SHIRE OF
MANJIMUP

LEMA

Local Recovery Plan 2020-2025

Version: 1.0

Date: September 2020

Amendment List

Number	Date	Details	Amended By
1.0	Sept 2020	Approved by LEMC	CESM-TR & NF

DISTRIBUTION LIST

Department	Copies
Shire of Manjimup CEO	1
Shire of Manjimup CESM (Control document)	1
Shire of Manjimup WEB (Abridged version)	1
Shire of Manjimup FILE	1
Shire of Manjimup Ranger Services	1
Shire of Manjimup Libraries (Abridged version)	4
WA Police Service OIC Manjimup	1
WA Police Service OIC Pemberton	1
WA Police Service OIC Walpole	1
Dept of Primary Industries & Regional Development - Manjimup	1
Warren Health Service	1
Pemberton Hospital	1
CBFCO - Chief Bush Fire Control Officer Manjimup	1
SES Local Manager Manjimup & Walpole	2
VFRS Captain Manjimup, Pemberton, Northcliffe & Walpole	4
Volunteer Marine Rescue Windy Harbour & Walpole	2
DBCA - Dept of Biodiversity, Conservation & Attractions - Warren Region	2
DFES Lower Southwest	1
DC – Department of Communities	1
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Acronyms

DBCA	Department of Biodiversity, Conservation and Attractions
DC	Department of Communities
DEMC	District Emergency Management Committee
DFES	Department for Fire and Emergency Services
DRFA-WA	Disaster Recovery Funding Arrangements – Western Australia
EM ACT	Emergency Management Act 2005
HMA	Hazard Management Agency
IC	Incident Controller
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LGA	Local Government Authority
LMDRF	Lord Mayor's Distress Relief Fund
LRC	Local Recovery Coordinator
LRCC	Local Recovery Coordination Committee
LVC	Local Volunteer Coordinator
OASG	Operational Area Support Group
OIC	Officer in Charge – Manjimup Police Station
Plan	Local Recovery Plan
RCC	Recovery Coordination Centre
SEM Plan	State Emergency Management Plan
SEM Policy	State Emergency Management Policy Statement
SEMC	State Emergency Management Committee
SES	State Emergency Service
SoM	Shire of Manjimup
SWEMA	South West Emergency Management Alliance

GLOSSARY OF TERMS

The following terms apply throughout these arrangements:

DISASTER- See EMERGENCY.

DISTRICT EMERGENCY MANAGEMENT COMMITTEE (DEMC) - is responsible for assisting in the establishment and maintenance of effective emergency management arrangements for the district for which it is constituted and has such other functions as are prescribed by the Regulations.

EMERGENCY- an event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which is beyond the resources of a single organisation or which requires the coordination of a number of significant emergency management activities.

NOTE: The terms "emergency" and "disaster" are used nationally and internationally to describe events that require special arrangements to manage the situation. "Emergencies" or "disasters" are characterised by the need to deal with the hazard and its impact on the community.

The term "emergency" is used on the understanding that it also includes any meaning of the word "disaster".

EMERGENCY MANAGEMENT (EM) - is a range of measures to manage risks to communities and the environment. It involves the development and maintenance of arrangements to prevent or mitigate, prepare for, respond to, and recover from emergencies and disasters in both peace and war.

EMERGENCY RISK MANAGEMENT (ERM) – is a systematic process that produces a range of measures which, contribute to the wellbeing of communities and the environment.

EMERGENCY MANAGEMENT CONCEPTS - the emergency management concepts for Western Australia are consistent with those of the commonwealth and in accordance with the Emergency Management Regulations 2006.

EVENT - event an incident or situation, which occurs in a particular place during a particular interval of time.

HAZARD – a situation or condition with potential of for loss or harm the community or the environment.

HAZARD MANAGEMENT AGENCY (HMA) - that organisation which, because of its legislative responsibility or specialised knowledge, expertise and resources, is responsible for ensuring that all 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 level emergency management plans.

INCIDENT – an emergency, which impacts upon a localized community or geographical area but not requiring the coordination and significant multi-agency emergency management activities at a district or State level.

LIFELINES - systems or networks that provide for the circulation of people, goods, services and information upon which health, safety, comfort and economic activity depend.

LOCAL EMERGENCY COORDINATOR (LEC) – is appointed for a local government district by the State Emergency Coordinator. The Local Emergency Coordinator is responsible for providing advice and support to the Local Emergency Management Committee for the district in the development and maintenance of emergency management arrangements and are also responsible for assisting Hazard Management Agencies in the provision of a coordinated response during an emergency in the district and carrying out other emergency management activities in accordance with the directions of the State

LOCAL EMERGENCY MANAGEMENT ARRANGEMENTS (LEMA) –local governments are responsible for ensuring the preparation of local emergency management arrangements for the local government district. Arrangements must be consistent with State emergency management policies and plans and include information stipulated in *s. 41(2) of the Act*. Arrangements should be developed in accordance with the comprehensive approach to emergency management (Prevention/Mitigation, Preparedness, Response and Recovery) which contributes to the reduction or elimination of hazards and to reducing the susceptibility or increase in the resilience to hazards of the community or the environment in the local government district.

LOCAL EMERGENCY MANAGEMENT COMMITTEE (LEMC) – established by the local government and consists of a chairperson and other members appointed by the relevant local government with the Shire President or CEO as the chairperson of the committee. Functions of the Local Emergency management Committee to advise and assist the local government in ensuring that local emergency management arrangements are established for its district, to liaise with public authorities and other persons in the development, review and testing of local emergency management arrangements, and to carry out other emergency management activities as directed by the SEMC or prescribed by the regulations.

PLAN – refers to this Local Recovery Plan for the SoM as endorsed by the LEMC.

PUBLIC AUTHORITY – means:

a) An agency as defined in the *Public Sector Management Act 1994*;
b) A body, corporate or unincorporated, that is established or continued for a public purpose by the State, regardless of the way it is established;
c) A local government or regional local government;
d) The Police Service of Western Australia;
e) a member or officer of a body referred to in paragraph (a), (b), (c) or (d); or
f) A person or body prescribed (or of a class prescribed) by the regulations as a public authority for the purposes of this definition.

PREVENTION, PREPAREDNESS, RESPONSE AND RECOVERY (PPRR) – makes up a legitimate and valid system of emergency management (ref *s. 3 of the Act*). Each element represents a dynamic set of actions flowing into the next. Communities are encouraged to take greater responsibility for their own safety, to be more self-reliant and better prepared for the eventualities of emergencies. Activities supporting each of these elements together provide a method for local communities to minimise the impact of emergencies.

PREVENTION - activities to eliminate or reduce the probability of occurrence of a specific hazard. They also reduce the degree of injury or damage likely to be incurred.

PREPAREDNESS – activities that focus on essential emergency response capabilities through the development of plans, procedures, the organisation and management of resources, training and public education. These activities support the local community in their preparations for a safer environment.

RESPONSE – activities that combat the effects of the event, provide emergency assistance for casualties, and help reduce further injury or damage and facilitate effective recovery operations for and in the local community.

RECOVERY – activities designed to support emergency affected local communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing. During recovery operations, actions are taken to minimise the recurrence of the hazard and/or lessen its effects on the community.

RISK – a concept used to describe the likelihood of harmful consequences, arising from the interaction of hazards, communities and the environment.

RISK MANAGEMENT – the systematic application of management policies, procedures and practices to the task of identifying, analysing, evaluating, treating and monitoring risk. Refer to AS/NZS ISO Standard 31,000:2009 (Risk Management).

STATE EMERGENCY MANAGEMENT COMMITTEE (SEMC) – committee established under *Section 13 of the EM Act 2005*.

STATE EMERGENCY MANAGEMENT PLAN (SEM Plan) – means a plan prepared under *Section 18 of the EM Act 2005*.

STATE EMERGENCY MANAGEMENT POLICY (SEM Policy) – means a policy prepared under *Section 17 of the EM Act 2005*.

SUPPORT ORGANISATION - an organisation whose response in an emergency is either to restore essential services (e.g. Western Power, Water Corporation of WA, Main Roads WA etc) or to provide such support functions as welfare, medical and health, transport, communications, engineering, etc.

1.   INTRODUCTION

Following notification of an emergency within the Shire of Manjimup, there may be the need to assist the community to recover from the effects of the emergency. This recovery is a coordinated process of supporting the affected community in:

a) The reconstruction of damaged physical infrastructure; and
b) Restoration of the community's emotional, social, economic and physical wellbeing.

Authority

The Local Recovery Plan (LRP) has been prepared in accordance with *Section 41(4) of the Emergency Management Act 2005* and forms a part of the *Local Emergency Management Arrangements* for the Shire of Manjimup.

1.1   DISCLAIMER

The information contained in this Local Recovery Plan (LRP) is provided by the Local Emergency Management Committee (LEMC) voluntarily as a public service. This LRP has been prepared in good faith and is derived from sources believed to be reliable and accurate at the time of publication. Nevertheless, the reliability and accuracy of the information cannot be guaranteed and LEMC expressly disclaims liability for any act or omission done or not done in reliance on the information and for any consequences, whether direct or indirect, arising from such act or omission.

This Plan is intended to be a guide only and readers should obtain their own independent advice from Agencies and make their own necessary SOP's and Plans as required.

Note*

Local Emergency Management Arrangements (LEMA) are not intended to set out procedures to be used in combating an emergency. This is the purpose of Hazard Management Agency plans, Standing Operation Procedures and Major Hazard Facility plans. Arrangements herein focus on the preparedness phase of emergency management.

1.2   PURPOSE

The purpose of the Shire of Manjimup Local Recovery Plan (LRP) is to describe the arrangements for the effective management of recovery at a local level, including accountability and responsibility.

Recovery activities will normally commence in conjunction with response activities and may continue for an extended period of time after response activities have concluded.

1.3   OBJECTIVES

The objectives of the Local Recovery Plan are to:

a) Describe the roles, responsibilities, available resources and procedures for the management of recovery operations following an emergency impacting the Shire of Manjimup;

b) Establish a basis for the coordination between all Hazard Management Agencies, emergency services and supporting agencies which may become involved in the recovery effort; and

c) Provide a framework and guidelines for recovery operations and processes.

d) Ensure effective and coordinated management of recovery within the SoM;

e) Ensure the Plan complies with *State Emergency Management Arrangements*;

f) Ensure a coordinated approach to public education in relation to emergencies within the SoM; and

g) Ensure the Arrangements are kept up to date.

1.4   SCOPE

The scope of this Local Recovery Plan (LRP) is limited to the boundaries of the Shire of Manjimup.

This LRP prepares for and coordinates the process of supporting the Shire of Manjimup community in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing.

It details the recovery arrangements for the community and does not in any way detail how individual organisations will conduct recovery activities within their core business areas.

The LRP has been prepared and forms a part of to the Shire of Manjimup *Local Emergency Management Arrangements* and are a guide to recovery management at a local level, though an emergency situation may arise which requires coordination at a state level.

2. Related Documents and Arrangements

2.1 Related Documents

The Shire of Manjimup has the following Emergency Management documents:

Table 1: Local Documents relating to Emergency Management Arrangements & Plans

Document	Date
Local Emergency Management Arrangements – SoM	2019-2024
Emergency Evacuation Plan	2020-2025
At Risk Isolated Communities Maps	2019-2024
Emergency Resource Directory	2019-2020
Ralston Road Refuse and Recycling Centre Emergency Plan D20/7442	2014 Revised
Manjimup Aerodrome Manual	2018 Jun
Local Emergency Welfare Plan	2019 Jan
Bushfire Brigade Operational Procedures	2020-2025
Corporate Business Plan	2019-2023
Long Term Financial Plan	2016-2026
Strategic Community Plan	2017-2027
Bushfire Risk Management Plan	2019-2024

2.2 Agreements, Understandings and Commitments

Memorandum of Understanding

In 2005 the Shire of Manjimup along with eleven other South West Local Governments signed a memorandum of understanding for the provision of mutual aid during emergencies and post incident recovery.

The purpose of the memorandum is to:

a) Facilitate the provision of mutual aid between the Shire/Cities of the South West Zone of the Western Australian Local Government Association during emergencies and post incident recovery;

b) Enhance the capacity of your communities to cope in times of difficulty; and

c) Demonstrate the capacity and willingness of participating Shire/Cities to work co-operatively and share resources within the region.

Table 2: South West Local Governments Memorandum of Understanding

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

SOUTH WEST EMERGENCY MANAGEMENT ALLIANCE

The Shire of Manjimup is also a member of the South West Emergency Management Alliance (SWEMA), established as a group of Local Government representatives, who provide a forum for the coordination, enhancement, promotion and sharing of comprehensive emergency management strategies within the South West of Western Australia.

The SWEMA has the following functions:

1.   To collate and coordinate complex risk treatment strategies, which are beyond the capacity of individual Local Governments, or which have a regional impact and to elevate to State level for determination and resolution;

2.   To inform a range of partners, of regional emergency management strategies;

3.   To promote an integrated emergency management capability within the South West Region of Western Australia through networks, shared forums, planning initiatives, processes, information and resources;

4.   To raise issues and provide collective solutions to, emergency management problems; and

5.   To promote and facilitate the integration of comprehensive emergency management planning into 'whole-of-government' agency's strategic, operational and financial planning processes.

2.3   Resources

The Hazard Management Agency (HMA) is responsible for the determination of resources required in response to the hazards for which they have responsibility.

The Shire of Manjimup has undertaken an audit of the resources available within the shire, and these can be found in the *Emergency Resource Directory*. This document is updated and reviewed annually by the Shire's LEMC.

This document includes information pertaining to:

- Emergency management agencies
- Local government staff, elected members and volunteers
- Organisations and community groups
- Government and non-government agencies
- Health, aged care and allied medical services
- Education and child care
- Local business and industry contacts
- Shire of Manjimup plant and equipment
- Local government and community facilities

If the Local Recovery Coordination Committee (LRCC) is convened, the Local Recovery Coordinator (LRC) will continue to assess the LRCC requirements for the restoration of services and facilities including determination of the resources required for the recovery process. The LRCC will source and coordinate external and internal resources, including the provision of SoM staff.

2.4   Financial Arrangements

The primary responsibility for safeguarding and restoring public and private assets affected by an emergency rests with the owner. The SoM has arrangements in place to insure its assets.

However, government recognises that communities and individuals do not always have the resources to provide for their own recovery and financial assistance is available in some circumstances.

The *SEM Plan Section 6* and *SEM Policy Section 6* outline the State's recovery funding arrangements. Relief programs may include, but not limited to:

- Disaster Recovery Funding Arrangements in WA (DRFAWA)
- Department of Human Services Centrelink (Centrelink)
- Lord Mayor's Distress Relief Fund (LMDRF)

Where the level of recovery is beyond the capacity of the local community, State level support shall be requested as outlined in the *SEM Plan, Part 6 Recovery, 6.6 Determination of State Involvement*. The SoM is committed to spending such necessary funds as required to ensure the safety of SoM residents and visitors.

APPEALS AND DONATIONS

Donations of goods will be discouraged by the SoM as they are difficult to manage. The donations of goods to assist victims to recover from an emergency may be arranged by non-government organisations and the distribution of the donated goods shall be undertaken by the organisations concerned.

Donations of cash are more practicable to manage and provide the opportunity to utilise local services which in turn assists with the recovery of local businesses.

The LRCC may encourage the use of the Lord Mayor's Distress Relief Fund (LMDRF) for people wanting to make cash donations, although if deemed necessary will open a separate account specifically for cash donations. *(Ref SEMP OP Part 5.1 Any request to initiate a public fundraising appeal for victims of an emergency should be directed to the LMDRF. If the LMDRF Board agrees to the request, the Board will liaise directly with the affected local government(s) to establish the required guidelines.)*

Donations of services and/or labour to assist with the recovery from an emergency should be administered by the Shire of Manjimup, or if established, the LRCC.

2.5 Roles and Responsibilities

Refer to **Appendix 4** for Recovery Coordination Structure diagram.

Local Recovery Coordinator (LRC)

The Local Recovery Coordinator (LRC) is the Shire of Manjimup's Chief Executive Officer or his/her nominee.

ROLE

The LRC is responsible for the implementation of recovery arrangements for the local government.

FUNCTIONS

- When activated, the LRC is responsible for the implementation of the Local Recovery Plan (LRP);
- Liaise with the Controlling Agency, including attending the Incident Support Group meetings;
- Assess the community recovery requirements for each emergency, in conjunction with the HMA, Local Emergency Coordinator (LEC) and other responsible agencies;
- Provide advice to the Shire President and Chief Executive Officer (CEO) on the requirement to convene the Local Recovery Coordination Committee (LRCC) and provide advice to the LRCC if convened;
- Ensure the functions of the Executive Officer are undertaken for the LRCC;
- Assess for the LRCC requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate;

- Determine the resources required for the recovery process in consultation with the LRCC;
- Coordinate local level recovery activities for a particular emergency, in accordance with plans, strategies and policies determined by the LRCC;
- Monitor the progress of recovery and provide periodic reports to the LRCC and State Recovery Coordination Group, if established;
- Liaise with the State Recovery Coordinator on issues where State level support is required or where there are problems with services from government agencies locally;
- Facilitate the acquisition and appropriate application of the resources necessary to ensure an effective recovery;
- Ensure the recovery activities are consistent with the principles of community engagement;
- Arrange for the conduct of an operational debriefing of all participating agencies and organisations as soon as possible after cessation of the arrangements; and
- Arrange for an evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency.

A LRC Sequence Guide and Operational Check List is attached at **Appendix 2**

Local Recovery Coordination Committee (LRCC)

The Chairperson of the LRCC is to be the Shire President or the CEO.

Where a LRCC is established, a core group of key stakeholders will be represented on the committee supported by other organisations (including State Government Agencies) seconded as required. The membership of the LRCC is dynamic and will change with the needs of the community at various stages during the recovery process.

The Local Recovery Coordination Committee (LRCC) comprises a core membership of:

- *Shire of Manjimup Shire President, CEO;*
- *Local Government Officers;*
- *Local Recovery Coordinator (LRC);*
- *Secretary (provided by LGA);*
- *Local Emergency Coordinator – OIC Police (LEC)*
- *DC representative; and*
- *HMA representative.*

The following representatives may also be included as required:

- *Community Representative/s, and if established;*
  - *Chairpersons of Sub-committees (Shire of Manjimup Ward Councillors).*
  - *Local Volunteer Coordinator.*

- *DPIRD representative;*
- *DBCA representative;*
- *DFES representative;*
- *Chamber of Commerce and Industry representative(s);*
- *Department of Education representative;*
- *Department of Health representative;*
- *Utilities and Service representatives (Synergy, Telstra, Water Corporation, Gas);*
- *Main Roads;*
- *Department of Water and Environmental Regulation;*
- *Regional Development Commission;*
- *Community Groups;*
- *St John's Ambulance;*
- *Insurance representative; and*
- *Other persons/organisations as identified.*

ROLE

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

FUNCTIONS

- Appointment of key positions within the committee;
- Establishing sub committees as required;
- Assessing requirements, based on the impact statement, for recovery activities relating to the social, built, economic and natural wellbeing of the community with the assistance of the responsible agencies where appropriate;
- Developing an operational plan for the coordination of the recovery process for the event that:
  - Takes account of the Shire of Manjimup's long term planning and goals;
  - Includes an assessment of the recovery needs and determines which recovery functions are still required;
  - Develops a timetable and identifies responsibilities for completing the major functions;
  - Considers the needs of youth, the aged, the disabled, and culturally and linguistically diverse people;
  - Allows full community participation and access and;
  - Allows monitoring of the recovery process.

- Overseeing the delivery of projects that support the social, built, economic and natural environments of recovery to ensure that they are community-led and targeted to best support the recovery of impacted communities;

- Facilitating the provision of services, public information, information exchange and resource acquisition;

- Providing advice to the State and Local Government/s to ensure that recovery programs and services meet the needs of the community;

- Negotiating the most effective use of available resources including the support of State and Commonwealth Agencies;

- Monitoring the progress of recovery, and receive periodic reports from recovery agencies;

- Ensuring a coordinated multi- agency approach to community recovery;

- Providing a central point of communication and coordination for the actions of the wide range of recovery-related services and projects being progressed outside of the direct control of the Committee; and

- Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness.

An LRCC Operational Sequence Guide and Check List is attached at **Appendix 2.**

Organisational Responsibilities

Organisation	Responsibilities
Local Government	- Ensure that a Local Recovery Plan for its district is prepared, maintained and tested as per *Section 41(4) of the EM Act.* - Appoint a LRC(s) as per *Section 41(4) of the EM Act*. - Chair the LRCC as per *Section 36(b) of the EM Act.* - Provide secretariat and administrative support to the LRCC, as required. - Provide other representatives to the LRCC or its sub-committees, as appropriate to the emergency (e.g. Building Surveyor, Environmental Health Officer, and Community Services). - Ensure the restoration/reconstruction of services / facilities normally provided by the LGA. - Identify community needs and resource availability. - Liaise, consult and negotiate of behalf of the effected community. - Manage donated goods.
Department of Communities	- Provide a representative to the LRCC. - Coordinate Emergency Welfare services as part of the Recovery process inclusive of emergency accommodation, catering, clothing and personal effects, personal services, registration and reunification and financial assistance as per the *State Emergency Management Plan Section 5.5.4.* - Manage the provision of the Personal Hardship and Distress measures under the DRFA-WA, including counselling, emergency assistance and temporary accommodation.
Department Primary Industries and Regional Development	- Provide a representative to the LRCC (co-opted as required). - Manage the provision of assistance to farmers, particularly in relation to the Primary Producer Package under the DRFA-WA.

Main Roads Western Australia	- Provide a representative to the LRCC (co-opted as required). - Assess and report on damage to State/Federal road infrastructure that may impact on the community. - In conjunction with the LGA assist with the assessment of damage to local roads and give advice on roads closure and alternate transport routes. - Assist the local government with the reopening and restoration of damage to local roads including providing access to funding where available through the MRWA Flood Damage to Local Roads Special Funding Assistance Program and/or the DRFA-WA.
Essential Services (including power, phone, water and gas)	- Provide a representative to the LRCC (co-opted as required). - Assess and report on damage to lifeline services and progress of restoration of services. - Facilitate restoration of priority services as requested by the LRCC.
Regional Development Commission	- Provide a representative to the LRCC (co-opted as required). - Assist with the assessment of the impact of the emergency on small business. - Provide advice on and facilitate access to available business support services/funding support, e.g. DRFA-WA small business support measures.
Chamber of Commerce	- Provide a representative to the LRCC (co-opted as required). - Survey and report on impact to and specific needs of local business.
Department of Education and Training (or local school representative)	- Provide a representative to the LRCC (co-opted as required). - Advice on issues affecting normal operation of schools, e.g. restrictions on student access or damage to school premises.

Local Health Services Provider (Department of Health or Local Health Officer)	- Provide a representative to the LRCC (co-opted as required). - Advise on health issues arising from the emergency. - Coordinate the local health components of the recovery process.
Department of Water and Environmental Regulation	Provide advice on environmental protection, clean up and waste management.
Lord Mayor's Distress Relief Fund	- Liaise with the LRCC to assess the requirement for public donations and if required initiate ―Calls for Public Donations‖ in accordance with SEMC PS 16. - As required set up a local appeals committee in conjunction with the LRCC. - Provide advice to the LRCC on criteria for, and assessment of, requests for financial assistance.

Local Volunteer Coordinator (LVC)

The LRC will initially be responsible for overseeing volunteer activities and if the event dictates the necessity to do so, they will appoint and activate a Local Volunteer Coordinator (LVC) who will report directly to the LRC.

Within the first few days of an emergency occurring, the SoM will receive numerous offers of voluntary assistance. It is important to harness this enthusiasm so that offers and opportunities are not lost. There are likely to be two sources of volunteers:

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

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

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

Registration

It is the responsibility of the LVC to oversee the registration of all volunteers who are under the direction and control of the SoM, regardless of whether they are individuals or belong to a community group or club. This must occur during all recovery activities including emergency welfare centre activities.

For insurance purposes, it is paramount that any volunteer under the direction and control of the SoM must be registered and *"signs on"* prior to participating in any task, with clear instructions disseminated and acknowledged. All volunteers must *"sign off"* on the completion of the volunteers shift.

Allocation of tasks

The LVC is responsible for matching volunteers' skills and resources to required tasks, bearing in mind the needs of the community and individuals.   Tasks assigned must be meaningful with clearly defined roles and must be recorded.

The LRC with direction from the LRCC is responsible for creating the tasks to be allocated. All tasks allocated must be authorised by the LRC to ensure the duplication of tasking is avoided.

Hours of Duty

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

Identification

The LVC shall provide all volunteers with appropriate identification, the minimum standard being a name tag.

Other

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

Local Recovery Coordination Committee subcommittees (where required)

The LRCC may establish one or more of the following subcommittees to assist the Local Recovery Coordinator and Coordination Committee by addressing specific components of the recovery process.

COMMUNITY (OR SOCIAL) SUBCOMMITTEE

Objectives

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event;
- To facilitate understanding on the needs of the impacted community in relation to community wellbeing;
- To assess and recommend priority areas, projects, and events to assist with the recovery process in the immediate and short-term regarding the restoration and strengthening of community wellbeing;
- To assess and recommend medium and long term priority areas to the local government for consideration to assist in the restoration and strengthening of community wellbeing; and
- To ensure the affected community is informed and involved in the recovery processes so actions and programs match their needs.

ENVIRONMENT (OR NATURAL) SUBCOMMITTEE

Objectives

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

INFRASTRUCTURE (OR BUILT) SUBCOMMITTEE

Objectives

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

FINANCE (OR ECONOMIC) SUBCOMMITTEE

Objectives

- To assess and recommend priority recovery activities to assist with the direct and indirect impacts on the economic position of the area;
- Consider the need for an economic impact assessment;
- Liaise with and consider participation of business and/or industry representatives in economic recovery decision making;
- Work with the insurance sector to coordinate insurance companies' response;
- Consider projects to ensure tourism viability is maintained;
- Support and promotion of the economic viability of affected businesses, industry and the community through short and long term projects;
- Coordination of supply and distribution of emergency fodder, water, fencing, agistment and other materials/services; and
- To provide advice on care and management of livestock, including feed, water, fencing, agistment and transport.

Lord Mayor's Distress Relief Fund Role

Liaise with the LMDRF to make recommendations on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship as a result of the event.

Functions

- Work with the LMDRF in the development of eligibility criteria and procedures by which payments from the LMDRF will be made to affected individuals which:
  - ➢ ensure the principles of equity, fairness, simplicity and transparency apply;
  - ➢ ensure the procedures developed are straightforward and not onerous to individuals seeking assistance;
  - ➢ recognise the extent of loss suffered by individuals;
  - ➢ complement other forms of relief and assistance provided by government and the private sector;
  - ➢ recognise immediate, short, medium and longer term needs of affected individuals; and
  - ➢ ensure the privacy of individuals is protected at all times.
  - ➢ Facilitate the disbursement of financial donations from the corporate sector to affected individuals, where practical.

Shire of Manjimup and Council Responsibilities during Recovery Phase

Role of Officer/Councillor	Responsibilities
CEO	• Ensure key staffing roles, including LRC are fulfilled • Ensure administrative support to LRC. • Ensure fulfilment of key operational elements in line with organisational responsibilities, eg. Roads, parks, public amenities, waste disposal, building/planning. • In the absence of the Shire President to act as a spokesperson on behalf of the Shire of Manjimup and the community. • SoM business continuity. • Attend ISG & OASG
Shire President	• Ensure all key aspects of community recovery are undertaken • Act as spokesperson on behalf of the Shire of Manjimup and the community.
Shire Councillors	• Chair/member one of the Sub-Committees
Local Recovery Coordinator	• Facilitate and coordinate all recovery actions as directed by the Local Recovery Coordination Committee or in accordance with the responsibilities identified earlier.
Community Services Directorate	• Support of LCR through data collection and engagement with community groups/clubs.
Works and Services Directorate	• Coordination of infrastructure restoration. Restore roads, drainage, paths, parks/ reserves and street trees within the Shire • Waste management
Development and Regulation Directorate	• Coordinating, policing and advising on safe food, safe accommodation. Safe effluent containment and disposal, disease control and investigation, vermin and vector control, other miscellaneous environmental health and hygiene.

	• Assess damaged buildings and re-assess prior to reoccupation. • Fast track building approvals to facilitate rapid repair or re-building programs • Arrange repairs to shire buildings • Manage and assist with livestock and animal management
Business Directorate	• Community (Economic) Subcommittee • All financial matters including DRFAWA processes and funding applications

2.6   Contacts Directory

Refer to the Shire of Manjimup Emergency Resource Directory, this is updated annually with LEMC.

2.7   Commencement of Recovery

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

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

- ensure timely notification of the emergency, liaison and appropriate inclusion of those with recovery responsibilities in the incident management arrangements;

- ensure that in combating the effects of the emergency, response activities have regard for the need to facilitate recovery;

- liaise with the Local Recovery Coordinator appointed by the local government where the emergency is occurring and include them in the incident management arrangements, including the ISG and OASG;

- advise the State Recovery Coordinator when:

  ➢ the incident is Level 2 or above;

  ➢ an emergency situation has been declared;

  ➢ there is a need to establish a Local Recovery Coordination Committee; or

  ➢ eligible Disaster Recovery Funding Arrangements - Western Australia (DRFA-WA) costs exceed the Small Disaster Criterion. Eligible costs may include damage to essential public assets and/or recovery assistance to individuals and communities;

- undertake an initial impact assessment for the emergency and provide that assessment to the Local Recovery Coordinator and the State Recovery Coordinator; and
- coordinate completion of the comprehensive impact assessment, prior to cessation of the response, in accordance with State EM Recovery Procedure and in consultation with the ISG, all affected local governments and the State Recovery Coordinator.

The comprehensive impact assessment is to:

- identify and quantify all impacts relating to all recovery environments;
- identify any risks arising from the emergency;
- include a risk assessment, identify risk treatments undertaken and contain a treatment plan (including the allocation of responsibilities) to provide for safe community access to the affected area; and
- inform and support the objectives of the Recovery Plan, provide risk-management advice to the affected community (in consultation with the HMA).

Special Considerations

With the diversity of the SoM, there are several considerations that may have an impact on the implementation of the LRP in times of emergency:
- Storm season – May to September;
- Due to the close vicinity of the SoM to other communities and shires, events like a Bushfire for example could have an effect on the community with an inundation of evacuees into the area; and
- Bushfire high threat season – November to April.

3.   Transition from Response to Recovery

3.1   Transitioning to Mainstream Services

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

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

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

3.2   Impact Statement

An Impact Statement **(Appendix 5)** is used to collect information about all known and emerging impacts from emergency incidents and is compiled to assist the impacted Local Government/s in management of the incident response and recovery. The Impact Statement provides an overview for Local Government including:

- known and emerging impacts;
- management actions currently in place;
- responsible agencies;
- future management actions required; and
- changes to responsibility for impact management.

Transfer of Control of an incident to Local Government also requires the receiving Local Government to have a clear picture and understanding of all aspects of the incident and the immediate, short-term and medium-term actions it will be required to undertake to effectively manage the incident and associated recovery. This is achieved through the Impact Statement, which is vital to assist Local Governments and Local Recovery Coordination Committees to better understand impacts and inform their recovery activities. It also assists the State Recovery Coordinator and Local Governments to identify gaps in capacity to manage and activate necessary State support.

Impact information will continue to emerge throughout the response and recovery phases of an incident. The Impact Statement provides a point-in-time reference and its limitations in this regard must be noted. The Impact Statement will be used to inform the development and ongoing review of an Operational Recovery Plan. More detailed Community Needs Assessments may be required to better understand impacts and plan recovery activities.

3.3   Activation

The decision to activate the Recovery Plan will be made by the CEO on the advice of the Local Recovery Coordinator. An assessment of the assistance needed for recovery will be made by the Shire of Manjimup, the LRCC, the Incident Support Group, and in consultation with the HMA.

Once the plan has been authorised for activation, the LRC is responsible for implementing the recovery.

3.4   Operational Recovery Planning

Following a major emergency, where substantial recovery planning is required, an operational recovery plan should be prepared by the LRCC. The operational recovery plan should describe the extent of damage and detail arrangements for restoration and reconstruction of the affected community. The suggested structure of an operational recovery plan can be found at **Appendix 3.**

3.5   Communications

Recovery communications refers to the practice of sending, gathering, managing and evaluating information in the recovery stage following an emergency. Communication in recovery is about continuing the dialogue with the affected community that started during the response phase.

Media

During emergencies the media have legitimate interest in obtaining prompt and accurate information. Careful use of the media has the capacity to provide a vital link between recovery agencies and the community, and also as a means of disseminating information.

In the response phase public information primarily informs and reassures. In the recovery phase it is the mechanism by which the affected community and the wider public are encouraged to participate in the process of restoration and rehabilitation.

All media releases prepared by the LRCC and/or Sub-committees must first be endorsed and released by the Shire President or the CEO.

Public Information Continuity

During the response phase, the Hazard Management Agency (HMA) has the task of managing communications in an emergency. The HMA officially hands this responsibility to the relevant local government/s leading the recovery via the Impact Statement. Coordinating the affected community in recovery, including communications, rests with the local government. The CEO, Shire President or their appointed representative is the spokespeople to deal with the media.

The CEO, Shire President or their representative will:

- Manage public information during the transition from response to recovery when handover completed from HMA

- Identify priority information needs

- Develop a comprehensive media/communication strategy

- Coordinate public information through:

  - joint information centres
  - spokesperson/s
  - identifying and adopting key message priorities
  - using a single publicised website for all press releases
- Develop processes for:

  - media liaison and management (all forms e.g. print, and electronic)
  - brief politicians
  - alternative means of communication e.g. public meetings, mailbox fliers,
  - advertising
  - communicating with community groups
  - meeting specialist needs
  - formatting press releases
  - developing and maintaining a website
  - ensuring feedback is sought, integrated and acknowledged
  - Monitor print and broadcast media, and counter misinformation.

Visiting VIPs

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

Effective briefings should be provided

These should include accurate and current information about estimated losses, assistance programs and financial assistance packages. This will ensure that any information relayed to the affected community or the media is accurate, reducing

the risk of falsely raising expectations regarding such things as assistance measures, and reducing the risk of embarrassment.

SoM pre-visit briefing to ensure that the visitor is well informed of the necessary information prior to arrival:

- Include details about the current state of the community, including the various emotions they may be experiencing as a result of the event, as well as identification of any existing sensitivities;
- Ensure they have a clear understanding of emergency management arrangements and protocols;
- Be clearly briefed on the potential impact of their visit and their subsequent role in the recovery process.
  In particular, it should be emphasised that any information provided must be accurate, as the effects of inaccurate or ill-founded information on an affected community may reinforce the impact of the event;
- In the case of a disaster affecting more than one geographic area, care should be taken to ensure that communities are treated impartially and visits are arranged accordingly.

Information Services

The community recovery information services provided to affected people aim to lower anxiety levels and to restore a sense of predictability through accurate and credible information. Information services must be made available to assist and hasten recovery as well as the means of accessing those services.

The information provided should advise:

- The support, psychological, development and resource services available;
- Where, when and how to access those services; and
- The psychological reactions commonly experienced by affected people.

The information should be provided at a "One Stop Shop" set up in a location to be determined and be available as soon as possible and provided and repeated through a range of information means.

The means commonly used are:

- Website / Antenno / Social Media releases;
- Leaflets / posters;
- Newsletters;
- Information centre's;
- Recovery centre's;
- Community agencies;
- Radio / newspapers / television;
- Outreach visitation; and
- Public meetings.

The accessibility of the information to the people affected by the emergency is a major issue and actions need to ensure it is available to:

- The whole of the affected area;
- Transients and non-English speaking people;
- Special needs groups and or individuals;
- Isolated people and communities; and
- Secondary victims.

Public Meetings

Various forms of public meetings provide an important part of the recovery process. Public meetings may be held soon after an emergency has taken place as a means of communicating information to an affected community regarding such things as the extent of the damage caused by the event and services available through the range of recovery agencies.

Representation of the various recovery agencies at a public meeting also gives the affected community an opportunity to identify those agencies providing services and to clarify important issues. Further public meetings may be held throughout the recovery process as the need arises.

Public meetings also provide the opportunity for members of an affected community to meet together and for rumours, which are inevitable in the early part of the recovery process, to be dispelled. However, given the volatility that may be evident immediately following an emergency, it is critical that public meetings be carefully timed and managed by a facilitator skilled in dealing with any problems which may arise.

Public forums may also be organised to provide practical advice and discussion on a range of issues from personal needs to housing and rebuilding issues. The need for such forums is best identified by workers who have a direct understanding of emerging needs within a community.

Cultural and Spiritual Factors

Cultural and spiritual symbols provide an essential dimension to the recovery process. They provide a framework for meaning and evaluation of the emergency experience and need to be managed as an integral part of recovery activities.

The community will present its own symbols and rituals, probably beginning in the immediate aftermath. If these are recognised, supported and coordinated as part of the recovery process, which is owned by the community, they will provide the focus for cultural and spiritual activities.

These activities will assist in the long-term integration of the emergency into the history of the community. Often these activities can be conducted on anniversaries or other significant community occasions.

Outreach/Visitation Programs

An effective means of delivering many personal support services is by outreach or visitation programs. These programs usually comprise home visits by representatives of the recovery program to offer support and information and, concurrently, to make an assessment of people's current circumstances.

Home visits also provide an opportunity for people to talk about the event and be reassured that their experiences are likely to have been shared by other members of the affected community. Although the majority of these visits will be undertaken within or close to the affected area, it is essential that people affected by the disaster who have left the area also be included in this process. These may include evacuees who have lodged with relatives or injured people transferred to hospital.

Conjoint visits by small groups of community services personnel and mental health workers, teamed with staff from other agencies (e.g. agricultural, commercial association, insurance or other financial visitors) should be considered. Cross-referral and sharing of information creates efficiency provided it is with the concurrence of the people concerned and meets usual professional practice standards.

Visits generally occur immediately after the event and may be repeated as a part of the ongoing recovery process as required. They may also be conducted towards the end of the recovery process as a means of advising the community that external services are being withdrawn and to provide information regarding the availability of ongoing services within the community.

3.6   Recovery Coordination Centres

A Recovery Coordination Centre may be established in identified SoM buildings, of which the location and contact details will be disseminated to the community when it is established.

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

3.7   One Stop Shop

An effective method of providing the affected community with access to information and assistance is through the establishment of central information point and would include representatives from relevant recovery service providers to provide information and advice for the local community.

A One Stop Shop may be established in identified SoM buildings of which the location and contact details will be disseminated to the community when it is established.

3.8   Key Recovery Areas

The LRCC should consider the following areas when recommending priorities and ensuring work is completed.

- Infrastructure
- Economic/Financial
- Environment
- Community

When identifying priorities consideration should be given to the risk evaluation criteria developed during the Emergency Risk Management process. (Risk Evaluation – community values).

3.9   State Level Assistance

State level assistance to community recovery will normally be provided by a range of State government agencies through direct representation on the LRCC.

Where the level of recovery is beyond the capacity of the local community, State level support shall be requested as outlined in the *SEM Plan, Part 6 Recovery, 6.6 Determination of State Involvement*.

3.10   Stand Down

The LRCC will stand down participants and programs when they are no longer required. This will be done in collaboration with the Local Government and any relevant agencies.

3.11   Debriefing/Post Operations Report

The LRC 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 LEMC for review and update of the Local Recovery Plan. A copy of the report will also be forwarded to the HMA, the Chairman of the SEMC Recovery Services sub-committee and the DEMC.

4. Appendices

Appendix 1 Contacts / Emergency Resource Directory

Please refer to the Shire of Manjimup Emergency Resource Directory document.

Local Recovery Coordination Committee / Coordinator CHECKLIST	
Within 48 Hours	**Complete**
Local Recovery Coordinator to contact and alert key local contacts.	
Contact the SW District Emergency Management Advisor for local recovery management advice and guidance.	
Local Recovery Coordinator to liaise with the Controlling Agency and participate in the incident management arrangements, including the Incident Support Group and Operations Area Support Group where appropriate.	
Local Recovery Coordinator to receive initial impact statement from the Controlling Agency.	
Local Recovery Coordinator to determine the need for the Local Recovery Coordination Committee to be convened and its members briefed, in conjunction with the local government.	
Local Recovery Coordinator and the local government to participate in the determination of state involvement in conjunction with the State Recovery Coordinator.	
Meet with specific agencies involved with recovery operations to determine actions.	
Further develop and implement event specific Communication Plan, including public information, appointment of a spokesperson and the local governments' internal communication processes.	
Consider support required, for example resources to maintain a record of events and actions.	
Activate a recovery coordination centre if required	
Establish a system for recording all expenditure during recovery (includes logging expenditure, keeping receipts and providing timesheets for paid labour).	
Determine the need to establish subcommittees, and determine functions and membership if necessary.	
Within 1 Week	
Participate in consultation on the coordination of completion of an Impact Statement by the Controlling Agency.	

Develop an Operational Recovery Plan which determines the recovery objectives and details the recovery requirements, governance arrangements, resources and priorities.	
Confirm whether the event has been proclaimed an eligible natural disaster under the Disaster Recovery Funding Arrangements in WA (DRFA-WA) and if so what assistance measures are available.	
Manage offers of assistance, including volunteers and donated money.	
Report to organisational hierarchy on likely costs/impact of involvement in recovery activities.	
Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counselling, material aid, accommodation, financial assistance and social, recreational and domestic facilities.	
Consider establishing a call centre with prepared responses for frequently asked questions.	
Establish a 'one-stop shop' recovery centre to provide the affected Community with access to all recovery services.	
Identify special needs groups or individuals.	
Brief media on the recovery program.	
Within 12 Months	
Determine longer-term recovery strategies.	
Debrief recovery agencies and staff.	
Implement transitioning to mainstream services.	
Evaluate effectiveness of recovery within 12 months of the emergency.	

Appendix 3 - Operational Recovery Plan

Shire of Manjimup - Local Recovery Coordination Committee **Operational Recovery Plan** *(Suggested composition/layout following a major emergency)*		
Emergency:	*(type and location)*	
Date of Emergency:		

Section 1   Introduction

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

Section 2   Assessment of Recovery Requirements

- *Details of loss and damage to residential, commercial and industrial buildings, transport, essential services (including State and Local Government infrastructure) which may be sourced from the Comprehensive Impact Assessment;*
- *Estimates of costs of damage;*
- *Temporary accommodation requirements (includes details of evacuation centres);*
- *Additional personnel requirements (general and specialist);*
- *Human services (personal and psychological support) requirements; and*
- *Other health issues.*

Section 3   Organisational Aspects

- *Details the composition, structure and reporting lines of the groups / committees and subcommittees set up to manage the recovery process;*
- *Details the inter-agency relationships and responsibilities; and*
- *Details the roles, key tasks and responsibilities of the various groups / committees and those appointed to various positions including the Recovery Coordinator.*

Section 4   Operational Aspects

- *Details resources available and required;*
- *Redevelopment Plans (includes mitigation proposals);*
- *Reconstruction restoration programme and priorities, (including estimated timeframes);*

• *Includes programs and strategies of government agencies to restore essential services and policies for mitigation against future emergencies;*
• *Includes the local government program for community services restoration;*
• *Financial arrangements (assistance programs (WANDRRA or DRFA-WA), insurance, public appeals and donations); and*
• *Public information dissemination.*

Section 5   Administrative Arrangements

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

Section 6   Conclusion

(Summarises goals, priorities and timetable of plan)

Signed by:	
	(Chairperson, Local Recovery Coordination Committee)
Date:	

Appendix 4 Recovery Coordination Structure

RECOVERY COORDINATION STRUCTURE
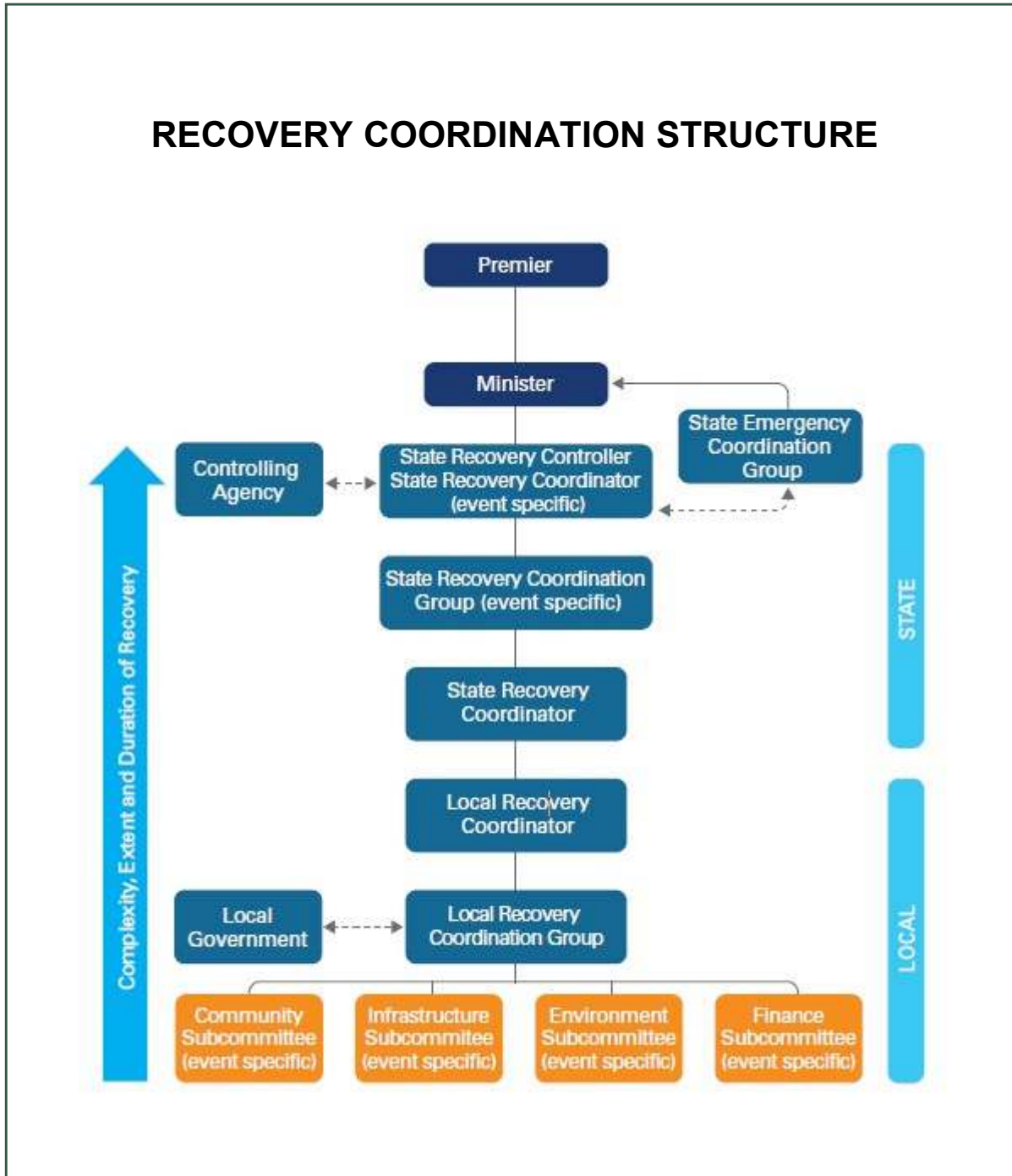
Appendix 5 Impact Assessment Template

Document follows on next page.

IMPACT STATEMENT

Incident name

Incident location

Incident date (Month Year)

An Impact Statement is compiled by the Controlling Agency as a concise summary of known and emerging impacts resulting from all level 3 incidents and level 2 incidents where there are impacts requiring recovery activity. They may be required for some level 1 incidents where the impacts require a local government recovery effort, due to slow onset large scale natural hazard events e.g. large scale flooding.

The Impact Statement is designed to enable collation of impact information in a format that can be utilised by local government and Local Recovery Coordination Groups to better understand impacts and inform recovery activities.

Impact information will continue to emerge throughout the response and recovery phases of an incident and requires ongoing assessment.

The Impact Statement provides an overview for local government including –
- known and emerging impacts,
- management actions currently in place,
- responsible agencies,
- future management actions required, and
- changes to responsibility for impact management.

The Impact Statement facilitates the transfer of responsibility for management of recovery to the relevant local government(s).

Note: This document should be compiled using the Impact Statement Guide, which provides detailed guidance on required information, consultation and data gathering regarding impacts.

Impact Statement Template

CONTENTS

Impact Statement Template

1. IMPACT STATEMENT DETAILS

Impact Statement date:			
Impact Statement time:			
Version/sequence number:			☐ Final version
Impact Statement prepared by:	Name:		
	Position:		
	Agency:		
	Phone:		
	Email:		

APPROVED BY:

Incident controller OR Commander from HMA or Controlling Agency	
Name:	
Position:	
Agency	
Time and Date:	
Signature:	

AGREED BY: (Complete one table for each receiving local government)

Local Government: <enter name>	
Name:	
Position:	Chief Executive Officer
Time and Date:	
Signature:	
LG contact re this document:	Name: Phone: Email:

COPY TO:

State Recovery Coordinator / Deputy State Recovery Coordinator	
Name:	
Position:	
Agency:	
Time and Date:	
Signature:*	

* May not be present to sign in person

2. INCIDENT DETAILS

Incident name:			
Incident number:			
Incident address/location:			
Affected EM district / region			
Incident type/description:			
Incident level:			
Date commenced:			
Controlling Agency:			
Commander / Incident Controller:	name		
Local government(s) affected:			
Additional information attached? (refer to section 13 of Guide)	☐ YES ☐ NO	**Maps attached:**	☐ YES ☐ NO
Incident Management Team stood down (where applicable)?	☐ YES ☐ NO	**LG recovery arrangements activated?**	☐ YES ☐ NO
Incident Support Group stood down?	☐ YES ☐ NO ☐ N/A	**Local Recovery Coordination Group activated?**	☐ YES ☐ NO

3. INCIDENT DESCRIPTION

Brief overview of incident:

4. CHECKLIST OF IMPACT AREAS

Tick all items where there are known, emerging or anticipated areas of impact.

Details of all ticked items must be included on the following pages.

SOCIAL ENVIRONMENT		
☐ Deaths	☐ Vulnerable people needing assistance	☐ Home and Community Care
☐ People unaccounted for	☐ Injuries	☐ Medical / health services
☐ People isolated	☐ Disease, illness or contamination	☐ Public transport
☐ People evacuated	☐ Significant issues with pets/assistance animals	☐ Community activities/interactions impacted
☐ Evacuation centres		☐ Other
☐ Cultural heritage impacts		

NATURAL ENVIRONMENT		
☐ Water catchments	☐ National parks	☐ Threatened or iconic species
☐ Wetlands	☐ State forests	☐ Wildlife
☐ Coastline	☐ Reserves and parks	☐ Other
☐ Marine areas	☐ Exclusion areas	

ECONOMIC ENVIRONMENT		
☐ Agriculture / horticulture / vineyards incl. livestock	☐ Mining / industrial	☐ Small / local business
☐ Fisheries	☐ Retail incl. food suppliers, banking services	☐ Tourism
☐ Forestry / forest products	☐ Other large employers	☐ Workforce implications
		☐ Other

BUILT ENVIRONMENT		
Buildings	**Hazardous materials**	**Utilities (services)**
☐ Residential properties	☐ Asbestos	☐ Electricity supply
☐ Water tanks / contamination	☐ CCA treated timber	☐ Gas supply
☐ Community buildings	☐ Chemicals / hazardous materials	☐ Fuel / oil supply
☐ Heritage/cultural buildings/sites	☐ Marine hydrocarbons	☐ Water supply
☐ Commercial/industrial/retail buildings	☐ Firefighting foam	☐ Sewerage infrastructure incl. waste water / re-use
☐ Rural buildings	☐ Other	☐ Waste management
☐ Emergency service buildings		☐ Telecommunications
☐ Hospitals	**Transport infrastructure**	
☐ Primary care facilities	☐ Main roads	
☐ Residential group homes / aged care homes	☐ Local roads	☐ **Exclusion zones**
☐ Correction centres / prisons	☐ Bridges	
☐ Childcare centres	☐ Rail – passenger	☐ Other
☐ Schools	☐ Rail – freight	
☐ Training centres / universities	☐ Ports	
☐ Local government offices	☐ Airfields	
☐ Other buildings	☐ Major drainage	

5.   SUMMARY OF KNOWN, EMERGING OR ANTICIPATED IMPACTS

* Refer to Section 5 of the Impact Statement Guide for help with completing this section.

Social environment:	Responsible Agency
Natural environment:	Responsible Agency
Economic environment:	Responsible Agency
Built environment:	Responsible Agency

6. EMERGING RISKS

* Refer to Section 6 of the Impact Statement Guide for help with completing this section.

Overview:

7. POLITICAL AND LEGAL MATTERS FOR CONSIDERATION

* Refer to Section 7 of the Impact Statement Guide for help with completing this section.

Overview:

8. RISK ASSESSMENT SUMMARY

The following risks have been identified as a result of this emergency. An assessment of these risks has determined that they have been reduced sufficiently to allow the community to return with appropriate controls in place, however residual risks remain that require treatment. This list is not exhaustive and some risks may have existed before the emergency. Care should be taken to continually assess residual and new risks and develop appropriate strategies for their management. These should be communicated to the affected community where appropriate.

* To complete this section, refer to Risk Assessment process, matrix and description in the Impact Statement Guide Section 8.

Alternatively, use your organisation's Risk Assessment matrix or template and attach to this document.

Risk	Description	Likelihood	Consequence	Level of Risk	Responsible Agency	Treatments/Mitigation (e.g. controls undertaken, further actions required – by who and by when)
e.g. Asbestos	e.g. Asbestos has been located throughout the emergency area. The age of buildings and fencing indicates a high prevalence. There is a risk that agency personnel and/or members of community may handle disposal of asbestos incorrectly	Likely	Major	Extreme	DWER	Explain actions underway, planned and needed
e.g. Fatigue of LG staff	e.g. majority of LG staff have either been directly impacted or involved in responding to the emergency. Risk of staff fatigue, which will impact LG ability to function and recover	Almost certain	Major	Extreme	Local government	Explain actions underway, planned and needed

☐ Alternate Risk Assessment matrix attached.

9. COMMUNICATION AND MEDIA OFFICERS – CONTACT DETAILS

* May be referred to as Public Information Officers in some instances

Organisation	Name	Position	Location	Email	Mobile	Alt. phone
Controlling agency (if not DFES) \<insert org name>						
DFES						
Local government						
Local media						
Other \<insert org name>						

* Add rows as needed.

10. CONTRIBUTING AGENCIES

This Impact Statement should be compiled in close consultation with agencies, community service providers and other emergency management and recovery personnel. Include details for all agencies that need to, or have contributed to the compilation of this Impact Statement.

Organisation / agency	Name	Position	Phone	Email	Contact made?	Info rec'd?
☐ Aqwest (water supplier in Bunbury)					☐	☐
☐ Assoc. of Independent Schools of WA					☐	☐
☐ ATCO Gas					☐	☐
☐ Australian Red Cross					☐	☐
☐ Arc Infrastructure					☐	☐
☐ Busselton Water					☐	☐
☐ Catholic Education WA					☐	☐
☐ Dampier Bunbury Pipeline (gas)					☐	☐
☐ Dept of Primary Industry & Regional Dev.					☐	☐
☐ Dept of Communities					☐	☐
☐ Dept of Defence					☐	☐
☐ Dept of Education					☐	☐
☐ Dept of Water and Environmental Regulation					☐	☐
☐ Dept of Fire and Emergency Services					☐	☐
☐ Dept of Health					☐	☐
☐ Dept of Biodiversity, Conserv. & Attractions					☐	☐
☐ Dept of Planning, Lands & Heritage					☐	☐
☐ Dept of Transport Marine Safety					☐	☐
☐ Horizon Power					☐	☐
☐ Local government (specify)					☐	☐

Impact Statement Template

Organisation / agency	Name	Position	Phone	Email	Contact made?	Info rec'd?
☐ Local Recovery Coordination Group					☐	☐
☐ Main Roads WA					☐	☐
☐ NBN Co.					☐	☐
☐ Public Transport Authority					☐	☐
☐ Telstra					☐	☐
☐ Verve Energy					☐	☐
☐ WA Housing Authority					☐	☐
☐ WA Police Force					☐	☐
☐ Water Corporation					☐	☐
☐ Western Power					☐	☐
☐ Add others as needed					☐	☐
☐ e.g. community groups					☐	☐
☐ e.g. other service providers					☐	☐
☐					☐	☐
☐					☐	☐
☐					☐	☐
☐					☐	☐
☐					☐	☐

For level 2 incidents with no significant recovery impacts, no further Impact Statement information is required.
To make this determination, consultation with the State Recovery Coordinator, local government(s) and Incident Controller is required.
For all other level 2 and level 3 incidents, the information on the following pages MUST be compiled.

11. IMPACT STATEMENT

Where necessary, use the **Agency contributions template** to source relevant information from contributing agencies. This table template can be found in section 13.3.2 of the Impact Statement **Guide**.

11.1   SOCIAL ENVIRONMENT

* For help with completing this section, refer to the Guide Section 11: Impact Statement (11.1 Social environment).

Ensure that all ticked items from the checklist in Section 4: Social impacts, are transferred to this table. Add more rows as required.

Category (from checklist)	Agency/ Source	Key contact: Name, position, email, phone, mobile.	Impact: what has happened and what are the implications?	Current status: what is happening now, who is managing it and how long for?	Next steps: what needs to happen next, who will be involved and how long for?	Related attachment(s)?
Home and Community Care	*Dept of Health/HACC Agency*	*xxxxx*	*Identified that there are 15 clients still in their homes that are ageing in place and have disabilities that will not receive their Home Care Assistance*	*Dept. of Health/LG to liaise with DFES to gain restricted access permits for service providers*	*Consider relocation of clients, and level of care required*	☐
						☐
						☐

☐ Additional information on completed actions is attached to this document.

Impact Statement Template

11.2 NATURAL ENVIRONMENT

* For help with completing this section, refer to the Guide Section 11: Impact Statement (11.2 Natural environment).

Ensure that all ticked items from the checklist in Section 4: Natural impacts, are transferred to this table. Add more rows as required

Category (from checklist)	Agency/ Source	Key contact: Name, position, email, phone, mobile.	Impact: what has happened and what are the implications?	Current status: what is happening now, who is managing it and how long for?	Next steps: what needs to happen next, who will be involved and how long for?	Related attachment(s)?
Reserves and Parks	*DBCA/LG*		*The closure of the parks in the impacted area will have an impact on a planned Scout jamboree*	*The park has been severely damaged by the fire with loss to the campsites and camp kitchens. DBCA to liaise with Scouts WA to advise of the impact to the park*	*DBCA/LG communication will need to extend to the public of the impact to the Park and period of closure.*	☐
						☐
						☐

☐ Additional information on completed actions is attached to this document.

Impact Statement Template

11.3 ECONOMIC ENVIRONMENT

* For help with completing this section, refer to the Guide Section 11: Impact Statement (11.3 Economic environment).

Ensure that all ticked items from the checklist in Section 4: Economic impacts, are transferred to this table. Add more rows as required.

Category (from checklist)	Agency/ Source	Key contact: Name, position, email, phone, mobile.	Impact: what has happened and what are the implications?	Current status: what is happening now, who is managing it and how long for?	Next steps: what needs to happen next, who will be involved and how long for?	Related attachment(s)?
Other large employers	*DPIRD/DWER*		*Bannister Downs Dairy requires continued accessibility to the Dairy to transport dairy supplies and access for workers to the dairy. Lack of access will have a detrimental impact in terms of loss of produce and supplies to retailers.*	*DWER is working with Bannister Downs to arrange for appropriate disposal of spoilt milk. DPIRD is liaising with DFES to provide restricted access permits for the trucks and workers to access the diary.*	*Until the area is declared safe restricted access permits will remain in place. DPIRD and DWER will continue to provide advice to the Dairy.*	☐
						☐
						☐

☐ Additional information on completed actions is attached to this document.

11.4 BUILT ENVIRONMENT

* For help with completing this section, refer to the Guide Section 11: Impact Statement (11.4 Built environment).

Ensure that all ticked items from the checklist in Section 4: Built impacts, are transferred to this table. Add more rows as required.

Category (from checklist)	Agency/ Source	Key contact: Name, position, email, phone, mobile.	Impact: what has happened and what are the implications?	Current status: what is happening now, who is managing it and how long for?	Next steps: what needs to happen next, who will be involved and how long for?	Related attachment(s)?
Water tanks contamination	*Watercorp DWER*		*Due to the use of firefighting foam rain water tanks in the impacted area may be contaminated.*	*DWER/Watercorp to advise residents of how to dispose of contaminated water and how to clean their tanks.* *Potable water to be provided to impacted residents*	*Communication to impacted residents of where potable water can be accessed and fact sheets on contamination*	☐
						☐
						☐

☐ Additional information on completed actions is attached to this document.

NOTE:

- Details of all *Rapid Damage Assessments* should be attached to this document as applicable. Include maps and photographs as appropriate.

12. NIAM INDICATORS

National Impact Assessment Model indicators are used by the State to negotiate disaster relief funding with the Commonwealth. Complete this table using data captured above.

These columns indicate the relevant recovery environment for each indicator.

No.	Impact Indicator	Measure	# or %	Social	Built	Economic	Natural
1	INDIVIDUALS	# In evacuation centres		X			
2		# Injured		X			
3		# Fatalities		X			
4		# Unaccounted for		X			
5		# Isolated		X			
6	RESIDENTIAL PROPERTIES	# Destroyed		X	X		
7		# Damaged		X	X		
8	EMERGENCY SERVICES	# Destroyed			X		
9	Police, fire, ambulance, aviation, other	# Damaged			X		
10	HOSPITALS & PRIMARY HEALTH CARE FACILITIES	% Destroyed			X		
11		% Hospital functional		X			
12	EDUCATIONAL FACILITIES	# Destroyed			X		
13	Schools, training centres, universities, child care centres	# Damaged			X		
14		# Closed		X			
15	CORRECTION CENTRES	# Destroyed			X		
16	Incl. prisons	# Damaged			X		
17	OTHER – RESIDENTIAL GROUP HOME, AGED CARE FACILITIES	# Destroyed		X	X		
18		# Damaged		X	X		
19	OTHER BUILDINGS	# Destroyed			X		
20		# Damaged			X		
21	BUSINESS BUILDINGS	# Destroyed			X		
22	Incl. commercial and industrial	# Damaged			X		
23	(excludes rural)	# Closed				X	
24	RURAL BUILDINGS	# Destroyed			X		
25		# Damaged			X		
26	STOCK LOSSES	# Fatalities				X	
27	Livestock	# Unaccounted for				X	
28	AGRICULTURAL LAND	Ha Destroyed				X	
29		Ha Damaged				X	
30	AGRICULTURAL PRODUCTION	% Lost				X	
31	AIRPORTS / HELIPORTS	% Functional		X			
32		# Damaged			X		
33		# Destroyed			X		
34	ROADS / BRIDGES	# Main roads closed		X	X		
35		# Other roads closed		X	X		
36	PORT	# Facility destroyed			X		
37		# Facility damaged			X		
38		# Ships impacted				X	
39	RAILWAY	# Passenger lines closed		X	X		
40		# Freight lines closed			X		
41	TELECOMMUNICATIONS	# Customers impacted		X			
42	GAS	# Customers impacted		X			
43	ELECTRICITY	# Customers impacted		X			
44	SEWAGE	# Customers impacted		X			
45	WATER – POTABLE SUPPLY	# Customers impacted		X			
46	WATER – CATCHMENTS	km² contaminated					X
47	NATIONAL PARKS	Ha affected					X
48	ANIMAL WELFARE	# Injured					X
49	COASTLINE AFFECTED	km affected					X
50	MARINE AREA AFFECTED	Km2 affected					X

13. LIST OF ATTACHMENTS

List all attachments to this Impact Statement

Attachment No.	Title & description (e.g. map, report, photo)
1	Transfer of Control (signed) – bushfire only
2	Rapid Damage Assessment report (DFES hazards only) including maps and photos
3	
4	
5	
6	
7	