson>

Ph: <insert direct line>

Mob: <insert number>

Email: <insert email>

Or visit www.busselton.wa.gov.au

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Supporting Tool 7 – Post-Emergency Review Guide

	SUSTAIN	IMPROVE	FIX	WHO + WHEN
Explanation	(LRC actions and decisions that were done well and need to be maintained)	(LRC actions and decisions that were not done well)	(The solution to the 'improve' point raised)	Who is responsible for 'fixing' this and by what date?
Sustain example	Passage of information in and out of the LRC was accurate and prompt due to: Regular team briefings			
Improve/Fix Who/When example		The LRC's understanding of media operations was poor	Conduct media training for key personnel More actively engage these stakeholders throughout the crisis response	Communications Officer to conduct media training for all LRC personnel by (insert date)

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Supporting Tool 8 - Recovery Needs Assessment and Support Survey Form

(taken from DFES's Local Recovery Planning Guide).

Recovery Needs Assessment and Support Survey Form

This needs assessment is being conducted to gather information about your personal circumstances so we can assist you, provide you with information on particular services, or refer you to organisations who can best assist you with your recovery process.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to a number of interviewers. However please note that further contact may be necessary.

You are not obliged to provide any or all of the information requested. You should be aware that the information you provide may be passed to other agencies involved in the recovery process.

Please note that completion of this survey does not guarantee your specific needs will be met immediately, however every effort will be made to obtain the assistance you need as quickly as possible.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquires about the survey, please ring this telephone number:

In terms of the Privacy Act should you wish to access, change or amend any information you have given please ring the above telephone number. You can also contact this agency at: (physical address).

Interview Conducted at _____
(Place)

(Date) (Time)

By _____
Interviewer (print name)

Tear this page off and give it to the person being interviewed, along with any information sheets/brochures.

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

NOTES FOR INTERVIEWER

(Please read before commencing the survey)

Introduce yourself to the person being interviewed.

"Hello, I am {*name*}, I am here on behalf of the City of Busselton council/recovery Group about the recent emergency event(s). I would like to talk with you to see if there is anything we can help you with, or organisations we can refer you to, to assist your recovery."

1. Read through the cover page with the interviewee and complete it. Tear it off and give it to the person being interviewed. It is now their receipt.
2. Provide them with the information sheets/brochure.
3. Start at section one and continue to work through all sections.
4. Texts in grey italic font are prompts for you to note or advise the interviewee on.
5. If the interviewee declines to give information, complete known details and return the form with cover intact.

NOTE: some people may take this opportunity to offload any frustrations. Do not take this personally; it is best to listen and then move on to the next question when possible.

Section One: Occupier and Property

1.1 PRINCIPAL OCCUPIER'S NAME(S):

Family name _____

First name(s) _____

1.2 Total # of people normally residing at this property _____(number)

1.3 Other people normally resident

Family name _____ First name(s) _____

Family name _____ First name(s) _____

Family name _____ First name(s) _____

Family name _____ First name(s) _____

(Please provide children's ages)

1.4 Have you registered with CPFS by filling in a NRIS registration form? (Please circle one)

Yes (Go to Question 1.4a)

No (Go to Question 1.5)

You may be required to register to access recovery services. Please ask your interviewer to explain the process to you.

1.4a If yes, what is your registration number _____

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

1.4b Does anyone in your family have a different registration number? Yes / No

Write the other #(s) if you know them _____

1.5 Location of affected property

Address of affected property: _____

Phone day/night of affected property: _____

1.5a What is your rates number/valuation number (if known) _____

1.5b Would you like to be considered for rates relief (if available) Yes / No

1.6 Do you own the property Yes / No

If No please provide contact details of the owner if you know these.

Name:

Address:

Phone day/night: _____

1.7 Where are you currently living (please tick one)

- Living at affected property – go to Section Two
- Temporary accommodation until we can return to property
- Temporary accommodation looking for new permanent accommodation
- In new permanent accommodation

1.8 Current address and contacts (if not living at affected property)

Address:

Phone day/night: _____

Section Two: Damage to Dwelling/Contents and Insurance

2.1 Was your house damaged? (Tick one)

- Yes (Go to Question 2.2)
- No (Go to Question 2.3)
- Don't know as have not yet seen house (Go to Question 2.3)
- Not damaged but not accessible (Go to Question 2.3)

2.2 Please tick the list below to indicate damage that occurred

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

Nature of damage

- Water supply not working
- Sewerage not working
- Drainage blocked
- Electricity cut
- Gas cut
- Telephone cut
- Road access cut or restricted
- Damage to outbuildings on property
- Other (please describe)

2.2a When was your house damaged? Date: _____

2.2b To the best of your knowledge, what caused this damage?

Cause of damage

- Flood water
- Storm
- Hazardous materials incident
- Earthquake
- Fire
- Other (please detail)

2.2c Has your house been inspected by the council (building inspector)?

Yes / No / Don't know (Please circle one)

2.2d Would you like someone to do a check of your house and property to ensure it is safe to move back into? Yes / No (Please circle one)

2.2e Is your house insured? (Please tick one)

Yes

Go to Question 2.2e

No

Go to Question 2.3

Don't own house

Go to Section 3

I decline to answer this question

Go to Question 2.3

2.2f Have you lodged an insurance claim? Yes / No (Please circle one)

2.2g What is the name of your insurance company or agent?

2.2h Has an insurance assessor inspected the property? Yes / No (Please circle one)

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

2.3 Have you experienced damage to contents in your house? (Please tick one)

Yes

Go to Question 2.3a

No

Go to Question 2.4

Don't know as have not yet seen contents

Go to Question 2.4

2.3a Are your house contents insured? (Please tick one)

Yes

Go to Question 2.3b

No

Go to Section 3

I decline to answer this question

Go to Question 2.4

2.3b What is the name of your insurance company or agent?

2.3c Has an insurance claim been lodged? Yes / No (Please circle one)

2.3d Has an insurance assessor inspected the damage? Yes / No (Please circle one)

Section Three: Alternative Accommodation

3.1 Do you need assistance to find alternative accommodation? (Please circle one)

Yes Go to Question 3.1a

No Go to Section 4

3.1a What kind of accommodation do you require? (Please tick one)

Temporary (less than a week)

Short-term (1-4 weeks)

Long-term (more than one month)

Please estimate number of months ()

Permanent

3.1b The accommodation needed is to house:

Adults _____(number)

Children _____(number)

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

3.1c Do you have any special needs for your accommodation ie, access for wheelchairs, aged, please provide

details: _____

3.1d Do you have pets? Yes / No (Please circle one)
If yes, please detail what kind of pet and how

many: _____

- 38 -

Section Four: Health and Welfare

Household

4.1 Do you require any clean-up assistance for your house or property?

- Yes Go to Question 4.2a
- No Go to Question 4.3
- Don't know Go to Question 4.3

4.1a Please provide details of the kind of assistance you would like: _____

(If you have answered yes your details will be passed on to the council who are coordinating clean-up services where available).

4.2 Are you looking after any evacuees at your home?

- Yes Go to Question 4.4a
- No Go to Question 4.5

4.2a Would you like to receive information about financial support for hosting these evacuees? Yes / No (Please circle one)

Personal

4.3 If you have had contents in your home damaged, would you like to be contacted by agencies that are distributing donated goods? (Please circle one)

- Yes Go to Question 4.1a
- No Go to Question 4.2

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

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

4.4 Do you have a need for clothing/toiletries or bedding? (Please circle one)

- Yes Go to Question 4.5a
- No Go to Question 4.6

4.4a What kind of these items do you need? (Please list)

4.5 Are there any medications which you or your family use that you are unable to get? (Please circle one)

- Yes Go to Question 4.6a
- No Go to Question 4.7

4.6a If you would like us to help you get medication, please describe the medications in as much detail as possible _____

4.6b Is a prescription required for these medications? Yes / No (Please circle one)

4.6c If Yes please provide the name and address of your doctor and pharmacist

4.7 Would you like to find out about support or counselling services for you or a family member?

Yes / No (Please circle one)

(This question is included to help you access services that may be provided by affiliate organisations)

4.8 Do you have any affiliation to any other groups in the community? Yes / No

If yes please indicate which groups _____

Domestic animals/pets

4.10 Have you got any domestic animals or pets which are in need of care?

- Yes Go to Question 4.9a
- No Go to Section 5

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

4.10a What kind of animals are they? (Please list all your animals)

4.10b Where are they located? (Please provide address/physical location)

4.10c What kind of care do they need? (Please detail)

Section Five: Financial

5.1 Do you require any assistance with income support?

- Yes Go to Question 5.1a
- No Go to Question 5.2

5.1a Are you already a client of Centrelink? (Please circle one)

- Yes Please contact Centrelink directly
- No Please contact Centrelink through the help line and they can advise you on assistance available

Note there may be grants available from other sources such as the Red Cross and mayoral relief funds. Applications will need to be filled in for these grants. Please advise those being interviewed about any relief funds that have been established and provide them with application forms if possible.

Documents

5.2 Have you lost, or do you not have access to, any of the following? (Please tick all those that apply)

Please indicate who in your house has lost these documents

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

Who in your house has lost this document

- Bank books
- Cheque books
- Credit cards
- EFTPOS cards (money cards)
- Community cards
- Passport
- Birth certificate
- Marriage certificate
- Citizenship certificate
- Insurance papers

BUSSELTON EMERGENCY MANAGEMENT ARRANGEMENTS

() Other: Please detail:

5.3 If you have lost your bank documents do you have access to a branch of your bank?

Yes / No / Does not apply (Please circle one)

Administrative information

Person conducting interview Name (print):

Contact details: _____

Date: _____

Person being interviewed I have been given the front page of this survey form and agree to the use of the information I have given for the purposes of recovery from this emergency.

Name (print): _____

Signature: _____ Date: _____