'The Council and Staff of the Shire of Boddington, in partnership with the community, are committed to operating effectively and efficiently to provide quality lifestyle opportunities that encourage population growth and development'

DRAFT MINUTES

For The
Local Emergency Management Committee
To Be Held On
Monday 28th November 2022

At 10am

Council Chambers
39 Bannister Rd, Boddington

DRAFT

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1. DECLARATION OF OPENING — Meeting opened: 10:05am

1.1 – Acknowledgement of country

The Shire of Boddington acknowledges the Gnaala Karla Booja people as Traditional Custodians, and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past, present and emerging.

2. ATTENDANCE/APOLOGIES/LEAVE OF ABSENCE

2.1 Attendance

Cr. Earl Schreiber
Cr. Lee Lewis
John Dagostino (Newmont)
Roy Greive (SOB)
Corrie Lokan (DOH) (online)
Ronan Blaney (St John WA) (online)
Daniel Marsh (Newmont)
Wayne English (SES)
Terry Sillitto (DOC)
Ros Foster (FCO)
Shenae Tilbee (SOB)
Nathan Manning (SOB)
Anna Erickson (DPIRD) (online)
William Batt (BFBFCO)
Ross Bartley (WAPOL)

2.2 Apologies

Ryan Clarke (Newmont)
Jason Carrall (DFES)
Adam Whitford (DFES)
Brad Hunt (Shire of Wandering)
Jessie Reid
Ben Gartner (WAPOL)
Kim Reader (DOC)
Simon Smith (South32)
Benjamin Gartner (WAPOL)
Jayden Vitler (DBCA)
Michael Pasotti (DBCA)

3. DISCLOSURES OF INTERESTS

NIL

4. GUEST PRESENTATIONS

NIL

5. CONFIRMATION OF MINUTES

Moved: Cr. Earl Schreiber — Seconded: John Dagostino

That the minutes of the Local Emergency Management Meeting held on Monday 20th June 2022 be confirmed as a true and correct record.

5.1 See attachment

Carried: 13/0

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6. REVIEW ACTION LIST AND BUSINESS ARISING

Action	Responsible Person	Progress
Look at reserves - fire mitigation	Nathan Manning Jason Carrall	Nathan Manning: Application for funding for Christie St fire break needs signing off from Julie, Burn offs on Crossman Rd a success and fire break put in reserve behind the Mens Shed. Create a plan for regular reserve burn offs
Organise courses with DFES and invite William Batt	Ryan Clarke	Not at meeting to provide update.
Discuss Starlink (comms with heavy vehicles) at next meeting	Ryan Clarke	Not at meeting to provide update
Emergency Exercise	Roy Greive / John Dagostino	coordinate desktop exercise with Newmont for early 2023

7. CORRESPONDANCE

7.1 Correspondence in
7.2 Correspondence out
7.3 Information tabled

8. REVIEW OF LEMC MEMBERSHIP & CONTACT LIST UPDATES

See attachment 8.1

9. AGENDA ITEMS

9.1 Terry Sillitto report –

COVID 19
We are ensuring that we follow current Health advice in relation to how we might operate an Evacuation Centre if one was required today.
We have a process to ensure we vet people before they can enter the building by asking a series of Covid questions.
Anyone who has or may have Covid will be asked to return to their vehicle and await instructions on an alternative location to go to while they are evacuated. Possibly a Hotel/Motel. Hygiene measures will be in place for staff protection and LGs are encouraged to follow a similar process when they first open an evacuation centre.

Review of Department of Communities 'Emergency Services Function'
Major review of DC Emergency Services currently underway
Changes in structures can be expected

Strengthening of ability to respond to large events, and to ability to support LG through recovery processes.

With the cessation of the State of Emergency regarding COVID, the Department of Health have stood down the SHICC and in line with this the Department of Communities has also stood down the 'SWICC'.

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As part of the review of emergency services within the Department of Communities we have rebranded the Emergency Services Unit to Emergency Relief and Support (ERS)

Local Welfare Plan updates and tabling at LEMC
Plan recently updated, needs to be endorsed at this meeting
Last tabled in 2019

Training
LG Evacuation Centre Training was provided on 17 August 2022 at the Ken Jackman Hall in Kwinana, and then again on 11 October 2022 at Mike Barnett Sports Stadium in Rockingham. Two staff attended the session on 17 August 2022 from the Shire of Boddington and a total of 4 staff have attended these sessions within the last 3 years, Cara Ryan, Peter Haas, Jeff Atkins, and Jezamyn Douglas. It would be beneficial to have numbers trained increased during 2023.

Equipment upgrades underway
DC are now equipped to provide bedding for up to 1000 people sleeping in evacuation centres.
Equipment is located in sheds in Whiteman Park and Oakford, with trailers also positioned in Fremantle and Mandurah. DC would also like to position a trailer in Boddington. We require a secure and undercover location to store the trailer and would appreciate any thoughts regarding a possible location.

10. <u>LOCAL EMERGENCY MANAGEMENT (standing items)</u>

10.1 Post Incident Reports – discussion and note any outcomes to be actioned.
Wayne English – call outs to Crossman Rd due to small trees falling over road in high winds. Look out removing suspect trees.
Wayne English - wants to clarify with the shire the process for after hours call outs.
Ross Bartley - Averaging a call out every 2-3 days mainly community call outs.
Ordered a new ambulance with a special stretcher which is arriving 2024.
Ross Bartley - Fourth officer joining the station who is female. Back to full contingent

10.2 Post Exercise Reports – discussion and note any outcomes to be actioned.
NIL
10.3 Exercise – discuss objectives, scenario and dates.
NIL
10.4 Review Local Emergency Management Arrangements – updates as required.
NIL
10.5 Risk management update – monitor and review, emerging risks, mitigation.
NIL
10.6 Review LEMC business plan – monitor progress
NIL
10.7 Review funding opportunities
NIL

11. <u>AGENCY/MEMBER REPORTS</u>

NIL

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12. GENERAL BUSINESS

12.1 Discuss Local Welfare Plan for the Peel Region – Terry Sillitto

12.1.1. See attachment

Sighted, stated, tabled and accepted/endorsed

Moved: Terry Sillitto Second: Wayne English

12.2 Welfare support trailer storage in Boddington – Terry Sillitto

Terry Sillitto - Looking for place to store the trailer in Boddington which will be ready in a month's time

Terry Sillitto - Discussion of possible location of trailer – SES shed and Boddington fire station ruled out.

Cr. Lee Lewis - suggested shed at old shire depot. Cr. Lee Lewis and Terry Sillitto to make contact and discuss further about location and accessing trailer after hours.

Terry Sillitto – Shire of Boddington Recovery Coordinator needs to be appointed. Roy Greive to discuss with Julie Burton and bring decision to next meeting.

12.3 Round the Table

John Dagostino – 2023 will be a busy year for Newmont with emergency services and community interaction

Terry Sillitto – Change format of LEMC to include something different such as a guest speaker or exercise. 29/11 NBN is holding a demonstration in how they can offer help to the community with WiFi, etc. Great for regional communities. Possibly look at them coming to a meeting to do the demonstration.

William Batt – higher than average maximum temperatures for the fire season

12.3.1 – See attachment

Cr. Earl Schrieber – We have aligned with committee requirements for a formal committee which is why we now offer Zoom Meetings for members – not an open meeting.

Roy Greive – Thank the committee for their patience whilst we update our agenda, minutes, etc to align with the changes and to be more professional ☺

13. NEXT MEETING

13.1 Approve meeting dates for 2023

- February 27th
- may 29th
- August 28th
- November 27th

14. CLOSURE OF MEETING

11:15am

Next meeting – February 27th

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Attachment 5.1

BODDINGTON LOCAL EMERGENCY MANAGEMENT COMMITTEE

Minutes of the Local Emergency Committee meeting held in the Shire of Boddington Council Chambers commencing at 10:01 am 20 June 2022

1. **Attendance**

Cr. E Schreiber	Shire of Boddington (Chairman)
Cr. L Lewis	Shire of Boddington
Mr R. Greive	Shire Representative
Mr. R Clarke	Newmont Boddington Gold
Sgt. R Bartley	Boddington Police
Mr. R Blaney	St John Ambulance
Mr. W English	Boddington SES
Mr. J Potts	Shire Ranger
Mr. M Schorer	Dept. for Communities
Mr Jayden Vitler	DBCA
Mr Jason Carrall	DFES (Acting area Officer)
Mr Simon Smith	South 32
Mr Adam Smith	District Emergency Management Advisor (DFES, GSR)
Mr John Dagostino	Manager Sustainability & External Relations, Newmont

Apologies

Mr. J Reid	Deputy CBFCO
Ms. R Foster	BFB FCO
Mr. W Batt	BFCO
Mr. P Blechynden	DFES
Ms. K Reader	Dept. for Communities
Mrs D Roache	BDHS
Mr T Sillitto	Dept for Communities
Mrs C Lokan	Boddington Hospital

2. Confirmation of Minutes of Meeting held on 28 February 2022

Moved: **J Potts**

That the minutes of the Local Emergency Management Committee held on 28 February 2022 be endorsed as a true record of the proceedings

Seconded: **R Clarke**

3. **Business Arising From Minutes**

Nil.

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4. General Business

M Schorer: Community report as attached.
Working through staffing requirements around vaccinations.
T. Sillito returning to role on 4 July.
Kim Reader is a contact point.
Invitation to attend evacuation training sessions. July, Aug and Sept are priority training periods.

Action – Information be noted

Discussed agreement with shires when emergencies arise - Recovery Coordinator

J Potts: will look at reserves with J. Carrall regarding fire mitigation – fire hydrants to be identified that need repair. A local contractor who can do controlled mulching etc.

Action - table for next meeting

Cr Schreiber: all fire hydrants are clearly marked. Josh agreed that most of them are.

R Bartley: It has been relatively quiet with no fatalities, although some serious crashes have occurred. A Motorcycle rider was airlifted out. Some people were in distress but it not reach the point of a land search.

R Blaney: Case numbers have risen.

A Smith***:*** I look after Great Southern district – the bush fire brigades are directed to Jason Carrall (DFES)

Cr Lewis: I have recently joined the committee.

R Clarke: In regard to Covid cases, 242 cases on site picked up via RAT - 490 offsite. This affected 45 – 50 % of the workforce. Continuing Covid clinic but scaling down.
No hospitalisations or evacuations. This has been managed really well on site.
Of concern - 2 large fires to N and E. Other fires were due to grass tree fires - could pig hunters be responsible and can anything be done to negate that? The fire were significant - 50 and 100 hectares.

J Potts: It is difficult to report as we do not know where and when they hunt.

R Clarke: I will organise some courses with DFES and will advise Josh on these courses. A bush fire scenario and air attack can be replicated. Invite William Batt.

Action - table for next meeting and invite William Batt.

J Dagostino: Representatives on our emergency response team will attend future meetings.

J Vitler: (replacing Steven Gunn) – Regarding Autumn burning - Parks and Wildlife, did 3 burns in the Shire of Boddington - 14,100 Hectares total.

J Carrall: We have lots of courses on offer. The Bushfire Safety Awareness course is suggested for Newmont and farmers. We are able to see what you need done.
There is a course designed for bushfire brigade members.
There are 22 courses running over a period of a year and they will be readvertised.

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You don't have to be a DFES member to do the course – please call the regional office in Narrogin to enrol. Need leadership on-board and members will follow.

Cr Lewis: for other courses on Rural Fire Awareness – it would be best to advertise in the local paper.

W English**:** the last few months have been quiet road-accident wise; however the motorcycle accident was very severe.
RFDS have helicopters – one based in Jandakot – there have been two recent medical transfers. The oval lights were requested on as they do not have night vision.
After 1am, the sprinklers come on the oval, but we can turn sprinklers off.
The RFDS do not do not fly at night.
MRD Contracting are working on the new bridge on Crossman and wish to organize an emergency exercise via DFES. I spoke to the safety manager at MRD who wanted to do a table top exercise. He wanted to know what Emergency Services are available in this area so they know what to expect. I contacted 000 and told them what was happening; we didn't ring it through although the staff were not advised it was a drill.
I contacted the local police, ambo expected arrival was 30 minutes; helicopter expected arrival time was 40 minutes. It was a big exercise for the company.

R Greive: introduced himself.

Cr Schreiber: Bob Jones has a vehicle and requests communications in it.
There is a concern with the Reserve off Hakea Road.

J Potts: I am trying to find out who owns it, it may be the Heritage Rail.

Cr Schreiber: We need to ascertain if they will take ownership

J Potts: there are a lot of issues with it.

Cr Lewis**:** Is there a plan to burn some reserves?

J Potts: I am not aware of this though I have spoken to DFES - River Road to town needs to be cleared out. I am speaking to a contractor; however, I need to ascertain what needs to be done and which grants will pay for it. We will get someone to help us do burning.
Some of the reserves, such as behind Blue Gum has not been burned in a long time. Burning piles are most likely; we need to work with DFES.

Josh will show Christie Street reserve to Jason

Action - Information to be noted.

A Smith: Announces he is running a desktop exercise - distributed handout ' Exercise Initial Actions' and requested a response to first 3 questions.

Question 1 – Weather warnings issued:
Sgt R Bartley**:** would need to look at response capability; advise command in Albany and neighbouring station; look at fuel, equipment, vehicles ready to go, ensure that a response can be arranged.

R. Blaney**:** make sure there is an operating ambo in town; liaise with Narrogin and Williams; regional office in Northam and metro vehicles.

A Smith: Are there any challenges with reporting to various regional areas?

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R Blaney: communication is good and info can be sent out quickly.

Cr Lewis: would need to determine who is available, assist Emergency Services and set up an evacuation centre; notify workforce and identify areas impacted by event, prepare work areas; look at drainage. The key role is to ensure assets are protected and provide assistance

R Clarke: check with management team, communicate to workforce – pit etc; Check surface water levels; ensure safety of personnel; assist community as required; look at generators, camp, food etc.

J Vitler: place more people on call; ensure machines ready to respond; close campgrounds and tracks and trails (trees and branches falling) to limit public out there

J Carrall: notify SES units, monitor and update as needed.

M Schorer: establish need to pre-deploy with equipment; look at storage in boddington; would there be a generator for the evacuation centre?
Take direction from DFES and engage in a meeting with DFES and get a BOM liaision officer for advice. Peel District office would be advised. Have trailers based in Northam, Fremantle and other locations.

W English: J. Carrall DFES contacts me and I send a text to all my units to find out who is available. If very severe – do a call round to shire and local businesses. The HMA is SES. We ensure we are prepared for Emergency Response and have Generators, lights, and a nominated Evac Centre. In anticipation of heavy rains, the Shire usually advises the community to check their gutters or contact the real estate agency /homeowner.

Cr Schreiber: it is most important to notify community members of expected weather events.

J Potts: advise fire brigade members of potential call outs. Post on media – have a generator available.

A Smith: It is important to advise community.

J Carrall: Contact Shire regarding machines to clear the roads.

A Smith: Special Idea 2 - Discussed Round Table

Sgt R Bartley: We have an emergency Ops unit in Perth and are delegated as local Emergency Coordinator (with DFES, SES etc)

R Blaney: We have 2 ambos in Boddington and would engage with Narrogin, Williams and Wagin.

Cr Lewis: The Shire would assist SES and set up an Evacuation Centre with the help of the Ranger and Works. The Shire Admin building would be the best venue to control it and it is on higher ground.

S Smith: South 32 would ensure safety of employees, and assist community.
Cr Schreiber: Are there any houses impacted by South 32 activities which would result in flooding?
S Smith: No

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R Clarke: ensure site secure and communicate with SES

Action - Discuss Starlink at next meeting (comms with heavy vehicles)

J Vitler: liaise with SES, ensure towers are operating. The Dwellingup office can operate as an info point.

J. Carrall: contact local SES asking what support needed; suggest billboard in main street as, once power goes out, need this The evacuation centre does not have to be in town.

M Schorer: identify impact on community. Ask people to bring their own bedding.

W English: Prioritise calls; mobile phones will lose power – deploy vehicles and crew to do a door knock if area impacted. If no one home, tag front gate to identify that it has been checked. A list is made on a map.
A generator can be hooked up to the shire – Josh confirmed it needs to be arranged to it can be plugged in and work immediately – currently it is a process.

The Rec Centre is probably not set up for a generator

J Potts: Suggest the Rec Centre can be looked at as a potential evac centre. It is legal now for private homes to have a generator attached. I suggest that it is worth checking the location of these generators and what size we need as we don't own our own. Grants are available; best to have one on-site and ready to go.

Action - Information to be noted.

Cr Lewis: We need more landline access; look at a new phone system which runs through a computer system. We need old landline capability.

Cr Schreiber: We have Telstra towers, but DFES does not have authority to plug them in. We need to look at managing without phones.

Action - Information to be noted.

A Smith:
- To wrap up: look at phone systems; look at grants. Issue is loss of communications
- Evac Centre – what is the plan to open the Evac Centre and have staff.
- Admin command centre - everyone needs to know where it is located.
- Look at how we work together as different agencies.

Action - Leave this exercise with Roy Greive.

The next meeting of the Boddington LEMC will be held at 10.00am 29 August 2022 at the Shire of Boddington.

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5. Closure

There being no further business the meeting closed at 11:50am

Meeting Schedules

29 August 2022
28 November 2022
27 February 2023

Action List

Action	Responsible Person	Date	Completed
Look at reserves - fire mitigation	J Potts J Carrall		
Organise courses with DFES and invite William Batt	R Clarke		
Discuss Starlink (comms with heavy vehicles) at next meeting	R. Clarke		
Emergency Exercise	Roy Greive		

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Attachment 8.1

LEMC CONTACT LIST

NAME	EMAIL	CONTACT #	DEPARTMENT/POSITION
Adam Smith	Adam.smith@dfes.wa.gov.au	0429 104 007	DFES
Alison Lacey	Alison.lacey@dpird.wa.gov.au	0429 084 421	DPIRD
Brad Hunt	brad.hunt@wandering.wa.gov.au		Shire of Wandering
Corrie Lokan	Corrie.lokan@health.wa.gov.au		
Earl Schreiber	creschreiber@boddington.wa.gov.au earlandcathy@gmail.com		
Jayden Vitler	jayden.vitler@dbca.wa.gov.au	0437 792 099	DBCA
Jason Carrall	Jason.carrall@dfes.wa.gov.au		DFES
Jessie Reid	Jessie_reid@hotmail.com		
John Dagostino	John.dagostino@newmont.com	0438304950	Newmont

Nathan Manning	ranger@boddington.wa.gov.au Nathan.manning@boddington.wa.gov.au		SOB ranger
Kim Reader	Kim.reader@communities.wa.gov.au		DOC
Lee Lewis	crllewis@boddington.wa.gov.au	0448480024	SOB
Michael Pasotti	Michael.pasotti@dbca.wa.gov.au	0427 386 598	DBCA
Adam Whitford	Adam.Whitford@dfes.wa.gov.au	0475 397 201	DFES
Ronan Blaney	Ronan.blaney@stjohnwa.com.au	0427 981 426	St John WA community Paramedic Southern Wheatbelt WBT SS
Ros Foster	boddingtonss@bigpond.com	0428838011	FORWARD CONTROL OFFICER. (FIRE BRIGADE)
Ross Bartley	Ross.bartley@police.wa.gov.au	9884 3333	WAPOL
Ben Gartner	Ben.gartner@police.wa.gov.au	9884 3333	WAPOL
Roy Greive	Roy.greive@boddington.wa.gov.au	0428 838 004	SOB

Ryan Clarke	Ryan.clarke@newmont.com		Newmont
Simon Smith	Simon.smith@south32.net	0437 157 467	South32
Terry Sillitto	Terry.sillitto@communities.wa.gov.au	0427 389 375	DOC
Wayne English	weenglish@bigpond.com Wetraveltjr5@gmail.com	0428 839 296	DFES Bodd unit SES. MANAGER.
William Batt	willybatt@bigpond.com	0427988705	Bunbury CHIEF Bush Fire control officer
Anna Erickson	anna.Erickson@ dpird.wa.gov.au.	9881 0211 0437 801416	Senior VM Officer

Local Emergency Welfare Plan

PEEL REGION

(SUPPORTING CITY OF MANDURAH, SHIRE OF MURRAY, SHIRE OF BODDINGTON, AND SHIRE OF WAROONA)

(Updated October 2022)

Prepared by
Department of Communities - Emergency Services

Tabled/Received and accepted at the
LOCAL EMERGENCY MANAGEMENT COMMITTEE on City of Mandurah 13.02.19 Shire of Boddington 25.02.19, Shire of Waroona 6.03.19 Shire of Murray

This Plan can be activated for hazards defined under the WA State Emergency Management Arrangements eg State Hazard Plan - Heatwave, State Hazard Plan – Fire, State Hazard Plan – Crash Emergency, State Hazard Plan - HAZMAT.

To activate this Plan call the Department of Communities - Emergency Services On Call Coordinator on 0418 943 835, 24 hours/7 days.

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Contact details
To make comment on this plan please contact –

Terry Sillitto
Senior District Emergency Services Officer
Metropolitan South Districts
Department of Communities
5 Newman Court, Fremantle WA 6160
Mob: 0427 389 375
Terry.sillitto@communities.wa.gov.au

Amendment List

AMENDMENT		DETAILS	AMENDED BY
NO.	**DATE**		**NAME**
	08 July 2018	Complete Review and Reissue.	Terry Sillitto
1			
2			
3			
4			
5			
6			

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1. Introduction

1.1 Outline

The Local Emergency Welfare Plan is to be read in conjunction with the State Emergency Welfare Plan, both prepared by the Department of Communities (Communities).

The State and Local Emergency Welfare Plans are support plans which document the strategic management and coordination of welfare services in emergencies, as part of the Western Australian State Emergency Management (EM) Arrangements.

The scope of this local plan includes:

- Communities responsibilities for the planning, response and recovery stages for the management and coordination of welfare services, including resources, within the identified geographical boundaries;
- agreed responsibilities of emergency management partnering agencies, coordinated by Communities to provide welfare services during emergencies.

1.2 Exercise and review period

This plan is to be exercised at least annually, and will be reviewed every two years, with Appendices and contact details reviewed quarterly and after each activation.

1.3 Welfare services definition

The provision of immediate and ongoing supportive services to alleviate, as far as practicable, the effects on people affected by an emergency. To assist in coordinating the provision of welfare services, six (6) functional areas have been identified:

- **emergency accommodation including welfare centres** – see Appendix 5
- **emergency catering** – see Appendix 7
- **emergency clothing and personal requisites** – see Appendix 8
- **personal support services** – see Appendix 9
- **registration and reunification** – see Appendix 6
- **financial assistance -** in Western Australia there are a number of financial assistance programs that may be put in place following a major emergency.
  Communities has the provision of some financial assistance being available for assessed immediate needs. This is determined at the time of the emergency using the principle of needs on a case-by-case basis for affected persons, as approved by Communities State Welfare Coordinator/ Communities Emergency Services Coordinator.

2. Preparedness and Operation of this Plan

2.1 Organisational responsibilities

The development and maintenance of this plan is allocated to the Communities District Emergency Services Officer, in consultation with members of the Emergency Welfare Coordination Group (EWCG), if there is one, and the Local Emergency Management Committee (LEMC). A contact list of the organisations that constitute the EWCG is provided in Appendix 2 and their agreed organisational responsibilities are provided in Appendix 3.

2.2 Special considerations

LGs plan for special considerations as per the State EM Policy 4.6.1 –

> EM planning must consider where special arrangements will be required. For example any groups within the community whose circumstances may create barriers to obtaining information, understanding instructions, or reacting to an emergency. This includes but is not limited to:

- children and youth;
- older people;
- people with disability;
- those who are medically reliant;
- Aboriginal and Torres Strait Islanders;
- individuals from culturally and linguistically diverse (CaLD) backgrounds;
- isolated individuals and communities; and
- transient individuals and communities.

In addition, EM planning must consider special arrangements for animals as per the State Emergency Welfare Plan 2.3.6 -

> **Animals in welfare centres**
> For health and safety reasons no animals, including pets, are permitted in welfare centres with the exception only of Assistance animals e.g. Guide Dogs, "Hearing" Dogs and Disability Aid Dogs. Some local governments may have an Animal Welfare Plan for them to coordinate the management of animals and pets in emergencies.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in local emergency management arrangements. Also see Appendix 5 Emergency Accommodation, point 5.5 Children, organisations, educational and care facilities.

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

2.3 Resources – Preparedness and Operational

Communities has primary responsibility for managing and coordinating welfare services resources. This plan is based on the utilisation of resources existing within a community and to supplement those resources when required at the State level. In some emergencies interstate/national resources may be required. Requests for additional resource support should be made by the Local Welfare Coordinator to the State Welfare Coordinator/Emergency Services Coordinator. Communities is responsible for appointing Welfare Coordinators as follows:

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
Communities State Welfare Coordinator (SWC)	The title "State Welfare Coordinator" used throughout this plan is the Communities representative appointed by the Communities Director General (DG). This role is delegated to the Director Emergency Services. Responsibilities include: (a) Coordination of all emergency welfare support services at the State level; (b) Represent the DG on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required; (c) Act as the DG's representative on the following: • SEMC Response and Capability Subcommittee; • SEMC Recovery Subcommittee; • SEMC Community Engagement Subcommittee; • Other State and national level committees as appropriate. (d) Chairing the State Welfare Emergency Committee (SWEC); (e) Coordination of all partnering agencies within the State Welfare Coordination Centre.

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
Communities Emergency Services Coordinator (ESC)	This role may be delegated by Communities Emergency Services (ES) Director to the rostered Communities ES On Call Officer during activation and operations to carry out Communities emergency management functions. The ESC is the link between the Local Welfare Coordinators and the State Welfare Coordinator and, where applicable, with the relevant HMA/Controlling Agency. The ESC is authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements. Responsibilities include: (a) Establish the State Welfare Coordination Centre and manage centre functions during operation; (b) Activate responses to emergency situations, authorise emergency expenditure and utilise resources to meet those responses; (c) Assist the State Welfare Coordinator with their functions as required; (d) Manage emergency welfare services functions as required; (e) Provide support to country staff/offices involved in emergencies; (f) Represent Communities on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required.
Communities District Welfare Representatives	(a) Represent Communities on District Emergency Management Committees (DEMCs) to address emergency welfare support matters (Communities District Director or proxy); (b) Ensure the arrangements of this plan are clearly understood at the district level; (c) Clarify Communities policy on emergency welfare matters where required; (d) Refer matters of a contentious nature to Communities Emergency Services for resolution; (e) Ensure development, testing and maintenance of Local Emergency Welfare Plans for the district in which the Local Government (LG) areas fall; (f) Appointing Local Welfare Coordinators for each Local Emergency Management Committee (LEMC); (g) Represent Communities on Operational Area Support Groups (OASGs) as required.
District Emergency Services Officer (DESO)	a) As a local emergency management resource, develop local arrangements, procedures and resources eg EM Kits; b) Develop, test and maintain the Local Emergency Welfare Plans for the district in which the Local Government/s (LG) areas fall; c) Ensure staff and volunteers of Communities and partnering agencies are trained and exercised in their welfare responsibilities by conducting training sessions and exercises annually; d) Liaise and establish networks and partnerships with agencies; e) Assist with activations if available; f) Assist and support the District Welfare representatives and Local Welfare Coordinators to carry out their roles.
Communities Local Welfare Coordinators (LWC)	Local Welfare Coordinators (LWCs) shall be nominated officers of Communities within an LG area/s. A Communities LWC responsibilities include: (a) Establish and manage the activities of the local Emergency Welfare Coordination Groups (EWCG), where determined appropriate by the District Director;

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Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	(b) Represent Communities and the emergency welfare function on LEMCs and Local Recovery Committees; (c) During activation, manage and coordinate emergency welfare services, including establishing and managing welfare centres, and if further welfare assistance is required request for additional support services via the Communities Emergency Services; (d) Represent Communities on the Incident Support Group (ISG) when required.
Communities Welfare Centre Coordinator (WCC)	In some circumstances Welfare **Centre** Coordinators (WCCs) are appointed. They shall be nominated officers of Communities and the WCC responsibilities include: (a) Establish and manage the operations of the welfare centre/s, including coordinating staff and partnering agencies staff and volunteers, to provide appropriate welfare services to the evacuees in the welfare centre. (b) Communicate regularly with the LWC, and if further welfare assistance is required request for additional support services via the LWC; (c) Remaining at the centre to manage the centre operations.
Local Government Welfare Support	a) When an emergency event takes places within the boundaries of an LG, they may be activated by the HMA or by Communities to provide the initial welfare response to evacuating community members. This is primarily due to their close proximity to the emergency event and their ability to quickly identify and open a pre-determined welfare centre. If the activation request is from the HMA the LG should contact Communities to inform and consult with them of the activation to open a welfare centre. The role of the LG in these early stages would be to ensure that evacuees have a safe location to relocate to, and that they can be provided with basic needs and services until such time as Communities can arrive to take on the coordination role of the welfare centre. Basic needs and services may include refreshments, registration, basic information, and personal support. On arrival of Communities, the LG would then provide a handover to the designated Communities Welfare Coordinator, and take on the **LG Welfare Liaison Officer** role as a support to Communities. b) In some circumstances the emergency event may not escalate to a significant level, and the LG may determine that they are able to continue to operate the welfare centre without the need for deployment of Communities staff. If this situation arises the LG must seek approval from Communities to retain the coordination role and have this decision documented formally. c) In some circumstances it may not be possible for Communities to attend the welfare centre due to geographical distances, road conditions, conflicting events, or other unforeseen circumstances. In these cases the LG may be asked to continue to provide the coordination role for the welfare centre, with support and advice being available from Communities via telephone or other means. In these situations Communities would approve in advance any required expenditures in relation to operating the welfare centre, and would meet these costs if required.

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Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	If LGs elect to undertake their own welfare arrangements without Communities consultation, **LGs are responsible for their own costs**.

2.4 Training

Training, both internally and inter-agency, will be determined by Communities and Emergency Welfare Coordination Groups. All training is to ensure staff and volunteers of Communities and partnering agencies have the necessary skills to provide appropriate welfare services under this plan, and in accordance with their roles and responsibilities.

2.5 Plan Activation Procedures

Communities will activate this plan from two sources:

(1) As per State Emergency Management Policy 5.3.4 'A Support Organisation is responsible for specific activities in support of the Controlling Agency/HMA, and may also support Combat Agencies and other Support Organisations upon request'.

(2) The State Welfare Coordinator/Emergency Services Coordinator based on information provided internally and/or externally, may identify the need to activate this support plan.

Regardless of who first identifies the need, the HMA/Controlling Agency and Communities State Welfare Coordinator (SWC), Emergency Services Coordinator (ESC) or Local Welfare Coordinator shall confer and agree that this plan should be activated; discuss the safe location of welfare centres and welfare services required. If activated at the local level the Local Welfare Coordinator will advise Communities SWC/ESC.

Once this decision is made the State or Local Welfare Coordinator shall assess the immediate welfare services required and activate Communities and partnering agencies if required and available. See Appendix 1 Communities Standard Operating Procedures for activation procedures.

Communities, representing partnering agencies, should be included as a member of the ISG and OASG, if formed, and will appoint an appropriate Communities representative accordingly.

2.6 Plan Activation Stages

The plan will normally be activated in stages. In an impact event for which there is no warning period, these stages may be condensed with stages being activated concurrently.

Activation Stage number	Activation Stage name and actions
Stage 1	**Alert:** By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided from within Communities. (a) Partnering agencies are alerted by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies alert their own personnel; (c) Additional information allowing partnering agencies time to arrange preliminary preparations is provided;

Activation Stage number	Activation Stage name and actions
	(d) Key personnel are briefed on action to be taken; (e) Establish liaison as appropriate with the HMA/Controlling Agency and/or Emergency Coordinator.
Stage 2	**Activation:** By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided internally and/or externally. (a) On behalf of the HMA/Controlling agency, and in consultation with the welfare centre owners, the Local Welfare Coordinator organises for the designated welfare centre to be opened if required. The safest and most appropriate centre needs to be agreed on by the HMA, LG and Communities; (b) Required partnering agencies are activated by the SWC/ESC or Local Welfare Coordinator and proceed to the welfare centre; (c) Welfare services are provided under the coordination of the Local Welfare Coordinator with partnering agencies assisting as required; (d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Local Welfare Coordinator and partnering agencies; (e) Welfare services requirements are continuously monitored and reviewed by the Local Welfare Coordinator and adjusted accordingly. (f) If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/ESC.
Stage 3	**Stand Down:** HMA/Controlling Agency to officially notify Communities to Stand Down; or SWC/ESC or Local Welfare Coordinator to request of HMA/Controller Agency to Stand Down if they assess welfare services no longer required. (a) Partnering agencies are informed of the Stand Down by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies stand down in accordance with relevant procedures for their agency; (c) Partnering agencies are to advise the SWC/ESC or Local Welfare Coordinator when stand down has been completed; (d) Communities to officially hand back the welfare centre facility to the owner and coordinate cleaning and any repairs required whilst the facility operated as a welfare centre; (e) The SWC/ESC or Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible; (f) Post operation reports to be written by Communities – see 2.9.

2.7 Public Information Management

The HMA/Controlling Agency is responsible for the provision and management of media and public information during emergencies, and all non-welfare matters will be referred to them. Communities and partnering agencies to this plan should only provide information to the public and the media on issues that are directly their responsibility, and with approval from the Communities SWC/ESC.

If the **Register.Find.Reunite. system** is activated, Communities SWC/ESC will give approval for Australian Red Cross to provide R.F.R. information to the HMA/Controlling Agency, or the State Emergency Public Information Coordinator (SEPIC).

2.8 Exchange of Information

During a state of emergency or emergency situation, emergency management agencies can share personal information relating to persons affected by the emergency, State EM Plan 5.2.5. Communities Local Welfare Coordinator is to contact Communities SWC/ESC to seek approval before there is any exchange of information.

2.9 Debriefs and Post Operation Reports

The Local Welfare Coordinator conducts a debrief of participating staff and agencies as soon as practical after all agencies are stood down. This is to identify lessons learnt through the activation for continuous improvement of any future activations. Following this, the Local Welfare Coordinator, or appointed Communities officer, writes the Post Operation Report.

3 Recovery

3.1 Recovery Definition

The Emergency Management Act 2005 (s. 3) defines recovery as the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial, and economic wellbeing.

As per the State Emergency Management Plan and the State Emergency Welfare Plan, it is the responsibility during recovery for the Department of Communities to coordinate the welfare components of recovery in line with the services outlined in this Plan for people affected by an emergency.

3.2 Emergency relief and assistance in recovery

Where possible, all offers of assistance and donations, including donated goods and services, should be coordinated through the Local Recovery Committee to avoid duplication of effort and confusion, State EM Policy 6.9.

Communities, as a support organisation, is not responsible for the coordination or collection of monetary donations or donated goods or services; restocking perishables or transporting people to/from homes and communities.

3.3 Financial Assistance in recovery

Sourced from State EM Plan 6.10 –
Through **Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA)**, the State Government provides a range of relief measures to assist communities recover from an eligible natural event

Department of Communities may provide some financial assistance in recovery for individuals and families if WANDRRA is activated. This assistance is to alleviate the personal hardship or distress arising as a direct result of an eligible natural disaster, and is assessed on a case by case basis by Communities SWC/ESC. Some categories are subject to income and/or assets testing.

Other financial assistance that may be available after an emergency are:-

- **Department of Human Services Centrelink (Centrelink)** – will ensure payments to its existing clients in the area affected by the emergency are not disrupted. It can often provide financial assistance to any person whose livelihood has been affected by the emergency. Where

possible, Centrelink should be invited to join the Local Recovery Coordination Group.
If activated by the Australian Government, Centrelink can administer –

- **Australian Government Disaster Recovery Payment (AGDRP) -** a one-off payment to assist people who have been significantly affected by a disaster. It is not for minor damage or inconvenience.
- **Australian Government Disaster Recovery Allowance (AGDRA) -** a short term payment to assist individuals who can demonstrate their income has been affected as a direct result of a declared disaster. .

- **Public Appeals – Lord Mayor's Distress Relief Fund** – City of Perth established and manage this fund to provide relief of personal hardship and distress arising from natural disasters occurring within Western Australia.

3.4 Cessation of recovery

Communities cessation of welfare services in recovery will be dependent on community needs, access to existing community services, and individuals' and communities' resilience. Accordingly Communities cessation may vary from other recovery services.

3.5 Review of recovery activities

Communities will undertake an evaluation of the effectiveness of its own recovery activities including an assessment of preparedness for any future event.

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Appendix 1 – Department of Communities Standard Operating Procedures

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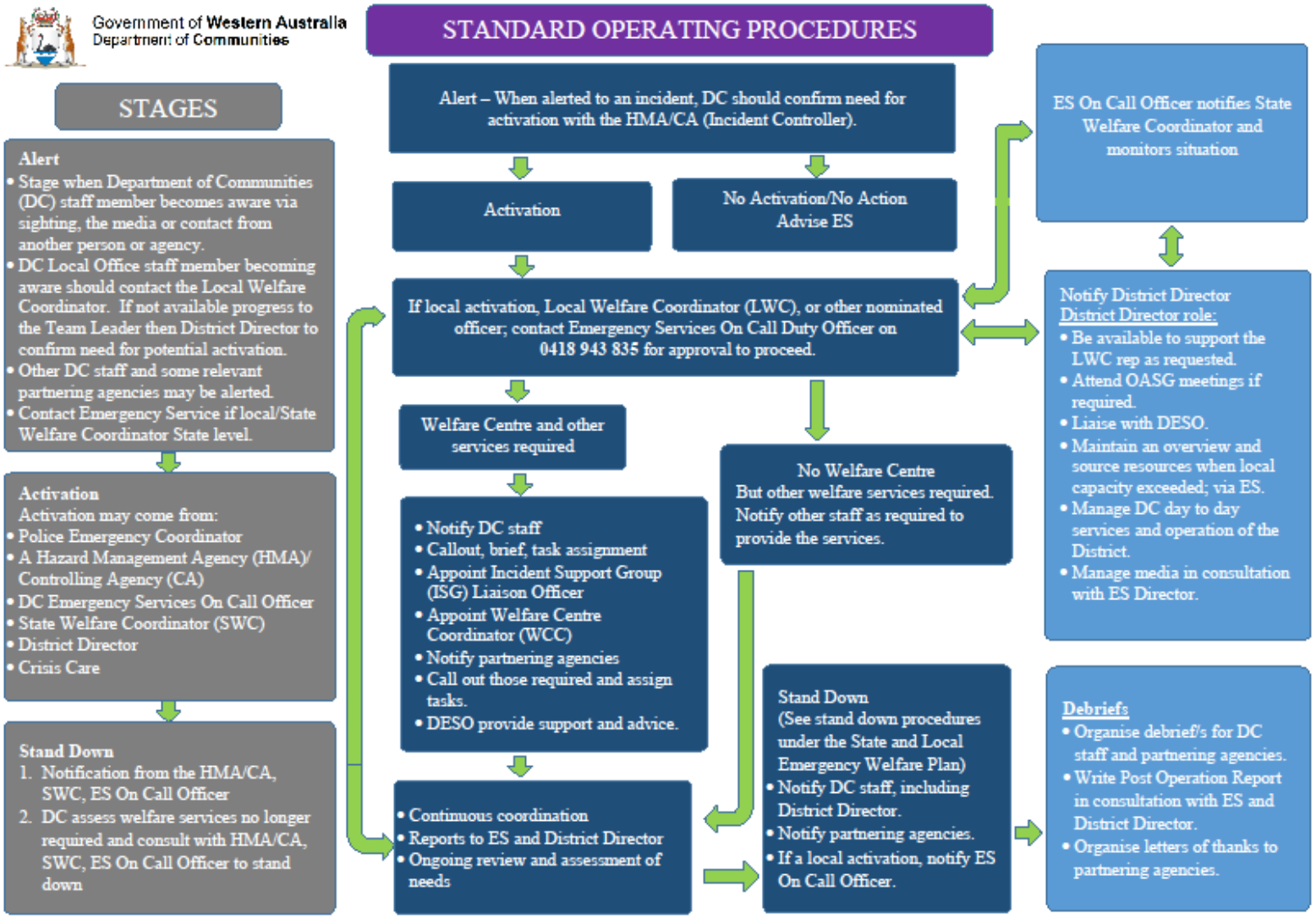
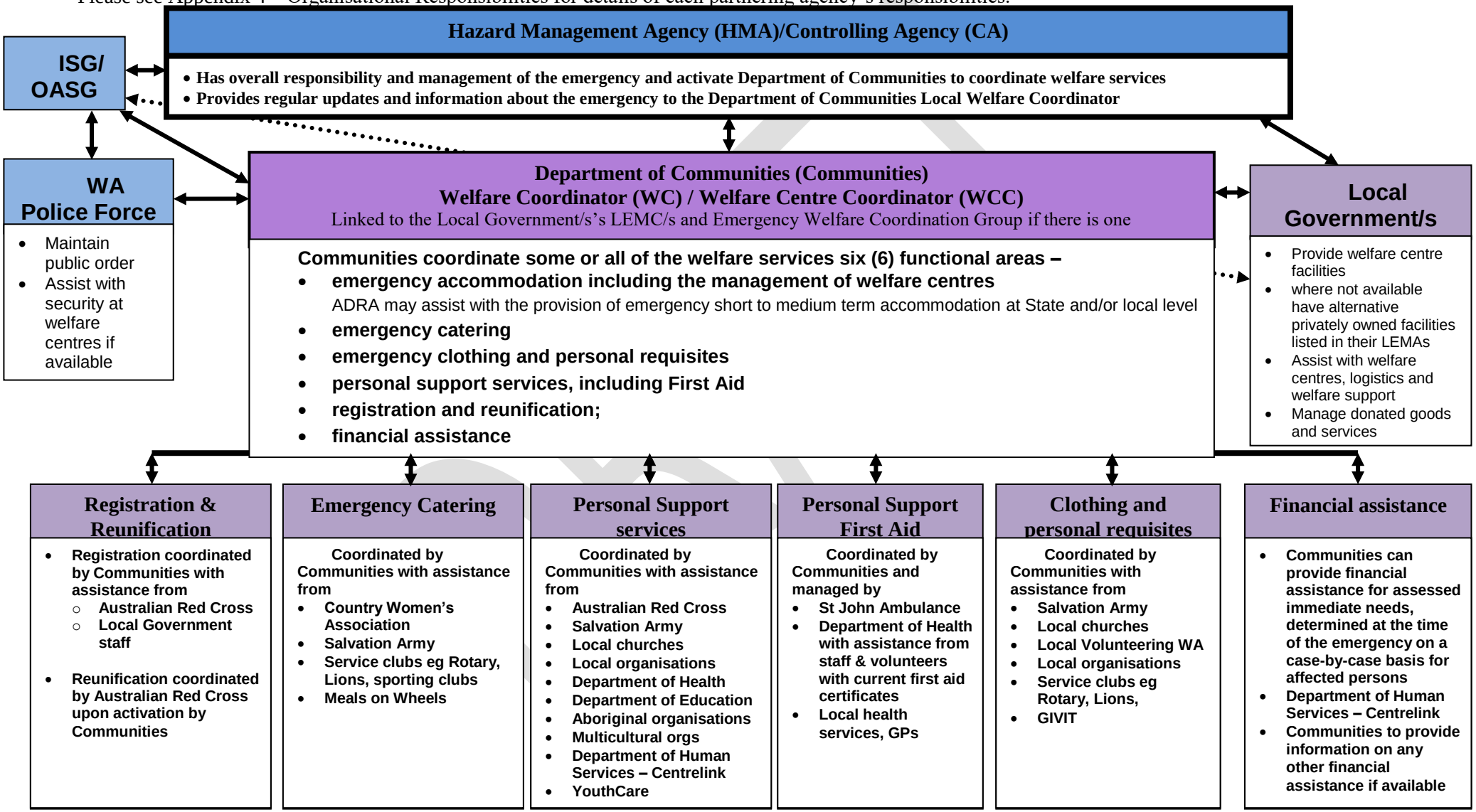

Government of Western Australia
Department of Communities
STANDARD OPERATING PROCEDURES
STAGES
Alert
• Stage when Department of Communities (DC) staff member becomes aware via sighting, the media or contact from another person or agency.
• DC Local Office staff member becoming aware should contact the Local Welfare Coordinator. If not available progress to the Team Leader then District Director to confirm need for potential activation.
• Other DC staff and some relevant partnering agencies may be alerted.
• Contact Emergency Service if local/State Welfare Coordinator State level.
Activation
Activation may come from:
• Police Emergency Coordinator
• A Hazard Management Agency (HMA)/ Controlling Agency (CA)
• DC Emergency Services On Call Officer
• State Welfare Coordinator (SWC)
• District Director
• Crisis Care
Stand Down
1. Notification from the HMA/CA, SWC, ES On Call Officer
2. DC assess welfare services no longer required and consult with HMA/CA, SWC, ES On Call Officer to stand down
Alert – When alerted to an incident, DC should confirm need for activation with the HMA/CA (Incident Controller).
Activation
No Activation/No Action Advise ES
If local activation, Local Welfare Coordinator (LWC), or other nominated officer; contact Emergency Services On Call Duty Officer on 0418 943 835 for approval to proceed.
Welfare Centre and other services required
• Notify DC staff
• Callout, brief, task assignment
• Appoint Incident Support Group (ISG) Liaison Officer
• Appoint Welfare Centre Coordinator (WCC)
• Notify partnering agencies
• Call out those required and assign tasks.
• DESO provide support and advice.
• Continuous coordination
• Reports to ES and District Director
• Ongoing review and assessment of needs
No Welfare Centre
But other welfare services required. Notify other staff as required to provide the services.
Stand Down
(See stand down procedures under the State and Local Emergency Welfare Plan)
• Notify DC staff, including District Director.
• Notify partnering agencies.
• If a local activation, notify ES On Call Officer.
ES On Call Officer notifies State Welfare Coordinator and monitors situation
Notify District Director
District Director role:
• Be available to support the LWC rep as requested.
• Attend OASG meetings if required.
• Liaise with DESO.
• Maintain an overview and source resources when local capacity exceeded; via ES.
• Manage DC day to day services and operation of the District.
• Manage media in consultation with ES Director.
Debriefs
• Organise debrief/s for DC staff and partnering agencies.
• Write Post Operation Report in consultation with ES and District Director.
• Organise letters of thanks to partnering agencies.

Appendix 2 – Local Emergency Welfare Coordination

Please see Appendix 4 – Organisational Responsibilities for details of each partnering agency's responsibilities.



Appendix 3 –Emergency Welfare Coordination Group/Partnering Agencies

- In some locations where there are enough local partnering agencies, Communities will establish an Emergency Welfare Coordination Group.
- This coordination group is an advisory, consultative and referral group to oversee and assist in the planning and operation of local level welfare services. Their agreed organisational responsibilities are provided in Appendix 4.
- All partnering agencies staff and volunteers assisting Communities in accordance with this plan are required to comply with Communities policies, including those relating to working with children, volunteers, Occupational Health and Safety and emergency management.
- In multi-agency responses Team Leaders for each functional area may be appointed, i.e. Registration Team Leader, Emergency Catering Team Leader.

Department of Communities (Communities) **Functions include:** **Overall Coordination * Accommodation * Financial Assistance * Counselling** **Personal Support * Personal Requisites * Registration**		
Name/Position	**Work Contact**	**After Hours Contact**
1st Contact Terry Sillitto Senior District Emergency Services Officer	0427 389 375 Terry.sillitto@@communities.wa.gov.au	0427 389 375
2nd Contact Kelly Colledge District Director	62774611 Kelly.colledge@communities.wa.govu	0409 780 736
3rd Contact Jo-Anne Van Bilsen LWC for City of Mandurah	62774731 JoAnne.VanBilsen@communities.wa.gov.au	0450 123 117
4th Contact Tracy L Simpson LWC for Shire of Murray (Proxy Christina Butcher	6277 4708 tracy.simpson@communities.wa.gov.au 6277 4777 Christina.Butcher@communities.wa.gov.au	0460 033 992 0448 393 673
5th Contact Shenayde Carley LWC for Shire of Waroona **(**Proxy Katherine Eaton)	62774663 Shenayde.carley@communities.wa.gov.au	0455 553 234
6th Contact Kim Reader LWC for Shire of Boddington	62774631 Kim.reader@communities.wa.gov.au	0447 338 714

Shire of Murray

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Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
Name/Position	**Work Contact**	**After Hours Contact**
1st Contact Leanne McGuirk Recovery Coordinator	(08) 95317734 leanne.mcguirk@murray.wa.gov.au	0418 922 803
2nd Contact Vacant Coordinator Ranger and Emergency Management	9351 7709	9351 7709
3rd Contact Ben Jordan Manager Murray Aquatic and Leisure Centre	(08) 9531 7626 mmlc@murray.wa.gov.au	0421 854 727
Shire of Waroona **Functions include:** Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Ashleigh Nuttall Recovery Coordinator	(08) 97337800 dcs@waroona.wa.gov.au	0429 012 169
2nd Contact Karen O'Born Director Infrastructure and Development Services	(08) 9733 7828 dids@waroona.wa.gov.au	0429 103 720
3rd Contact Daniel Cools – Manager Recreation Services	(08) 9733 7819 Rcdm1@waroona.wa.gov.au	0432 502 556

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City of Mandurah Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
Name/Position	**Work Contact**	**After Hours Contact**
1st Contact Myra Giardini **Coordinator Emergency Management**	(08) 9550 3211 Myra.Giardini@mandurah.wa.gov.au	0408 941 003
2nd Contact Claire Taylor Manager Sport, Recreation and Events	(08) 9550 3270 Claire.Taylor@mandurah.wa.gov.au	0400 490 978
3rd Contact Adrian Timms Coordinator Recreation Services	(08) 9550 3616 Adrian.timms@mandurah.wa.gov.au	0408 913 192
Shire of Boddington **Functions include:** Coordination Assistance * Provision of facilities to use as Evacuation Centers Financial Assistance/Appeals * Assistance with Pets		
1st Contact Roy Greive Executive Officer	(08) 9883 4999 Roy.greive@boddington.wa.gov.au	0428 838 004
2nd Contact Joshua Potts Shire Ranger	(08) 9883 4999 ranger@boddington.wa.gov.au Josh.potts@boddington.wa.gov.au	0428 838 025

Red Cross **Functions include:** **Registration of evacuees * Manage Inquiry * Personal support** **(1st, 2nd, and 3rd contact used for day-to-day business, planning LWC meetings etc. NOT for emergency responses. For emergency responses refer to after-hours contact numbers in 3rd column)**	
Name/Position	**Work Contact**
First Contact **ESU On Call Emergency Services Coordinator on 0418 943 835**	**DC Emergency Services On Call Coordinator 0418 943 835** Red Cross Emergency Operations Centre EOC – 24/7 duty phone 0408930811 During activation only (NOT to be used as the first contact): wadutyofficer@redcross.org.au
Second Contact Karina Skipworth State Coordinator – Workforce and Operations, Emergency Services	EOC (24/7 duty phone) 0408 930 811 kskipworth@redcross.org.au 0437 989 602
Third Contact State Manager, Emergency Services	jpidgeon@redcross.org.au 0409 749 345

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Adventist Development Relief Agency (ADRA) **Functions Include:** Managing Long Term Accommodation Needs (Level 3 activation)			
ADRA are activated by the ESU OnCall Emergency Services Coordinator on 0418 943 835			
First Contact **Frances E jones**	1800 242372	FrancisEJones@adra.org.au	0470 622 110

Salvation Army Functions include: Catering * Emergency Clothing/Personal requisites * Personal support			
1st Contact Captain's Scott Ellery Corp Officer – The Salvation Army Mandurah		(08) 9535 4951 Scott.ellery@salvationarmy.org.au	0416 089 230
2nd Contact Ben Day State Coordinator SE&DM WA		ben.day@aus.salvationarmy.org.au	0407 611 466
3rd Contact Major Karina Wood Area Officer – Southern WA		Karina.wood@salvationarmy.org.au	0414 755 658

Country Women's Association **Functions Include:** Catering support * Personal services * Emergency clothing/personal requisites			
1st Contact Estelle Zacher Mandurah/Murray		Brizac@westnet.com.au	0427129523
2nd Contact Stephanie Miles Coolup		0402 573 170 Smile44@live.com.au	
Third contact Lesley Langley		9384 1137 leslang@bigpond.com	Activated by Salvation Army.

Services Australia (Centrelink) **Functions include:** Financial Assistance * Counseling		
Name/Position	**Work Contact**	**After Hours Contact**
First contact Leon Russo Region Manager Services Australia Emergency Management Portfolio	Leon.russo@servicesaustralia.gov.au 0439 664 414	0417 911 108

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Second Contact Michael Carter Michael.Carter@servicesaustralia.gov.au	0417 096 154	0417 911 108
WA Police **Functions Include:** Maintain public order at evacuation centre as required		
1st Contact Ross Blake OIC Mandurah Police Station	(08) 9581 0222 Ross.blake@police.wa.gov.au	0487 250 094
1st Contact Mark Howes OIC Pinjarra Police Station Murray	(08) 9531 7111 (08) 9531 7102 Mark.howes@police.wa.gov.au	0499 770 136
1st Contact Jody Worthington OIC Dwellingup Police Station	(08) 9583 1057 jody.worthington@police.wa.gov.au	0436 863 105
1st Contact Keith Tarver OIC Waroona Police Station	(08) 9733 7400 Keith.tarver@police.wa.gov.au	0428 257 939
1st Contact Ross Bartley OIC Boddington Police Station	(08) 9884 3333 Ross.bartley@police.wa.gov.au	0427 088 733
St john Ambulance (volunteers)		
First Contact St John – – Apart from medical emergencies all activations must be approved by the ESU On Call Emergency Services Coordinator on 0418 943 835	**Emergencies** – 000/112/106 **Event Health Services** – Can provide advice and consult on appropriateness of activation. Will also activate services and stand down general attendance when requested. 93341234	9334 1234 (Activation of EHS is via the State Operation Centre 93341234)
Second Contact Melissa Rorke Event Operations Manager	(08)93341234 melissa.rorke@stjohnwa.com.au	0419 817 059
Third Contact Manager EM Unit Steve Hall	em.unit@@stjohnambulance.com.au	93341455 (On divert out of hours)
DFES/SES **Functions Include:** Logistics Support		
Name/Position	**Work Contact**	**After Hours Contact**

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1st Contact Regional District Coordinator (RDC)	1800 865 103	1800 865 103
DFES/COMMUNITY LIAISON UNIT (CLU) **Functions Include:** Public information * Liaison between Incident controller and community		
Name/Position	**Work Contact**	**After Hours Contact**
First Contact Community Liaison Unit Duty Officer	Duty Officer 0408 296 320	Duty Officer 0408 296 320 clu@dfes.wa.gov.au
Department of Education **Functions Include:** Personal Support * Provide Facilities for Evacuation Centres Provide Facilities for emergency catering		
1st contact Barry Dowsett	9336 9528 Barry.dowsett@education.wa.edu.au	0434 180 951
2nd contact Diane Richards	9336 9527 Diane.richards@education.wa.edu.au	0409 105 583
Volunteering WA **Functions Include:** Managing Affiliated and Spontaneous Volunteers (Level 3 activation) **Volunteering WA are activated by the ESU On Call Emergency Services Coordinator on 0418 943 835**		
First Contact Jen Wyness – Executive Manager Sector Services	jen@volunteeringwa.org.au (08) 9482 4315 Level 1, 3 Loftus St, West Leederville, WA 6007	0422 941 483
Second Contact Tina Williams - CEO	tina@volunteeringwa.org.au (08) 9482 4300 Level 1, 3 Loftus St, West Leederville, 6007	0416 095 561
YouthCARE **Functions Include:** **Personal Support and Pastoral Care**		
1st Contact Darlene Herbert PCIR Team Leader/Coordinator	0477 008 346 pcir@youthcare.org.au	0477 008 346
2nd Contact Steve Jansz PCIR Coordinator	0409 219 936 pcir@youthcare.org.au	0409 219 936

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Other agencies yet to be added		
Health Department – Mental Health		
ESU negotiating with Health Dept on possible rep on state and local committees.		
Multi-cultural representation		
Other support agencies I.E. church groups		

Appendix 4 – Organisational Responsibilities

- Partnering agencies that may be engaged by Department of Communities (Communities) to assist in fulfilling their welfare obligations as part of the Local Emergency Welfare Plan.
- Communities as an emergency management support organisation coordinates emergency welfare services when activated via this plan – the Local Emergency Welfare Plan.
- To coordinate emergency welfare services requires the support of a number of statutory, private and voluntary organisations, known as partnering agencies. These responsibilities are allocated on a state-wide basis and have been determined by agreement between the respective agencies at the State level via the State Welfare Emergency Committee and Communities.
- At the local level these responsibilities may be varied to suit the capabilities and availability of welfare organisations. The responsibilities are negotiated between Communities and the agency at the local level and are reflected in this Appendix.
- The allocated responsibilities do not restrict one agency from assisting another, regardless of its primary role.
- Should a partnering agency not be able to manage its primary responsibilities, support with those responsibilities may be requested from the Local Welfare Coordinator. Ultimately, Communities is responsible for these functions where no partnering agency assistance is available.

Agency / Organisation Name	Normal role if engaged
Department of Communities (Communities) – Lead Welfare Agency	(1) Coordinate all functional areas of an emergency welfare response during emergencies; (2) Appoint the Local Welfare Coordinators to support each Local Government area; (3) Establish and manage the activities of the Fremantle Emergency Welfare Coordination Group including the provision of secretariat support; (4) Provide staff and operate the Welfare Centres if required; (5) Coordinate all welfare resources utilised under this plan; (6) Coordinate the welfare functional areas of: (a) Emergency Accommodation; (b) Emergency Catering; (c) Emergency Clothing and Personal Requisites; (d) Personal Support Services; (e) Registration and Reunification; (f) Financial Assistance; (7) Provide representatives to various emergency management committees and coordination groups as required.
Department of Communities - Disability Services	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available;

Agency / Organisation Name	Normal role if engaged
	(3) Provide strategic policy advice regarding the provision of welfare services to people with disabilities; (4) Assist with other welfare functional areas where agreed.
Department of Communities - Housing	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available; (3) Provide strategic policy advice regarding the provision of emergency accommodation; (4) Assist with other welfare functional areas where agreed.
ADRA – Adventist Development and Relief Agency	(1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of emergency short to medium term accommodation; (3) Provide regular updates to Communities, including a list of all emergency accommodation organised for evacuees; (4) Assist with other welfare functional areas where agreed.
Australian Red Cross	(1) Provide a Support Agency Officer/s as required; (2) Assist with Registration at Welfare Centres; (3) Manage and operate the Register.Find.Reunite. system; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
Country Women's Association	(1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Emergency Catering at Welfare Centres; (3) Assist with the provision of Personal Support Services; (4) Assist with the provision of Emergency Clothing and Personal Requisites; (5) Assist with other welfare functional areas where agreed.
Department of Education	(1) Provide a Support Agency Officer/s as required ; (2) Provide access to facilities for Emergency Accommodation where available; (3) Provide access to facilities for Emergency Catering where available; (4) Provide access to staff to assist with Personal Support Services, including School Psychology Service where agreed and available; (5) Assist with other welfare functional areas where agreed.
Department of Fire and Emergency Services (DFES) Community Liaison Unit	(1) Provide a Support Agency Officer/s as required; (2) Engage "face to face" two way communication and liaison with affected communities through a point of public interface e.g. at a welfare centre distributing relevant incident information such as traffic management information, and support the facilitation of public meetings and other community based communications.
Department of Health	(1) Provide a Support Agency Officer/s as required; (2) Provide a comprehensive response to mental health effects of an emergency, as outlined in the Mental Health Disaster Subplan; (3) Provide health response as outlined in the State Health Emergency Response Plan; (4) Assist with the provision of Personal Support Services at Welfare Centres; (5) Assist with other welfare functional areas where agreed.
Department of Human Services – Centrelink	(1) Provide a Support Agency Officer/s as required; (2) Provide Financial Assistance to people affected by the emergency in accordance with DHS Centrelink guidelines, policies and the Social Security Act; (3) Provide support services or referral advice to appropriate agencies;

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Agency / Organisation Name	Normal role if engaged
	(4) Assist with other welfare functional areas where agreed.
Department of Local Government, Sport & Cultural Industries, including Office of Multicultural Interests Divsn	*Negotiate at the local level how the Department of Local Government, Sport and Cultural Industries could assist*; (1) Provide a Support Agency Officer/s as required; (2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework; (3) Assist with other welfare functional areas where agreed.
GIVIT – online donation manage - ment system	(1) Provide a Support Agency Officer as required to be a reference source regarding donated goods.
Legal Aid Western Australia	(1) Provide a Support Agency Officer/s as required; (2) Provide relevant legal information for emergency impacted persons and/or communities; (3) Assist with other welfare functional areas where agreed.
Local Churches/ Church Ministers Fellowship	(1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of Personal Support Services; (3) Assist with other welfare functional areas where agreed.
Local Government Welfare Support	*Negotiate at the local level with individual Local Governments any additional responsibilities eg Ranger Services.* (1) Provide a Local Government Welfare Liaison Officer as required; (2) Assist with the welfare functional area of Emergency Accommodation by utilising Local Government facilities as Welfare Centres, and where not available have alternative privately owned facilities listed in their LEMAs; (3) Assist Communities to provide the initial welfare response to evacuating community members. See above 2.3 Local Government Welfare Support Response. (4) Assist with other welfare functional areas where agreed.
Salvation Army	(1) Provide a Support Agency Officer/s as required; (2) Provide Emergency Catering at Welfare Centres; (3) Provide Emergency Clothing and Personal Requisites such as toiletries and other incidentals to those affected as required; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
St John Ambulance	**Please call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA. If an ambulance is required please call 000/112/106.** (1) Provide a Support Agency Officer /s as required; (2) Provide qualified First Aiders at Welfare Centres, where required and available; (3) Assist with other welfare functional areas where agreed.
Volunteering WA	(1) Provide a Support Agency Officer/s as required; (2) Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment; (3) Manage affiliated and spontaneous non-affiliated Volunteers; (4) Assist with other welfare functional areas where agreed.
WA Police Force	(1) Provide a Support Agency Officer/s as required; (2) Maintain public order where required; (3) Assist with other welfare functional areas where agreed.
YouthCare	(1) Provide a Support Agency Officer/s as required;

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Agency / Organisation Name	Normal role if engaged
	(2) Assist with the provision of Personal Support Services at Welfare Centres where available including practical support, emotional support and pastoral care support. (3) Assist with other welfare functional areas where agreed

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Appendix 5 – Emergency Accommodation

The provision of temporary shelter for persons rendered homeless by an emergency, or due to evacuation from an emergency, ranging from short to medium term accommodation, is coordinated and assessed by Communities.
Please note - in the event of an evacuation, people may make their own accommodation arrangements eg stay with family or friends locally (if this is safe) or in another town.

Points of clarification:

5.1 Establishment of welfare centres

As per State EM Policy -

(a) 5.7.3 - The Controlling Agency is responsible for the management of evacuation during an incident, and this continues during an emergency response.

(b) 5.7.4 - Local governments, HMAs, relevant EMAs (i.e. Support Organisations and Controlling Agencies), in consultation with relevant Local Emergency Management Committees (LEMCs), must identify and advise of refuge site and welfare centres including evacuation centres appropriate for the hazard. The welfare centres should be documented in the LEMA, and are also recorded on the State Welfare Centre Database which HMAs and Controlling Agencies have access to.

(c) 5.9.5.5 - LEMCs must ensure that LEMA identify appropriate facilities and existing infrastructure within their boundaries are available for use by EMAs or note where there are no facilities.

Therefore the establishment and management of welfare centres by Communities is on behalf of the HMA or Controlling Agency, in consultation with welfare centre owners. This could be local governments or private facility owners. Welfare centres are established as emergency facilities from which Communities coordinate accommodation, food, clothing, financial assistance, registration, personal support and other welfare services until alternative arrangements can be made.

5.2 Welfare centres definition

In Western Australia welfare centres are a facility that may provide for evacuation, reception, accommodation and relief and recovery (commonly referred to as a 'one-stop-shop') for an impacted community. Welfare centres may continue the extended provision of services into the recovery phase where LGs take responsibility as the lead agency in recovery. For the purposes of this plan all such facilities are classified as Welfare Centres.

5.3 Safety considerations

To ensure the safety of evacuees and welfare centre staff and volunteers, Communities will not establish welfare centres –

- in Bushfire Emergency Warning areas, and will only establish welfare centres in Bushfire Watch and Act areas with the assurance of the HMA/Controlling Agency that it is deemed safe to do so;
- if there is not safe access routes to the welfare centres;
- if there are structural concerns about the facility, and/or health concerns eg no running water, no drinking water, non-functioning sewage system, gas or chemical leaks in the area.

5.4 Children, organisations, educational and care facilities

As per State EM Plan 5.3.2 Community Evacuation, Stage 4: Shelter –

Children and vulnerable people in Evacuation Centres

Unaccompanied children, without direct parental or responsible adult supervision, should be evacuated into the care of the Department of Communities at the evacuation centre.

The preferred option for agencies, organisations or educational and care facilities such as women's refuges, men's hostels, group homes, is for them to have arrangements in place to either evacuate to a similar facility or shelter in place if safe.

If it is necessary to evacuate to a welfare centre, supervisory staff or members with responsibility for the care, supervision or provision of services to children and their clients must remain at the centre and continue to supervise and

provide services until such time as alternative arrangements are made. This may include children being returned to parents or other responsible adult approved by that agency, organisation or educational and care facility.

Agencies, organisations and educational and care facilities at evacuation centres should liaise with the welfare coordinator at these centres for further advice and assistance in relation to unaccompanied children.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in local emergency management arrangements, State EM Plan 4.6.1 Special Considerations.

5.5 Animals in welfare centres

For health and safety reasons no animals, including pets, are permitted in welfare centres with the exception only of Assistance animals e.g. Guide Dogs, "Hearing" Dogs and Disability Aid Dogs. Some local governments may have an Animal Welfare Plan for them to coordinate the management of animals and pets in emergencies.

5.6 Responsibility for the welfare centre premises

Communities will take responsibility for the premises utilised as welfare centres from the time of their operations until their closure. Communities shall exercise reasonable care in the conduct of its activities, and agree to replace or reimburse for supplies used in the operation of welfare centres. See Checklists x 3 at the end of this Appendix.
As Communities operate welfare centres on behalf of the relevant HMA/Controlling Agency, in the event of any claim for unusual damage incurred as a result of the use of a facility as a welfare centre, Communities will facilitate processes with the HMA/Controlling Agency to respond to the claim. The owner/s of the facilities agrees to utilise their building insurance in the event of damage resulting from the actual disaster event to the structure of the building.

Communities will utilise contract cleaners or pay for the use of the facilities' cleaners to restore the facilities directly utilised as welfare centres back to serviceable condition, if requested.

5.7 School evacuations

If a school needs to evacuate upon receiving advice/instructions from the Incident Controller or HMA, they should try to evacuate to another school as a first option, or self-manage in a Communities designated welfare centre. Schools can evacuate to the community welfare centre with the schools' students under the duty of care and responsibility of the evacuated school.

Schools should use resources within the school such as gym mats, blankets if they have them, any food in school canteens etc However if these resources are not available and Communities have spare items, these items will be shared with the school. If schools and Communities do not have these resources available, Communities will share any information on sourcing items as listed in the Local Emergency Welfare Plan.

5.8 State Welfare Centres

In some circumstances, particularly in larger State level sized emergencies, facilities in a local area in which an emergency or disaster has occurred may not be suitable/sufficient to ensure the safety of all evacuees, welfare staff and volunteers. In these circumstances local governments or private facility owners may be asked for use of their facility as a 'State Welfare Centre' to assist affected members of other local government areas. At these times it would be the expectation that the State Welfare Centre would operate in a similar manner with the same procedures as if operating as a Local Welfare Centre as outlined in this plan.

See over for the list of Pre-determined Welfare Centres.

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Appendix 5A - List of Pre-Determined Welfare Centres

Welfare Centres are pre-determined by Communities in partnership with the Local Government/s' LEMCs. The LEMCs are to ensure Local Emergency Management Arrangements (LEMA) identify such facilities and existing infrastructure that are available for use by Emergency Management Agencies (including Communities) within their respective boundaries. In the event of a lack of facilities the LEMC are to note this in the LEMA's and advise the HMA/Controlling Agency to make alternative arrangements.

CITY OF MANDURAH

NAME	CAPACITY	ADDRESS	CONTACT
MANDURAH AQUATIC & REC CENTRE (MARC) (08) 9550 3600	1000 persons COVID 500/250	303 Pinjarra Rd, Mandurah, cnr Cemetary road (Enter off Cemetary Rd)	*Claire Taylor 0400 490 978* *Myra Giardini 0408 941 003* *Adrian Timms (MARC & HHRC) 0408 913 192* *City of Mandurah Administration & after-hours service 9550 3777*
HALLS HEAD RECREATION CENTRE (HHRC) (08) 9550 3950	600 persons COVID 300/150	42 Honeysuckle Ramble, HALLS HEAD Western Australia 6210 Cnr Fuschia Place	
FALCON PAVILLION (08) 9550 3601	200 persons COVID 100/50	Lynda St, Falcon WA 6210	
BORTOLO PAVILLION (GREENFIELDS) (08) 9583 5448	300 persons COVID 150/75	1 Bortolo Dr, and cnr of Murdoch Drive, Greenfields WA 6210	

SHIRE OF MURRAY

NAME	CAPACITY	ADDRESS	CONTACT
MURRAY AQUATIC & LEISURE CENTRE (MALC) (08) 9531 2000	1068 persons COVID 534/217	16 Camp Rd, Pinjarra WA 6208	**1st Contact** Ben Jordan Manager Murray Aquatic and Leisure Centre (08) 9531 7626 / 0421 854 727 mmlc@murray.wa.gov.au **2nd Contact** Rob Marlborough Manager Governance (08) 9531 7718 / 0417 939 418 3rd Contact SoM Manager Building Maint/Surveyor (08) 9531 7748 A/H 0428 931 076
PINJARRA CIVIC CENTRE	350 persons COVID 175/80	1915 Pinjarra Rd, Pinjarra WA 6208	
WEST MURRAY COMMUNITY CENTRE	100 persons COVID 50/25	2977 Pinjarra Rd, Furnissdale WA 6209	

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			SoM Manager Building Services (08) 9531 7745 A/H 0417 183 448

SHIRE OF BODDINGTON

NAME	CAPACITY	ADDRESS	CONTACT
BODDINGTON SPORT & RECREATION CENTRE (08) 9883 4999	500 persons COVID 250/125	Sports Ground Club Drive, Boddington WA 6390	Peter Haas 0428 838 004 Ranger 0428 838 025
BODDINGTON HALL	250 persons COVID 125/60	1 Johnstone St, Boddington WA 6390	

SHIRE OF WAROONA

NAME	CAPACITY	ADDRESS	CONTACT
WAROONA RECREATION CENTRE	500 persons COVID 250/125	88 Hill St, Waroona WA 6215	**1st Contact** Daniel Cools Manager Recreation Services (08) 9733 7819 / 0432 502 556 **2nd Contact** Bronwyn Cooke Recreation Centre Assistant Manager (08) 9733 7819 / 0429 144 071 **1st Contact** – Principal - Jacquie Abbiss - Waroona District High School **1st Contact**
WAROONA DISTRICT HIGH SCHOOL (08) 9782 7000	150 persons COVID 75/35	55 Millar St, Waroona WA 6215	
MEMORIAL HALL	300 persons COVID 150/75	86 South West Highway, Waroona WA 6215	

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			Memorial Hall - Clayton McAlinden – (08) 97337824 / 0412 601 535

Note:

Capacity normal use

'Capacity normal use' is shown as the official registered capacity of the building in accordance with licensing for building use. As a guide when being used as a welfare evacuation centre, Communities would recommend utilising only one third of capacity for a short term evacuation (I.E. not overnight), or one quarter capacity for overnight or longer evacuations.

Directional signs

Communities has triangular directional signs in District Emergency Kits that can be placed on street corners to guide evacuees to nominated buildings.

Other accommodation options

In the event of an evacuation, people may make their own accommodation arrangements eg stay with family and friends locally (if this is safe) or in another locality.
If a small number of people were required to evacuate the Department of Communities would explore alternative arrangements, depending on the situation. This may include a range of options such as commercial or private facilities.
Refer to the Welfare Centres Local Welfare Emergency Management Support Plan – Sub Plan. This sub plan details the facilities inventory checklists, floor plans, photos and assembly points (currently being developed).

Designated State Evacuation welfare Centres
All activations and any inquiries regarding the designated State Evacuation Centres should be made via the Communities Emergency Services Unit on 0418 943 835.

Private Facilities with Capacity to Host Large Numbers

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Aged Care and Disabled

Refer to the individual facilities evacuation plans for the specific details for the Emergency Evacuation and Reception of Residents – Aged Care & Disabled – due to the special needs of these groups a general evacuation/welfare centre is generally not appropriate. Local Government Authorities may be able to assist with identifying any cooperative aged/disabled care emergency evacuation agreements in place within their areas.

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WELFARE CENTRE SAFETY INSPECTION

Facility Name & Address

Name:		Address:	

In the event that this facility is required for use as welfare centre, this checklist (often completed in conjunction with the facility condition report) must be completed jointly between Department of Communities (DC or Communities) and the facility site representative directly prior to Communities taking control of the facility and again prior to handing the facility back. Identified hazards should be reported, removed/barricaded or handled/resolved as soon as possible.

Areas to check at a minimum	
1. Facility access • How many entrances/exits to the centre are there? • Are any entrances/exits a hazard for children/people with special needs? • Do any entrances/exits need to be blocked off or better sign posted? Are any of them fire exits? • Is the car park able to be accessed? Is suitable access for people with disabilities available e.g. ramps/rails etc. • Stage/side halls – are these safe for children?	☐
2. Slips, trips and fall from height hazards • Floors, stairs and ramps - are these free from obstructions that may cause a person to trip or fall – do any need to be barricaded? • Drains, plumbing and wet areas – are these leaking causing a slip hazard – check under sinks, dishwasher. • Are floor surfaces free from uneven surfaces/potholes/other hazards? • Are stair/steps barricaded from children? • Are heavy/frequently used items stored away from top shelves and/or steps/safety ladders available if needing to reach heights (to be secured away at all other times)?	☐
3. Drowning hazards - Is there a drowning hazard e.g. swimming pool/spa etc? If so have these been barricaded?	☐
4. Electrical hazards • Is the switchboard free of any obstructions and switchboard components are clearly marked? • Are plugs, sockets, extension leads, power boards and/or electrical installations in good condition and protected (e.g. covered from damage and not overloaded)? • Are flexible cords and extension cords being used in a safe manner (e.g. not lying across walkways and no use of multiple extension cords) • Heaters – are these a hazard that needs to be barricaded? • Kitchen – is this barricaded from children? • Urns/Kettles – have these been barricaded from children? • Other electrical equipment / hazards?	☐
5. Hazardous substances	☐

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• Are all potentially dangerous hazardous substances e.g. and chemicals including cleaning products etc locked away?
6. Other ☐ • Please include an outline of other areas checked for hazards/risks.

Please include details of all identified hazards / risks on the following page.

Identified hazard / risk	Resolved/ Barricaded?
1.	Yes ☐ No ☐
2.	Yes ☐ No ☐
3.	Yes ☐ No ☐
4.	Yes ☐ No ☐
5.	Yes ☐ No ☐
6.	Yes ☐ No ☐
7.	Yes ☐

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	No ☐
8.	Yes ☐ No ☐
9.	Yes ☐ No ☐
10.	Yes ☐ No ☐

** Please use a separate sheet if more hazards are required to be reported.

Safety Inspection completed by: **Date:** _____

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE
	Local Government		
	Department of Communities		

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WELFARE CENTRE CONDITION REPORT

Facility Name & Address

Name:		Address:	

In the event that this facility is required for use as welfare centre, this report (often in conjunction with the facility safety inspection) must be completed jointly between Department of Communities (DC or Communities) and the facility site representative directly prior to Communities taking control of the facility and again prior to handing the facility back.

Identified damage or excessive wear and tear to the facility or equipment must be recorded. It is highly recommended that photos and/or video of the full facility (or at a minimum the parts of the facility that may be used) are taken so that the facility condition is accurately recorded. Photos/video often assists in confirming at a later date existing facility/equipment damage (that may have been missed in a visual inspection).

Identified damage or wear and tear	Photo/video taken?	Safety Issue?
1.	Yes ☐ No ☐	Yes ☐ No ☐

2.	Yes ☐ No ☐	Yes ☐ No ☐
3.	Yes ☐ No ☐	Yes ☐ No ☐
4.	Yes ☐ No ☐	Yes ☐ No ☐
5.	Yes ☐ No ☐	Yes ☐ No ☐
6.	Yes ☐ No ☐	Yes ☐ No ☐
7.	Yes ☐ No ☐	Yes ☐ No ☐
8.	Yes ☐ No ☐	Yes ☐ No ☐

** Please use a separate sheet if more damage / wear and tear is required to be reported.

Condition report completed by: Date: _____

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE
	Local Government		
	Department of Communities		

WELFARE CENTRE HANDOVER REPORT

Facility Name & Address Report Date/Time: _____

Name:		Address:	

Facility Coordinators

Local Government Welfare Coordinator:	
DC Local Welfare Coordinator:	

Facility Handover Info

In the event that this facility is required for use as welfare centre, this handover / hand back report seeks to collate information useful to the party taking over/back 'control' of the facility. It should be completed jointly between Department of Communities and the facility site representative (or for local emergencies the Local Government representative). The information provided streamlines the process of handing over management of the centre, particularly in regards to knowing the current issues, staffing, agencies and evacuees utilising the centre

Areas to consider as a minimum	
7. Has a Safety Inspection and Condition Report been completed? Are there any concerns	☐

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1. How many Evacuees have been registered? Where are the Registration Forms? Have they been faxed?	☐
2. Has hospitality been provided? Have any Meals been organised for the Evacuees? Have any meals or food has already been served?	☐
3. Have you assigned any Liaison Officers to work in the centre? How Long? Have you arranged any rosters for on-going support?	☐

4. Are other community members/groups going to be utilising the centre whilst it is open as a Welfare Evacuation Centre and will disturb its current purpose? Has the community been made aware of this centre being used as a Welfare Evacuation Centre? Have alternative plans been made for activities?	☐
5. Are there any other concerns or issues that have arisen since the opening of the centre or any that you foresee being an issue whilst the centre is open as a Welfare Evacuation Centre?	☐

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6. Other Notes? ☐

** Please use another Form to hand the Facility back from the Department of Communities to the Local Government

Handover report completed/acknowledged by: **Date:** _____

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE
	Local Government		
	Department of Communities		

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Appendix 5B – Alternative Temporary Accommodation Services

In the event of an evacuation, people may make their own accommodation arrangements eg stay with family or friends locally (if this is safe) or in another town.
If a small number of people were required to evacuate, or there is extenuating circumstances for some individuals and families, Communities Emergency Services would explore alternative arrangements, depending upon the situation at the time. This may include a range of options such as commercial facilities. **Note: ~~a~~ccommodation providers requiring payment need to have ABNs** – providers cannot receive payment without one.
Contact the Emergency Services On Call Duty Officer to seek approval for use of commercial accommodation – 0418 943 835.
In a larger emergency Communities Emergency Services may need assistance in organising accommodation for evacuees and ADRA can assist with this in designated areas. If additional help is required please contact the **Emergency Services On Call Duty Officer – 0418 943 835** and the Officer will activate ADRA if appropriate.

Name	Address	Contact Details	After Hours Contact

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Appendix 6 – Welfare function of Registration and Reunification

- This functional area enables individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated, intrastate, interstate or internationally.
- To facilitate the accounting of persons affected by such incidents, Communities may use the registration and reunification Register.Find.Reunite. system or other options as appropriate. The Register.Find.Reunite. system has been developed at the State and national level. In Western Australia this system is activated by Communities and managed by the Australian Red Cross on behalf of Communities.
- The system provides for the registration and reunification of affected persons using standardised forms. Stocks of these forms are held by Communities offices, the Australian Red Cross State Inquiry Centre and its local teams and some local governments to be readily available for immediate use at welfare centres.
- In addition, impacted individuals may choose to register themselves online using the Register.Find.Reunite. system once it has been activated.

See over for Communities Standard Operating Procedures for the welfare function of Registration and Reunification.

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Communities Standard Operating Procedures for the welfare function of Registration and Reunification

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Government of Western Australia
Department of Communities

Department of Communities Emergency Services - Standard Operating Procedures for the welfare function of Registration and Reunification Dec 2017

Registration and Reunification (R & R) is one of the 6 welfare functional areas Department of Communities (DC) is responsible for under the WA Emergency Management Act 2005 and State Emergency Management Arrangements. Welfare arrangements are detailed in the State Emergency Welfare Plan and Local Emergency Welfare Plans. Registration and reunification enables individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated, intrastate, interstate or internationally. To facilitate the accounting of persons affected by such incidents, DC may use the registration and reunification Register.Find.Reunite. (R.F.R.) system or other options as appropriate. R.F.R. has been developed at the State and national level. In Western Australia this system is activated by DC as the commissioning agency and managed by the Australian Red Cross (ARC) as a partnering agency, on behalf of DC. ARC operates the State Inquiry Centre when authorised by the DC State Welfare Coordinator.

Registration and Reunification Standard Operating Procedures – State and Local Levels

STAGES

Alert
- DC becomes aware of a potential activation
- DC may contact DC staff and some partnering agencies

Activation
- DC is officially activated to provide welfare services to impacted persons and/or communities
- DC will assess welfare needs to provide appropriate welfare services and activate DC staff and relevant partnering agencies

Stand Down
- DC officially requested to stand down in accordance with the State Emergency Welfare Plan

Alert
- DC to confirm need for activation of State/Local Emergency Welfare Plan/s with the HMA/Controlling Agency
- DC to assess whether R & R services required, DC staffing's capacity, whether ARC are needed to assist and whether to contact them to alert them of potential activation

Activation by DC ESU On Call Officer or DC Local Welfare Coordinator = DC

- DC activates ARC via their 24/7 On Call Officer, providing information on welfare centre/s opened and which R & R tasks they are required to assist with under the coordination of DC State and Local staff. NB – Local Government/s may have commenced the registration process at a welfare centre/s prior to DC and/or other agencies arrival
- DC to assess if R.F.R. system is to be activated. If so and local, LW Coordinator contacts ESU On Call Officer who requests this of ARC
- DC to assess if the State Inquiry Centre to be activated and if so request this of ARC
- Registration forms at welfare centres to be filed in accordance with DC system and scanned/faxed to ARC at the State Inquiry Centre as soon as practicable
- If Police and/or Emergency Services Agencies request information from the registration forms the Welfare Centre Coordinator will coordinate these requests

- DC provides continuous coordination of R & R, including review and assessment of needs/demand, staffing
- If R.F.R. is activated, ARC to provide R.F.R. stats to DC

Stand Down and Debriefs
- DC notify ARC of Stand Down and when R.F.R. and State Inquiry Centre to shut down
- Completed hard copy registration forms must be returned to DC for eventual disposal
- DC to provide ARC with debrief information

No Activation/No Action

Australian Red Cross role
As stated in the State Emergency Welfare Plan - when officially activated by Communities ARC will:
(1) Provide a Support Agency Officer/s as required
(2) Assist with Registration at Welfare Centres
(3) Provide a State Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends
(4) Manage and operate the Register.Find.Reunite. system
(5) Assist with the provision of Personal Support Services
(6) Assist with other welfare functional areas where agreed

Appendix 7 – Emergency Catering Services

Communities will coordinate the establishment of an emergency catering service for those rendered homeless, evacuees and welfare workers engaged during an event. Dependent on the catering requirements, Communities may engage a variety of service providers to provide this service, such as voluntary groups, fast food outlets or hospital, hotel, motel or public catering services. Communities cannot accept other prepared food e.g. sandwiches, cakes, sausage rolls, unless the person/organisation has a Food Handling Certificate issued by the local government.

Responsibility for the provision of meals for non-welfare emergency workers is the responsibility of the HMA/Controlling Agency.

A resource list of catering agencies and other options is included below, with consideration of catering for large numbers of evacuees and/or protracted emergency events.

Salvation Army Head Quarters – Emergency Services – 0407 611 466 ES Trailer 50-100 (Local); Truck,+ Mobile Cool Room 100-250+ (HQ) To activate and in accordance with the State Agreement/Partnership – discuss requirements further with CPFS Duty Officer and then Salvation Army Duty Officer rather than local contacts
Emergency Services Unit - State Catering Resource List The Emergency Services Unit of the Department for Communities maintains a resource list of potential providers of meals, including Breakfast, Lunch, and Dinner. In the case of large and protracted emergency events requiring catering for large numbers of evacuees, the ESU On Call Duty Officer can be contacted and a request made to activate one of these service providers.
Country Women's Association – will support the Salvation Army Head Office: 1174 Hay Street West Perth 9321 6041
Sikh Gurdwara – Emergency meals - vegetarian food - Contact person - **Jarnail Singh Bhaur –** Phone - 0430 129 010 - 10 Cheltenham Street, Bennett Springs WA 6055 Require 2-3 hours' notice and are happy to transport the food to the location of the event. Prefer Metro events and are happy to assist with any of our hazards. No Cost.
1.1.1. Gourmania - Saul Owens T: +61 8 9248 8866 M: +61 404 496 219 E: gcfpl@gourmania.com.au www.gourmania.com.au Willing to assist after hours and during business hours with ready-made frozen meals with limited notice. With more than 24 hours' notice they would be able to provide fresh meals and have these couriered to the site of the hazard. Costs will be determined based on the meals on hand. (Roughly 10,000-12,000 meals kept on hand)

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Fast Food Outlets can provide quick food in an emergency but only for the short term**.**

Name	Address	Contact Details	Opening hours
Mandurah			
Subway	45 Mandurah Tce, Mandurah 651 - 669 Old Coast Rd, Falcon	(08) 9535 9516 (08) 9534 2530	
Red Rooster	16 Sholl St, Mandurah 3 Olive Rd, Falcon	(08) 9535 1581 (08) 9534 6370	
Domino Pizza	Shop 4, 32 Pinjarra Rd, Mandurah. Shop 9 Erskine Shopping Centre Wattleglen Ave, Mandurah WA 6210	(08) 9555 3220 1300 366 466 (08) 9555 3720	
Miami Bakehouse	609 Old Coast Rd, Falcon. #4 73 Mandurah Terrace, Mandurah.	(08) 9557 0666 (08) 9581 3000	
Murray			
Chicken Treat	Shop 2, Pinjarra Junction Shopping Centre, Unit 2 21 George St, Pinjarra	(08) 9531 1719	
Subway	Shop 3, Pinjarra Junction Shopping Centre, U3 21 - 31 George St, Pinjarra	(08) 9531 4339	
Pinjarra Bakery And Patisserie	Shop 6, 2 Peel Street Pinjarra	(08) 9531 1413	
Dome Pinjarra	21-31 George St Pinjarra	(08) 9531 4996	
Waroona			
Drakesbrook Hotel Motel	8229 South Western Highway, Waroona	(08) 9733 1566	
Waroona Hotel	16 Fouracre Street, Waroona	(08) 9733 1232	
Vibe Waroona IGA Xpress	89 South Western Highway Waroona	(08) 9790 7606	
Hairy lentil	Shop 8 61 South Western Hwy, Waroona WA 6215	0466 824 633	
Waroona Roadhouse	32 South Western Hwy, Waroona	(08) 9733 1294	
Waroona Bakery & Cafe	78 South Western Highway, Waroona Western Australia 6215	(08) 9733 1264	

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Waroona Country Café	97 South Western Hwy, Waroona	(08) 9733 3155	
Boddington			
Golden Nugget	29 Bannister Rd, Boddington	(08) 9883 8061	
Newmont Australia (Mine)	Gold Mine Rd, Boddington WA 6390	(08) 9883 3400	
Black Sheep Café	53 Bannister Road, Boddington	0407 992 526	
IGA Boddington	36 Bannister Rd, Boddington	08 9883 8290	

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Special dietary needs/culturally appropriate food – LGA Environmental Health Officers will have access to information on providers of food that may address special dietary requirements, including cultural needs. Contact details as per below or via LGA contacts at Appendix 2.			
Name	**Address**	**Contact**	**After Hours Contact**
Kim Frost	**City of Mandurah**	Kim.frost@mandurah.wa.gov.au	**0418558252**
Phil Steven	**Shire of Waroona/Murray**	meh@murray.wa.gov.au	0427 910 062
	Shire of Boddington		

TELEPHONE DIRECTORY ASSISTANCE **12456**

YELLOW PAGES **WWW.YELLOWPAGES.COM.AU**

WHITE PAGES **WWW.WHITEPAGES.COM.AU**

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Appendix 8 – Emergency Clothing and Personal Requisites

Communities coordinates the provision of essential clothing and personal requisites, to persons affected by an emergency. This function includes the provision of basic necessities such as toiletry packs, blankets, towels, mattresses, pillows, bedding, disposable nappies, and sanitary needs, as required.

Where possible, new clothing, or financial assistance for the purchase of new clothing, should be provided to eligible persons as soon as practicable. The use of 'recycled' clothing is a last resort.

A resource list of emergency clothing and personal requisites suppliers and options is included below. This lists organisations and retail outlets who agree to participate in these arrangements, and ensures that acceptable procedural matters have been established.

Petrol Stations 24 hour - With Consumable Supplies.			
Name	**Address**	**Contact Details**	**Opening Hours**
Mandurah			
BP	Centro Mandurah 330 Pinjarra Rd 304 Pinjarra Rd, Mandurah 2 Peelwood Pde, Mandurah 187 Mandurah Tce, Silver Sands	(08) 9581 5248 (08 9535 6385 (0457 836 753) (08) 9581 1700 (08) 9535 1679	
Caltex	318 Pinjarra Rd, Mandurah 2 Baroy Street, Falcon 112 Oakleigh Drive, Erskine Lot 50 Mandurah Rd, Meadow Springs Lot 410 Minilya Park, Greenfields	(08) 9353 9679 (08) 9534 5602 (08) 9586 9531 0431 030 234 1800 240 398 (08) 9586 2069 1800240 398	
Murray			
Caltex North Yunderup	868 Pinjarra Rd, Yunderup WA 6208	(08) 9537 7096	
Boddington			
Puma	58 Bannister Rd, Boddington	(08) 9883 8137	
Boddington Service Station	25 -38 Bannister Rd, Boddington	(08) 9883 8011	
Waroona			

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Caltex	32 South Western Hwy, Waroona	(08) 9733 1294	
Vibe	89 Southwestern Hwy, Waroona	(08) 9790 7606	

Supermarkets			
Mandurah			
Centro Mandurah Centre Manager	330 Pinjarra Road, Mandurah Western Australia 6210	Amanda.betteridge@vicinity.com.au Amanda Bettridge	M: 0429488711
Coles	Centro Mandurah Shopping Centre 49 Banksiadale Gate, Lakelands 14 Guava Way, Halls Head	(08) 9587 5400 (08) 9587 5500 (08) 9586 5100	
Woolworths	Centro Mandurah Shopping Centre 2 Eaglemont St, Greenfields 3 Olive Rd, Falcon 8 Smart St, Mandurah	(08) 9586 6507 (08) 9586 6513 (08) 9586 6510 (08) 9586 6504	
Murray			
Coles	Pinjarra Junction Shopping Centre, 21 George St, Pinjarra	(08) 9531 7800	
Boddington			
IGA	36 Bannister Rd, Boddington	(08) 9883 8290	
Waroona			
IGA	14 Fouracre St, Waroona	(08) 9733 1233	

Chemists			
Mandurah			
Optimal Pharmacy	Meadow Springs Dr, Meadow Springs (	(08) 9581 8944	
Mandurah Day & Night Pharmacy	2/70 Mahogany Dr, Halls Head	(08) 9535 3222	
Pharmacy 777	7 Dower St, Mandurah	(08) 9534 9000	
Pinjarra			
Pinjarra Pharmacy	Shop 8 Pinjarra Junction Shopping Centre, 21 George St, Pinjarra	(08) 9531 1361	
Pinjarra Chemmart	27 Forrest Street, Pinjarra	(08) 9531 2436	
Waroona			
Terry White Chemmart	22 Fouracre Street, Waroona	(08) 9733 1315	
Boddington			
Boddington Pharmacy	27 Bannister Rd, Boddington	(08) 9883 9962	

Other Retail Outlets			
(Mitre 10) Tuckey's Hardware	19 George St, Pinjarra	(08) 9531 1473	

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Bunnings	21 Kirkpatrick Dv, Greenfield's 25 Rutland Dv, Halls Head	(08) 9583 8400 (08) 9555 3400	
BCF Mandurah	23 Gordon Rd, Greenfields	(08) 9581 6399	
The Good Guys	4 Mandurah Home City, Cnr Lakes Rd and Pinjarra rd, Greenfields	(08) 9537 5000	
Landmark – Agric Supplies	18 Southwest Hwy, Waroona	(08) 9733 1454	
Landmark – Agric Supplies	51 George St, Pinjarra WA 6208	(08) 9531 1282	

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Appendix 9 – Personal Support Services

Communities will coordinate and provide personal support services, and where necessary, will work with other specialist agencies to ensure affected persons receive the necessary personal support to cope with the effects of loss, stress, confusion, trauma and family disruption. These include specialised counselling and psychological services and other appropriate services.

Personal Support Services can include practical assistance, emotional support, information, referral to other services, advocacy, advice, counselling and psychological services.

Information and advisory services may include other relief measures not necessarily provided by Communities, such as availability of grants and other forms of financial assistance, healthcare, provision of child care and financial counselling.

A list of relevant agencies and services is included below.

Advocacy and Counselling Services

Name	Contact Person and Address	Contact Details	After Hours Contact
Communities Psychological Services	**Contact Communities Emergency Services**	**On Call phone**	**0418 943 835**
Mental Health Services – Dept of Health			
Local Counselling Services			
Peel Health Hub –	Headspace (12-25yrs	9544 5900	
Peel Child and Adolescence Mental Health Service	(Referral via form)		
Allambee		(08) 95358263	
Mandurah Counselling & Physiological Services		9534 9544 (private)	
School Psychologists Dept of Education			
School Chaplain			
Dept of Human Services - Centrelink			
Telephone Help Services			
Rural Link Dept of Health Statewide Services	Availability 4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays. During business hours connected to local community mental health clinic	1800 552 002 1800 720 101 -TTY	
Health Direct		1800 022 222	
WA Poisons Information Centre (WAPIC)	24hr advice on the management of poisonings or suspected	13 1126 – 24-hour service	

	poisonings, poisoning prevention, drug information and the identification of toxic agents.		
Beyondblue Support Service	24-hour telephone service Chat online (3pm - 12am) - https://www.youthbeyondblue.com	1300 22 4636	
Lifeline Crisis support, suicide prevention	24-hour telephone service Crisis support chat 7.00pm – midnight (Sydney time) 7 days. Outside of these hours call Lifeline - https://www.lifeline.org.au/get-help/online-services/crisis-chat	13 11 14	
Samaritans Crisis Line Anonymous Crisis Support	24-hour telephone service	135 247	
Suicide Call Back Service Telephone, video and online professional counselling	For at risk, carers and the bereaved Online chat and video counselling – https://www.suicidecallbackservice.org.au/need-to-talk/	1300 659 467	

Special Needs Interest Groups

NDIS Partners in Mandurah	
Wanslea - 26A Anstruther Road, Mandurah	(08) 9245 2441 (1300 969 645)
APM – Disability Employment Services	1300 276 522
Peel Multicultural Association	63 Ormsby Tce, Mandurah Phone 0428 888 575 peelmulticultural@gmail.com
Peel Islamicc Cultural Association Inc	W: www.picamandurah.com A: 26 Scott St, Mandurah P: 0403 648 853 or 0433 600 546 E: picamandurah@gmail.com

Translation, Interpretive and Hearing (AUSLAN) Services

Translating and Interpreting Service (TIS National) 24/7 Some groups may be eligible for TIS' free interpreting services – ring TIS on 131 450 for more information. Costs are a guide only as they may change – • Immediate phone interpreting including	

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ATIS phone interpreting: 131 450 - 15mins @ $34.22 - 4.1.18 • Pre booked Service – 1300 655 081 - 30mins @ $82.89 – 4.1.18 **Text Emergency Calls TTY – Dial 106**	

Community and Aged Care Services and Facilities

Aegis Greenfields Aged Care	Linda Taylor fm.greenfields@aegiscare.com.au	Ph: (08) 9535 0700
Amarna Living - Wearne House	Sharon Maitland smaitland@amanaliving.com.au	Ph: 1300 568 329
Bethanie Community Housing P1 & P2	Beauty Bwembya Beauty.bwembya@bethanie.com.au	Ph. 9593 9370
Bethanie Peel	Amanda Lorimer Acting FM amanda.lorimer@bethanie.com.au	Ph: (08) 9593 9370
Brightwater the Cove	Debrah Tainui debrah.tainui@brightwatergroup.com	Ph: (08) 9581 0154
Coolibah Care	Amanda Crook acrook@coolibah.org.au	Ph: (08) 9535 0300
McNamara Lodge RAAFA	Susan de Klerk sdeklerk@raafawa.org.au	Ph: (08) 9582 5333
Mercy Health	Simone Baxter simone.baxter@mercy.com.au	Ph: (08) 9559 2800
Opal Healthcare - Mandurah Coast Care Community	Tara Anglo tara.anglo@opalhealthcare.com.au	Ph: (08) 9535 7466
Acacia Living Meadow Springs	Tracey Pines tpines@acacialiving.com.au	Ph: 9535 0200
Arcadia Waters	Jacqueline Grimwood jacqueline@arcadiagroup.com.au	Ph: (08) 9550 4677
Belswan Village	Callie Davey manager@belswanmandurah.com.au	Ph: (08) 95351197
Bridgewater Lifestyle Village	Tracy Carey tracyc@nlv.com.au	Ph: (08) 9550 4882
Ocean Grove Gardens	Martin Higgens oceangrove@gardenvillages.com.au	Ph: (08) 9534 7166
RAAFA Estate Erskine	Caroline Henning chenning@raafawa.org.au	Ph: (08) 9586 4300
RAAFA Estate Meadow Springs	Joanne Fraser JFraser@raafawa.org.au	Ph: (08) 9582 5361
Acacia Living Coral Estate	Jessica Boulton jessicab@acacialiving.com.au	Ph: (08) 9535 0290

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Acacia Living Mandurah Village	Jessica Boulton jessicab@acacialiving.com.au	Ph: 9535 0290
St Ives Retirement Village	Jill VanBlommestein jill.vanblommestein@stivesretirementliving.com.au	M: 0404 791 372
Teranca Mews Lifestyle Village	Gillian Houston admin@terancamews.com.au	Ph: (08) 9550 4900

Group Housing – Residential care and Independent Living

Midway Community Care - 434 Mulga Drive Parklands	Bryan Hare 434MulgaTL@midwaycc.com.au	6149 0633
Midway Community Care - 470 Mulga Drive Parklands	Jamie Hunter mulga470tl@midwaycc.com.au	6149 0629
Midway Community Care - 6 Galbraith Loop Erskine	Heath Flanagan eception@midwaycc.com.au	0488 014 264
Midway Community Care – 11 Silkwood Close Halls Head	Toni Ferrier SilkwoodTL@midwaycc.com.au	6149 0625
Midway Community Care – 11 Fifth Avenue Mandurah	Pippa Baker fifthtl@midwaycc.com.au	6149 0627
Midway Community Care – 7 Honeymyrtle Grange Halls Head	Rachael Fortune DolphinTL@midwaycc.com.au	6149 0622
Midway Community Care – 32 Len Howard Drive Erskine	Jessica Marsh LenHowardTL@midwaycc.com.au	6149 0631
Midway Community Care – 30 Len Howard Drive Erskine	Jessica Marsh LenHowardTL@midwaycc.com.au	6149 0630
Midway Community Care – 7 Monclair Crt Meadow Springs	Dale Maria MonclairTL@midwaycc.com.au	6149 0624
Midway Community Care – 44 Moat St Mandurah	Tim Curtin moatTL@midwaycc.com.au	6149 0634
Midway Community Care – 9 Nymans Crt Erskine	Kirsty Davies WattleglenTL@midwaycc.com.au	6149 0626
Midway Community Care – 26 Pleasant Grove Circle Falcon	Maddie Read PleasantGroveTL@midwaycc.com.au	6149 0623
Midway Community Care – 13 Wattleglen Ave Erskine	Kirsty Davies WattleglenTL@midwaycc.com.au	6149 0621
Midway Community Care – 3 Esprit Parkway Greenfields	Remo Pacitti esprittl@midwaycc.com.au	6149 0628
Midway Community Care – 13 Fifth Avenue Mandurah	Cara Curtis OakTL@midwaycc.com.au	6149 0638
Midway Community Care – 19 Conebush Circle Falcon	Cara Curtis conebushTL@midwaycc.com.au	6149 0639
Midway Community Care – U8/42 Olive Road Falcon		
Timbers Edge Estate, 55 Wildwood Hill Dawesville		9584 1241

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Diversity South – 90 Anstruther Road Mandurah	**Administration (Head) Office** Tracy Kent 0417 373 532 tracy@diversitysouth.org.au	9582 6105
Diversity South - 87 Anstruther Road Mandurah	Linda Craig 0405 385 090 linda@diversitysouth.org.au	9582 6105
Diversity South - 87 Anstruther Road Mandurah	Coordinator **0417 903 750** anstruther@diversitysouth.org.au	
Diversity South – 15 Clearwater Way Singleton	Coordinator **0417 903 750** clearwater@diversitysouth.org.au	
Diversity South – 7 Darling Way Greenfields	Coordinator **0428 302 732** darling@diversitysouth.org.au	
Diversity South – 49 Hougham Road Barragup	Coordinator **0427 082 047** hougham@diversitysouth.org.au	
Diversity South – 26 Jubata Gardens Dudley Park	Coordinator **0437 281 848** jubata@diversitysouth.org.au	
Diversity South – 11 Leigh Street Dudley Park	Coordinator 0427 082 047 leigh@diversitysouth.org.au	
Diversity South – 1&2/37 Linley Road Wannanup	Coordinator 0437 281 848 linley1@diversitysouth.org.au linley2@diversitysouth.org.au	
Diversity South – 6 Arabian Drive Coodanup	Coordinator **0428 302 732** arabian@diversitysouth.org.au	

Education Contact List

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Assumption Catholic Primary School	admin@assumption.wa.edu.au	**Ph: 9583 8500**
Challenger TAFE- Peel Campus	info@smtafe.wa.gov.au	Ph: 9586 7400
Coodanup College	kim.dutch@education.wa.edu.au	Ph: 9581 0900
Dudley Park Primary School	dudleypark.ps@education.wa.edu.au	Ph: 9586 0650
Falcon Primary School	falcon.ps@education.wa.edu.au	Ph: 9534 2411
Foundation Christian College	office@fcc.wa.edu.au	Ph: 9586 5444
Frederick Irwin Anglican School	admin@fias.wa.edu.au	Ph: 9537 0000 (MS) Ph: 6558 1207 (HH)
Glencoe Primary School	glencoe.ps@education.wa.edu.au	Ph: 9586 6800
Greenfields Primary School	greenfields.ps@education.wa.edu.au	Ph: 9586 0600
Halls Head Community College	hallshead.cc@education.wa.edu.au	Ph: 9581 0600
Halls Head Primary School	hallshead.ps@education.wa.edu.au	Ph: 954 6900
John Tonkin College	admin@johntonkincollege.wa.edu.au	Ph: 9583 0500
Living Waters Lutheran College	admin@livingwaters.wa.edu.au	Ph: 9593 1211

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Lakelands Primary School	Lakelands.PS@education.wa.edu.au	Ph: 9586 7560
Mandurah Baptist College	admin@mbc.wa.edu.au	Ph: 9583 7070 (Primary) Ph: 9583 7000 (Secondary)
Mandurah Catholic College	mcc@mcc.wa.edu.au	Ph: 9531 9500
Mandurah Primary School	mandurah.ps@education.wa.edu.au	Ph: 9586 6850
Meadow Springs Primary School	meadowsprings.ps@education.wa.edu.au	Ph: 9584 7400
Murdoch University- Peel Campus		**Ph: 9360 6000**
North Mandurah Primary School	northmandurah.ps@education.wa.edu.au	Ph: 9586 0800
Ocean Road Primary School	Oceanroad.ps@education.wa.edu.au	Ph: 9584 7150
Riverside Primary School	riverside.ps.contact@education.wa.edu.au	Ph: 9583 2400
South Halls Head Primary School	southhallshead.ps@education.wa.edu.au	Ph: 9584 6200
St Damien's Catholic Primary School	admin@stdamienscps.wa.edu.au	Ph: 9583 2500

For the full list of schools in WA categorised by region visit www.det.wa.edu.au/schoolinformation/detcms/navigation/school-lists/

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Appendix 10 – Key Contact Lists

Name	Organisation	Work Contact	After Hours Contact
Department of Health – Statewide Duty Officer – Can organize a doctor at a welfare centre and/or write out prescriptions.	Department of Health – Disaster Preparedness and Management Unit	9328 0553 Duty Officer 24/7	9328 0553 Duty Officer 24/7
	Western Power Telstra Alinta Gas Western Power – Control Room	Note: Requests for provision of information and services from providers of utilities should generally be directed to the DCPFS Emergency Services Unit. The Unit has access to these service providers via the State Emergency coordination Group or OASG.	ESU Duty Officer 0418 943 835
Boyd Brown – Area General Manager	Telstra – Can provide a wireless connection for telephone service during an emergency	08 9726 7312 0418 748 197 Boyd.m.brown@team.telstra.com	0418 748 197
Information on road closures	Main roads	http://www.mainroads.wa.gov.au and select 'Alerts' tab	
Information on road closures	DFES	http://www.dfes.wa.gov.au/internet	
Weather	BOM	www.bom.wa.gov.au	
DFES State Public Information Officer – To be used to circulate information regarding evacuation centre location	DFES	Email: media@dfes.wa.gov.au Landline: 92255955 (diverts to Communication centre if not answered) Mobile: 0427479499	
Department of Transport	Adam Rando	(08) 9583 9701	0407 086 003
DEPARTMENT OF FIRE & EMERGENCY SERVICE 18 Darius Drive KWINANA 6167 GPO Box P1174, Perth WA 6844 http://www.dfes.wa.gov.au	District Officer Peel - Matthew Wakeling	P: 6595 2109 DOPeel@dfes.wa.gov.au merveen.cross@dfes.wa.gov.au	0417 900 728 0427 996 676
Name	**Organisation**	**Work Contact**	**After Hours Contact**
Department for Fire and Emergency Services (SES)	Steve Summerton	(08) 9595 2107	0428 100 461
City of Mandurah			

WA POLICE 333 Pinjarra Road PO Box 3446 MANDURAH 6210 P: 9581 0222 F: 9581 0246 www.police.wa.gov.au	For life threating emergencies call 000 For police assistance P: 131 444 Mandurah OIC M: 0407 119 903 (24hr) Water Police M: 0407 081 068	Senior Sergeant Ross Blake Officer in Charge, Mandurah Neil Brookes Operations Manager, Mandurah Troy Pillage Sergeant, Water Police. Troy Pillage Sergeant, Water Police	P: 9581 0222 M: 0487 250 094 ross.blake@police.wa.gov.au P: 9581 0222 neil.brookes@police.wa.gov.au M: 0428 922 575 troy.pillage@police.wa.gov.au
PEEL HEALTH CAMPUS 110 Lakes Road GREENFIELDS 6210 P: 9531 8000 F: 9531 8399 www.ramsayhealth.com.au Duty Nurse Manager (to be paged)	Duty Nurse Manager (to be paged) P: 9531 8000	Jess Harvey WHS Manager Peel Health Campus	0458 700 452 P: 9531 8150 Harveyjessamy@ramsayhealth.com.au
DEPARTMENT OF HEALTH Rockingham General Hospital Elanora Drive COOLOONGUP WA 6168 (PO Box 2033 Rockingham WA 6968)	Duty Nurse Manager P: 9599 4770 If unanswered P: 9599 4000 and request Duty Nurse Manager	Karl Gill Manager Emergency Management & Work Health and Safety South Metro Health Service	M: 0419 904 148 karl.gill@health.wa.gov.au
STATE EMERGENCY SERVICE 31 Education Drive PO Box 274 MANDURAH 6210 E: mandurahses@hotmail.com http://www.mandurahses.org.au	Mandurah SES Duty Officer M: 0448 871 026 To request SES assistance P: 132 500	Chris Stickland Manager Phil Rance Deputy Manager	M: 0417 186 931 c.stickland@bigpond.com P: 9581 7807 M: 0448 468 860 phillip.rance@bigpond.com
District Emergency Management Advisor (DEMA) – Metro South	Quinta La Rosa District EM Advisor	Quinta.larosa@dfes.wa.gov.au	M: 0417 892 694
WATERCORP 109 Park Road Mandurah 6210 P: 9420 2420 www.watercorporation.com.au	Faults & Emergencies P: 13 13 75 (24 hr)	Peter Buckley Security Program Manager 0427195536	0427195536
PEEL VOLUNTEER RESOURCE CENTRE Suite 12, 7 Anzac Place MANDURAH 6210 P: 9581 1187 F: 9586 1187 www.peelvolunteer.org.au		Vicki Pollard Manager (Centre closed until 10/1/22)	P: 9581 1187 M: 0417 912 979 manager@peelvolunteer.org.au
MANDURAH VOLUNTEER MARINE RESCUE GROUP Breakwater Parade, Mandurah Ocean Marina PO Box 431	M: 0409 081 801 (24hr) Summer hrs (Oct to May) 0600 - 1800 hrs 7 days Winter hrs (May to Oct) 0700 - 1900 7 days	John Stewart Commander	M: 0409 081 801 Commander@mandurahvmr.com.au

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MANDURAH 6210 P: 9535 4789 www.mandurahvmr.com		Vern Goff Vice Commander Barbara Walton Secretary	M: 0429 081 801 Vicecommander@mandurahvmr.com.au M: 0417 956 059 manrescue@mandurahvmr.com.au
SURF LIFE SAVING WA Mandurah SLS Club 40 Orestes St SAN REMO 6210 P: 9583 4551 E: lifesaving@mandurahslsc.asn.au www.mandurahslsc.asn.au Port Bouvard SLS Club 106 Southport Blvd DAWESVILLE 6211 P: 9582 2787 E: admin@portbouvardslsc.com.au www.portbouvardslsc.com.au	Duty Officer P: 13 7873 (24hr)	Russell Price Director of Lifesaving	M: 0412 560 252 lifesaving@mandurahslsc.asn.au
WESTERN POWER 363 Wellington Street PERTH 6000 P: 13 10 87 E: enquiry@westernpower.com.au http://www.westernpower.com.au	Faults & Emergencies P: 13 13 51 (24hr)	Joss Rawlins Field Operations Team Leader (A/L until 10/1/21) Contact Rob Deleo 0439 977 615.)	P: 9582 4111 M: 0400 200 391 joscelynd.rawlins@westernpower.com.au
MAIN ROADS Waterloo Crescent EAST PERTH WA 6004 E: enquiries@mainroads.wa.gov.au www.mainroads.wa.gov.au	P: 138 138 (24hr)	Dave Cormack Routine Maintenance Works Manager Nth	P: 9724 5725 M: 0427 770 942 dave.cormack2@mainroads.wa.gov.au
ATCO GAS 81 Prinsep Road JANDAKOT 6164 Faults & Emergencies P: 13 13 52 (24 hr) Chris Carville Distribution Officer P: 0457 569 408 Chris.Carville@atcogas.com.au Mandurah LEMC Contact List Page 3 of 4 Current 7 January 2022 P: 13 13 56 E: enquiries@atcogas.com.au www.atcogas.com.au	Faults & Emergencies P: 13 13 52 (24 hr)	Chris Carville Distribution Officer	P: 0457 569 408 Chris.Carville@atcogas.com.au
PEEL AMATURE RADIO GROUP EMERGENCY SUPPORT SERVICES http://pargess.no-ip.org/ Default operating channel: VHF 145.100 MHz	PARG President M: 0413 615 500 PARGESS Coordinator & PARG Vice President M: 0422 167 831	Geoff Hart-Davies	parg.secretary@gmail.com
PARKS & WILDLIFE SERVICE 17 Dick Perry Avenue Technology Park, Western Precinct	Mike Cantelo For fires on PaWs managed land		0419 902 692

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KENSINGTON 6151 P: 9219 9000 F: 9334 0498 E: info@dpaw.wa.gov.au www.dpaw.wa.gov.au	P: 9219 8000		
Australian Defence Force P: 9311 26 48	Duty Officer M: 0427 899 633 (24hr)	(08) 9409 5100	0448 874 410 Major Bill Coghlan
AGED CARE INDUSTRY COMMUNITY MEMBER			
COOLIBAH CARE 30 Third Avenue MANDURAH WA 6210 P: (08) 9535 0300 www.coolibah.org.au		Tracey Jackson Procurement Manager	P: 9535 0300 M: 0436 612 703 tjackson@coolibah.org.au
SHIRE OF MURRAY			
Shire President	Cr. David Bolt	(08) 9531 7703	0400 123 268
Shire CEO	Dean Unsworth	(08) 9531 7717	0417 090 715
Local Recovery Coordinator	Leanne McGuirk	(08) 9531 7734	0418 922 803
Local Government Welfare Coordinator	Ben Jordan	(08) 9531 7663	0400 535 000
Coordinator Ranger and Emergency Services	VACANT		
Community Emergency Services Coordinator	Nicole Stevens	(08) 9531 7768	0421 236 275
Manager Governance	Rob Marlborough	(08) 9531 7718	0417 939 418
CBFCO	Robert 'Bluey' Wilson		0417 916 468
Department for Fire and Emergency Services (District Officer – Fire)	Brett Finlay	(08) 9780 1904	0427 011 386
SES Local Manager	Paul Dwyer		0410 560 075
SES Deputy Manager	Troy Telfer		0427 382097
Department for Fire and Emergency Services (District Officer – Natural Hazards)	Nick Elrick	(08) 9780 1910	0428 100 491
Murray District Hospital	Marlene Boyd	(08) 9531 7222	
Bedingfeld Park Inc Aged Care Facility	Leanne Hay	(08) 9531 1622	
Name	**Organisation**	**Work Contact**	**After Hours Contact**
Water Corporation	Peter Buckley	(08) 9423 7209	0407 425 495
Pinjarra Network of Schools	Christian Louis	(08) 9531 1856	0447 294 487
Alcoa Australia	Gary Cresswell	(08) 9531 6303	0404 800 186
SHIRE OF BODDINGTON			
Gary Ventris	Shire President	0447 773 124	
Julie Burton	Shire CEO	(08) 9883 4999	0428 949 824
Ryan Clarke	Emergency Coordinator – Newmont Boddington Gold	(08) 9883 3327	0429 572 419
Wade Goodhill	Emergency Services Coordinator BHP Billiton/Worsley Alumina P/L	(08) 9734 9712	0429 914 352

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Corrie Lokan	Boddington Health Service	(08) 9883 4444	
Danielle Roache	Principal, Boddington District High School	(08) 9883 8106	0418 777 267
Wayne English	SES Local Manager	(08) 9883 9296	0428 839 296
Glenn Hall	DFES District Manager	(08) 9479 9324	0427 005 109
Doug Cherry	Water Corporation Operations Manager	(08) 9821 5455	0427 917 661

SHIRE OF WAROONA			
Shire President	Cr. Mike Walmsley	(08) 9733 1558	0419 946 426
Shire CEO	Mark Goodlet	(08) 9733 7801	0431 177 835
Director Corporate Services	Ashleigh Nuttall	(08) 9733 7808	0408 909 349
Local Recovery Coordinator	Ashleigh Nuttall	(08) 9733 7808	0408 909 349
Local Government Welfare Coordinator	Daniel Cools	(08) 9733 7819	0432 502 556
Coordinator Ranger and Emergency Services	VACANT		
CESO	Peter Thurkle	(08) 9733 7825	0487 537 317
CBFCO	Steve Thomas		0431 941 716
Department for Fire and Emergency Services (District Officer – Fire)	Brett Finlay	(08) 9780 1904	0427 011 386
Quambie Park Inc Aged Care Facility Operations Manager	Sharon James	(08) 9733 1355	

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CITY OF MANDURAH

3 Peel Street PO Box 210 MANDURAH 6210 P: 9550 3777 F: 9550 3888 E: council@mandurah.wa.gov.au www.mandurah.wa.gov.au

Rhys Williams	Mayor	95503714 or 9550 3777	
Mark Newman	CEO	9550 3701	
Matthew Hall	Recovery Coordinator	95503966	0417 173789
	LEMC Chairperson		
Myra Giardini	Coordinator Emergency Management	9550 3211	0408 941 003
Linda Emery	Coordinator Ranger Services	9550 3630	0427 774 227
Paul Stacy	CBFCO		0407 448 874
Troy Stubberfield	District Officer Peel DFES	9695 2109	0409 682 818
Chris Strickland	SES Manager		0417 186 931
Phil Rance	SES Deputy Manager	9581 7807	0448 468 860

Essential Services

PUBLIC INFORMATION	PHONE/FAX
Life threatening emergency	**Emergencies 000 / 112 / 106**
DFES Public Information Line	13 DFES (13 3337) www.dfes.wa.gov.au/Pages/default.aspx
Emergency WA website for emergency warnings	https://www.emergency.wa.gov.au/
Bureau of Meteorology website WA Tropical Cyclone Information WA Land Weather and Flood Warnings WA Coastal Marine Warnings Australian Tsunami Threat Information (1300 TSUNAMI)	http://www.bom.gov.au/index.php 1300 659 210 1300 659 213 1300 659 223 1300 878 6264
Main Roads Western Australia (MRWA) - Primary public contact point for road closure information	Phone: 138 138 Fax: 9323 4400 www.mainroads.wa.gov.au
Alinta Gas	13 13 58
ATCO Gas Australia	Faults (public no) – 13 13 52 Head Office 6163 5000
National Broadband Network (NBN)	No phone number listed on the NBN website https://www.nbnco.com.au/ https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html
Optus	131 344
Public Transport Authority	Emergency (public no) – 9220 9999

	Head Office – 136 213
SES – Public assistance Communities making requests to SES go through the DFES Communication Centre (COMCEN) – 9395 9210 or 9395 9209. NB – SES may have limited capacity to assist due to other DFES operational requirements	132 500
Telstra	Faults – 13 20 00 Head Office – 13 22 03
Water Corporation – Public assistance Water Corporation - Manager Control Centre Operations (MCCO) - 9395 9210 or 9395 9209 Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	Faults (public no) -13 13 75Head Office – 9420 2420 Accounts and General
NBN Co – Walter Gomes Community and Stakeholder Engagement Manager WA	Waltergomes@nbnco.com.au M 0460 648 147

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Appendix 11 – Animals at Evacuation Centres:

Families and individuals may arrive at the Welfare Evacuation Centre with a variety of animals, and may need to stay at the 'centre' for a period of time, including overnight stays.
Animals are not permitted to enter buildings for health and safety reasons, and therefore options may need to be explored to cater for the needs of the families and individuals who arrive with animals.
Concern for the welfare of pets can be a major stress factor in evacuees and therefore the need to address these concerns should not be overlooked.
Possible options to address the needs of evacuees who arrive with animals are set out below;

1. Evacuees who arrive with animals should be encouraged to register and then relocate with the animals to friends or family.
2. The City of Fremantle has an 'Animal Welfare Plan' which may be of assistance if evacuees arrive at the Welfare Evacuation Centre with animals.
3. Local Government Authorities may be able to offer assistance via their Ranger Services.
4. Consider contacting local Dog and Cat boarding facilities via use of search on www.whitepages.com.au OR www.yellowpages.com.au OR internet search engine such as Google OR Directory Assistance on 12456

Other useful contacts are listed below:

Balcatta Vet24 (24 hrs) 59 Erindale Road, Balcatta Phone: 63234168	Murdoch Pet Emergency Centre (24 hrs) Emergency & Critical Care 1300 652 494
Native Animal Rescue 170 Camboon Road Malaga Phone: 9249 3434	Wildlife Help Line (for injured wildlife) Dept Parks and Wildlife (Wildcare) – 9474 9055 (6am to 10PM)
Cat Haven 23 Lemnos Street, Shenton Park Phone: 9442 3600	Swan Animal Haven Lot 1 Kalamunda Road, South Guildford Phone: 9279 8485
Dog Refuge Home 30 Lemnos Street, Shenton Park Phone: 9381 8166	RSPCA 108 Malaga Drive Malaga 6090 Phone 9209 9300
Animal Protection Society 27 Talbot Rd Southern River 9398 6616 www.animalprotectionsociety.westnet.com.au	Best Friends Animal Rescue 0415 779 610
K9 Dog rescue Mandurah 9581 9005 www.k9dogrescue.org.au John Home 9581 7332	www.petaddress.com.au Data base for micro chipped pets. National Animal ID Register 24 hour hotline 1800 025 461 Central animal ID register 24 hour hotline 1800 333 202. After hours 0419 591 996
Native Ark (for injured or rescued native animals) 172 Hope Rd Bibra Lake 8am-8pm 7 days a week 94177105 A/H 94177105– Metro area only	

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Pet Supplies		
Mandurah Stock Feeders	7 Rafferty Road Mandurah	Ph: 9535 3754
PETstock	15 Rouse Road Mandurah	Ph: 9581 6568
City Farmers	Corner Lakes Rd & Pinjarra Rd Mandurah	Ph: 9534 8738
Erskine Pets	U7 / 1 Galbraith Loop Falcon WA 6210	Ph: 9535 1722
Stanbee Stock Feeds	8 Husband Road Barragup WA 6210	Ph: 9581 2390
Pet City Mandurah	102 Park Rd, Mandurah WA 6210	(08) 9586 1150

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Appendix 12 – Security Companies:

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

Name	Address	Contact Details Day & After Hours
Accord Security	10/8 Bannick Ct, Canning Vale	08 9456 2622 24 hr 0417 925 621

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Appendix 13 – Distribution List:

This plan has been distributed electronically to:

Department of Communities

- Local Welfare Coordinators as a hard copy in the Local Welfare Coordinator Guide and Checklist folder
- Emergency Services SharePoint site

Local Emergency Management Committee

- *City of Mandurah, Shire of Boddington, Shire of Murray, Shire of Waroona* Local Emergency Management Committees (Edited version for any copies the public have access to – Appendices not included as contain personal names and phone numbers. This is for people's confidentiality and particularly Department of Communities staff)

Local Welfare Emergency Coordination Group

- Email copy to all members of this group

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Appendix 14 – Glossary

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

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

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

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

STATE WELFARE COORDINATOR – the nominated representative of the Director General, Department of Communities, with the responsibility to coordinate the welfare response to emergencies.

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

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

WELFARE CENTRE COORDINATOR – a person appointed by the District Director or Welfare Coordinator to manage the functioning of a Welfare Centre. Usually a senior Department of Communities staff member.

WELFARE COORDINATOR – the Department's staff member appointed by the District Director for the Department and have responsibilities as outlined in Section 2.3 of this plan.

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

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Attachment 12.3.1

Australian Government
Bureau of Meteorology

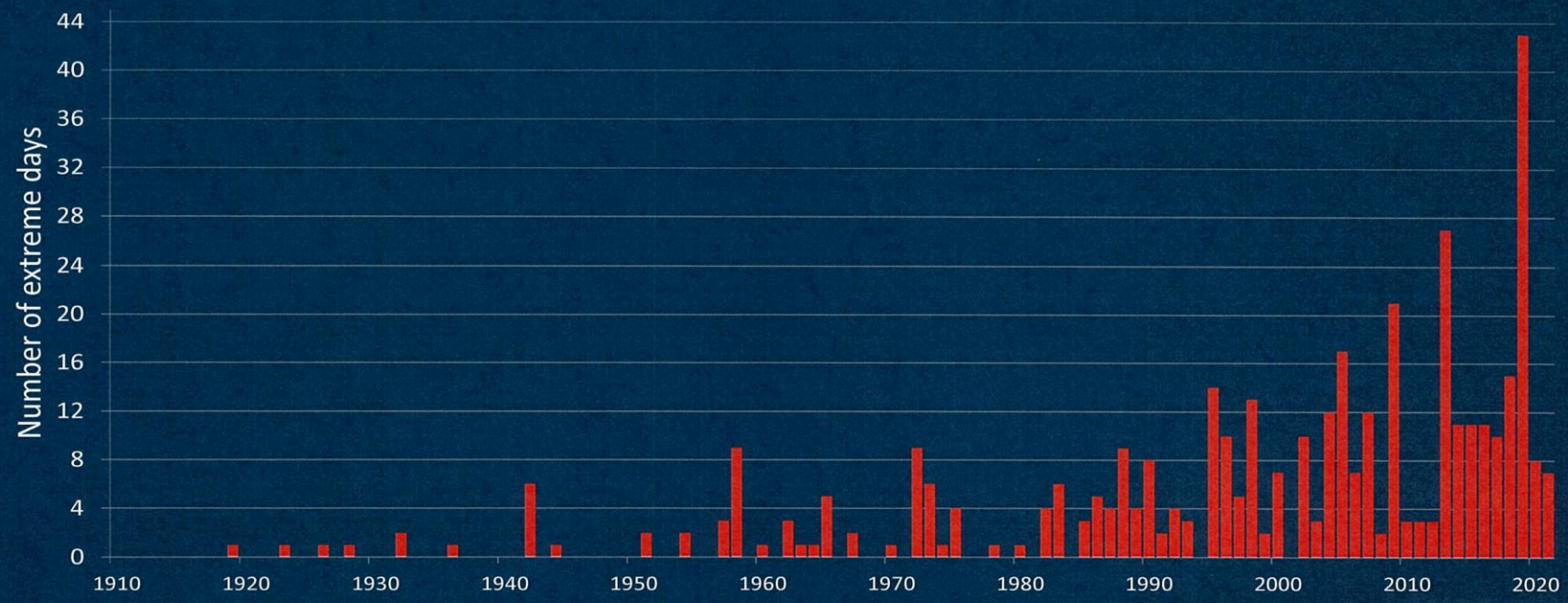
Seasonal Outlook

Gianni Colangelo
SOC Meteorologist (SOCMET)
Bureau of Meteorology

Australian Government
Bureau of Meteorology

Trends in Extreme Heat

Number of days each year where the Australian daily area-averaged mean temperature is extreme



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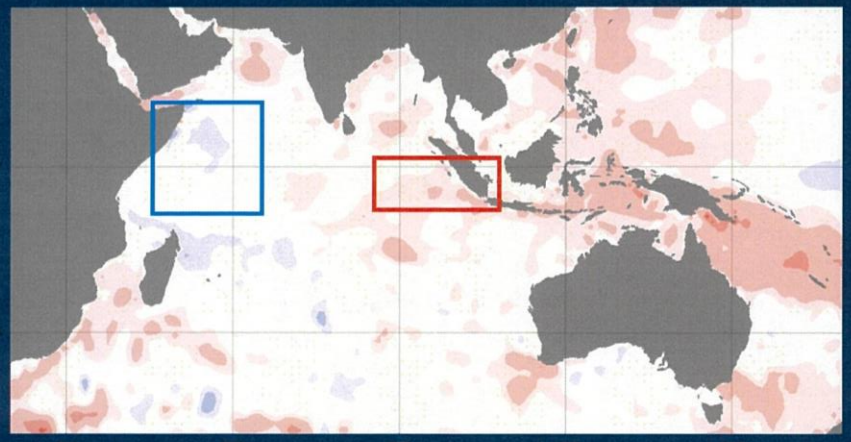
Indian Ocean Dipole (IOD) and El Nino Southern Oscillation (ENSO)

Sea surface temperature anomaly: 26/09/2022 to 02/10/2022



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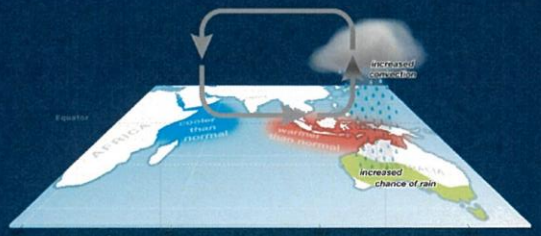
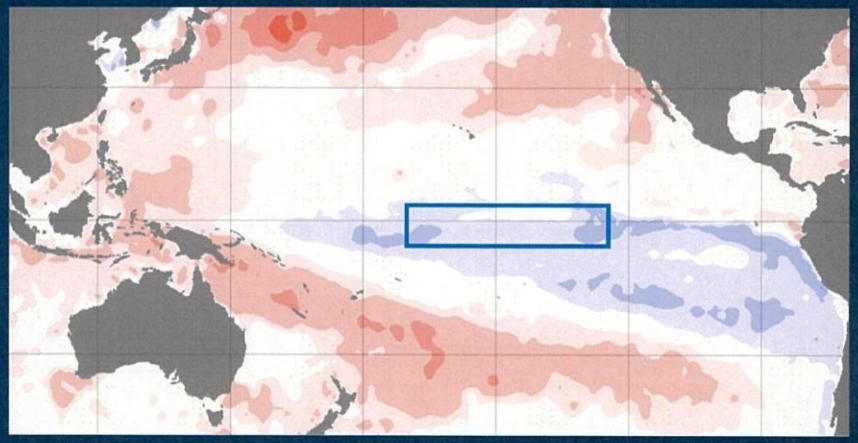


Negative IOD

Sea surface temperature anomaly: 01/09/2022 to 30/09/2022



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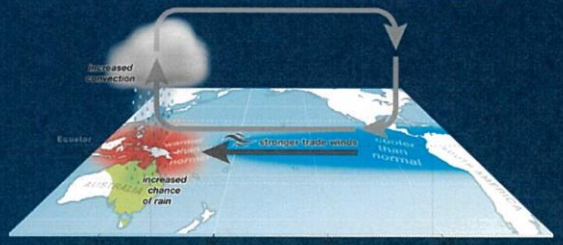

La Nina

- A **persistent negative IOD** phase increases the chance of **above average spring rainfall.**
- This is the **third La Niña event** in successive years since 2020.
- La Niña typically **increases system activity in the Australian tropics in summer**.

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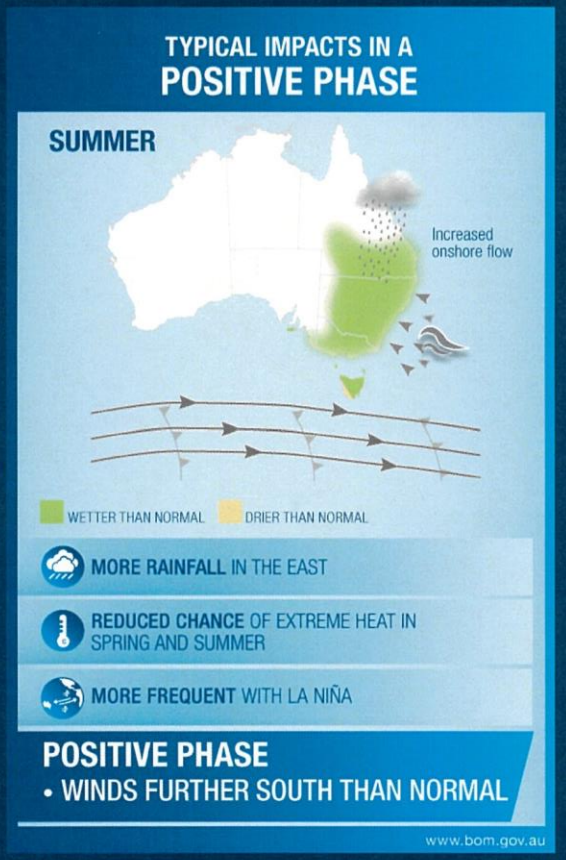
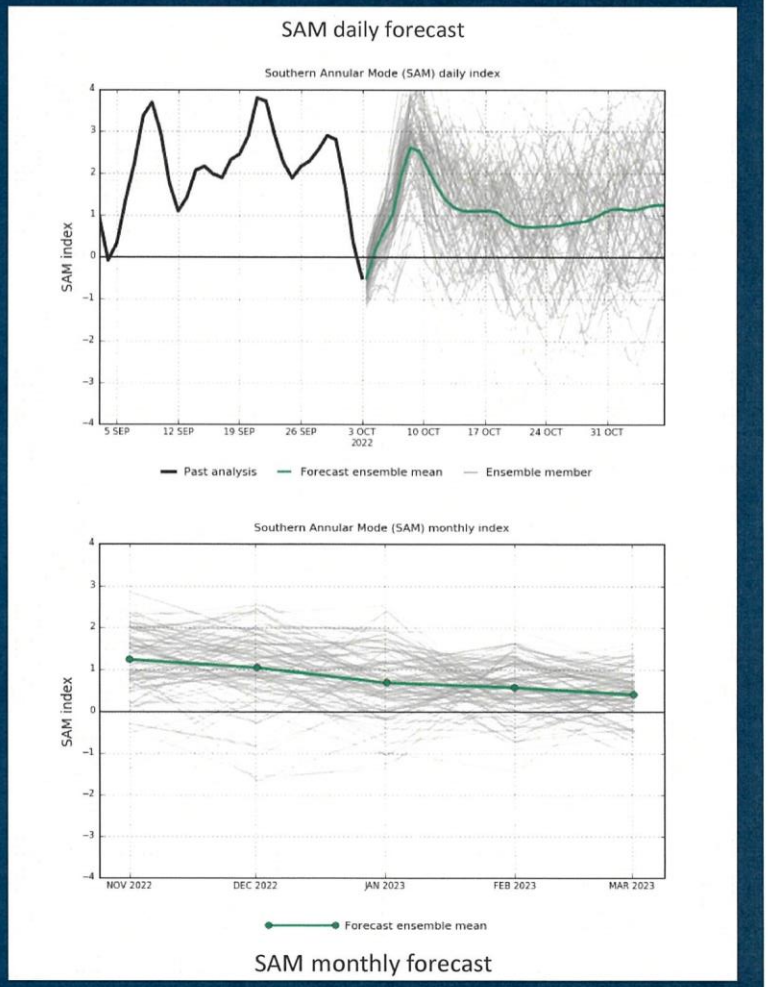
Southern Annular Mode





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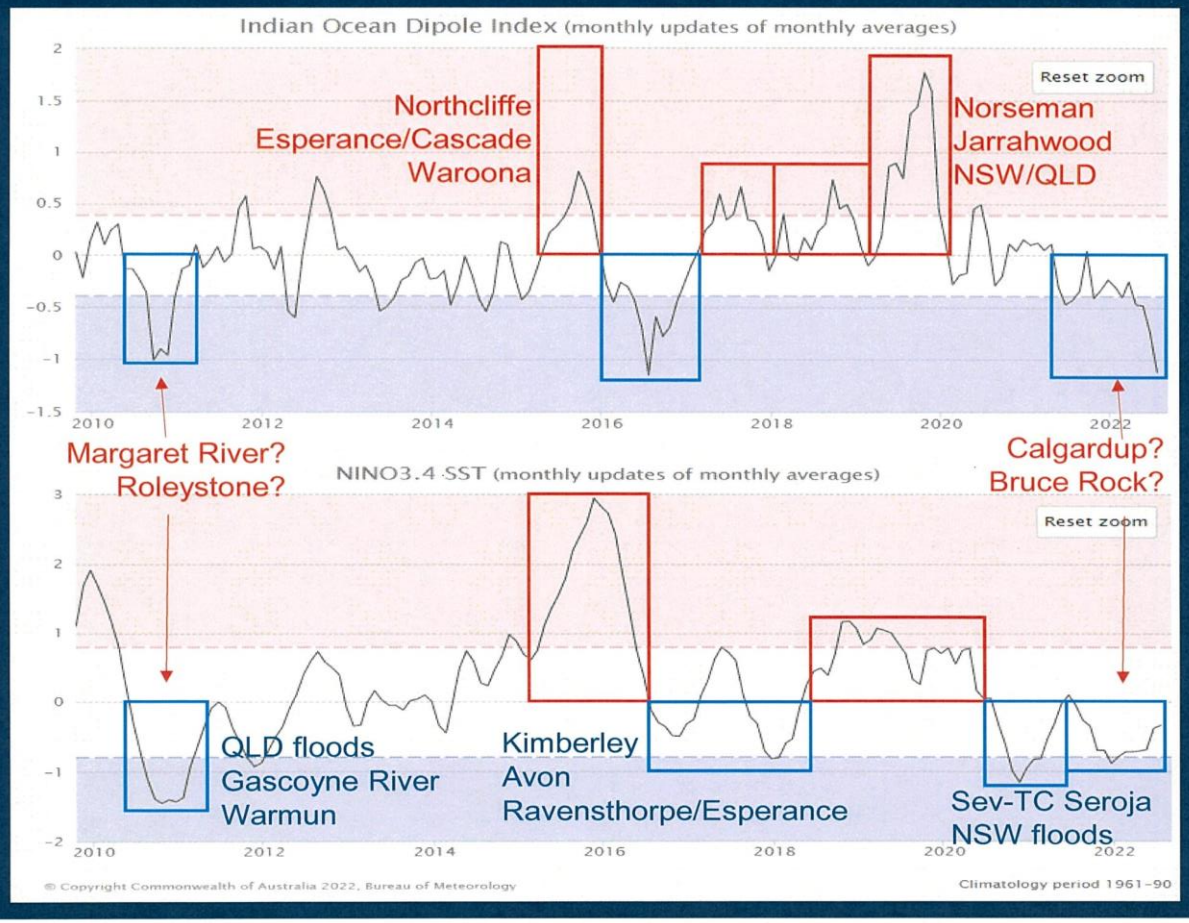
IOD and ENSO recent history and Impacts



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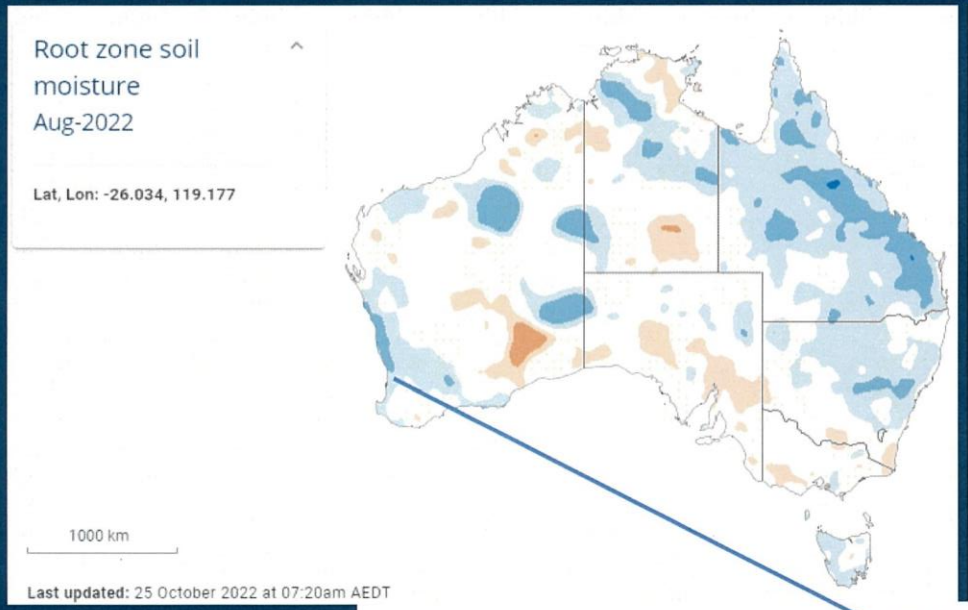
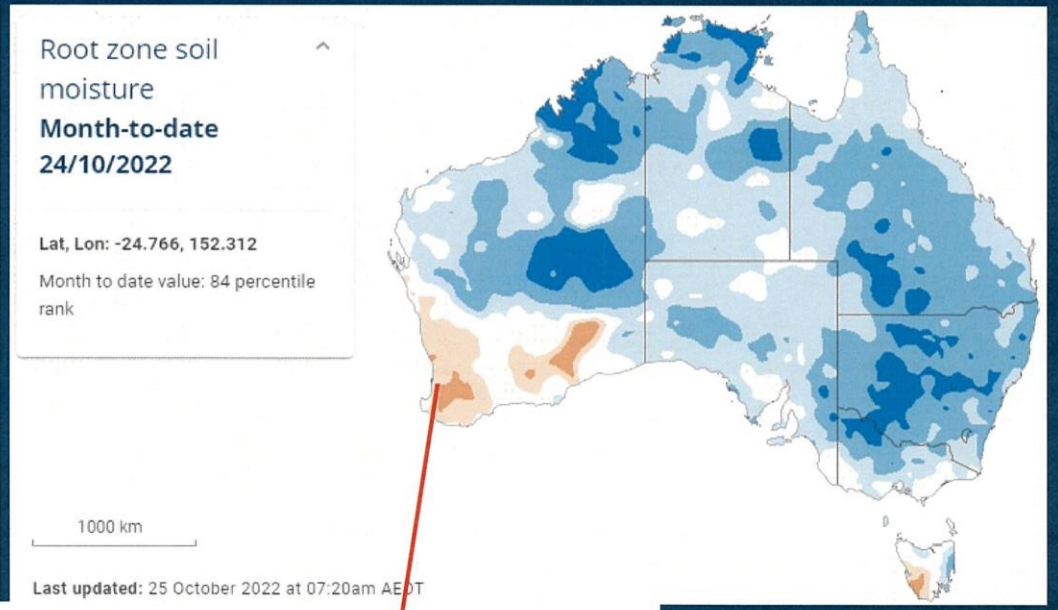
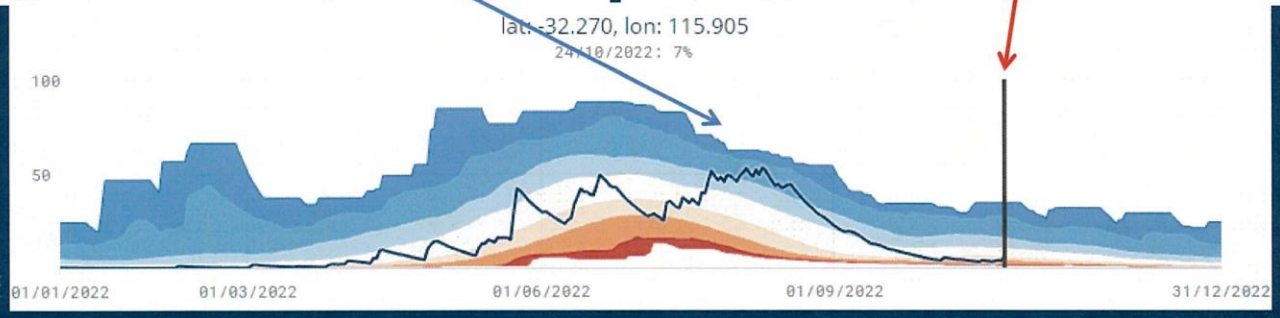
Root-Zone Soil Moisture







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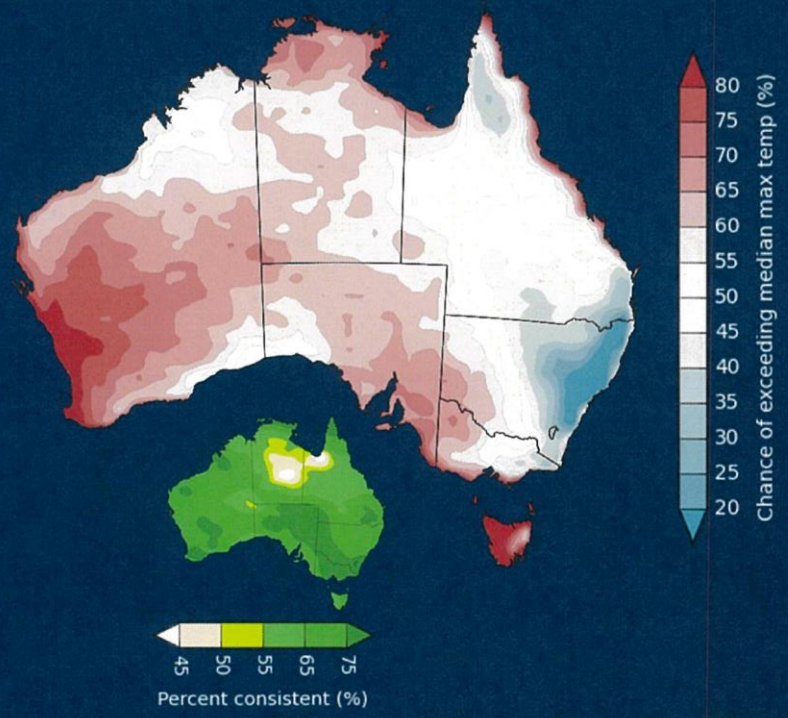
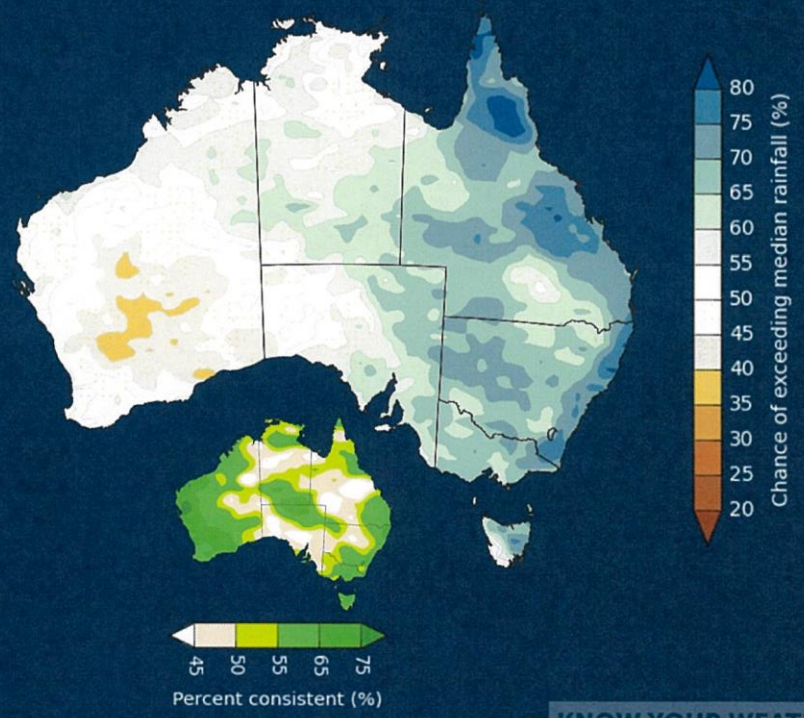
December 2022–February 2023 outlook

Chance of above median

Maximum temperature



Rainfall



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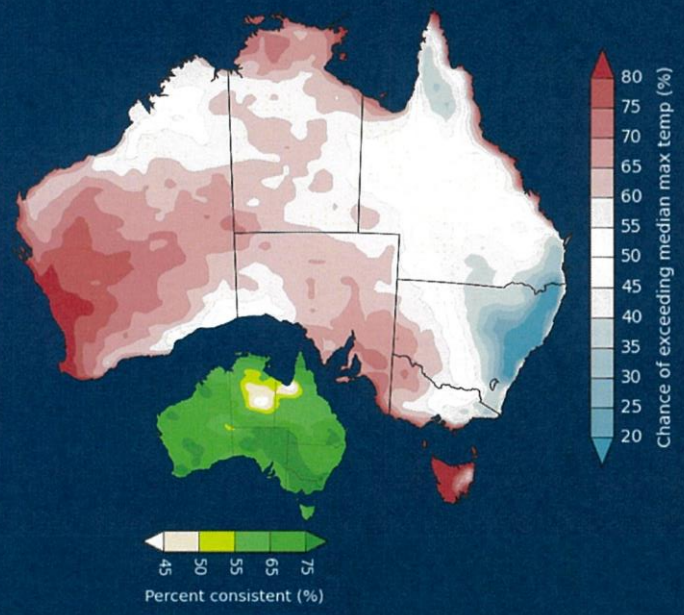
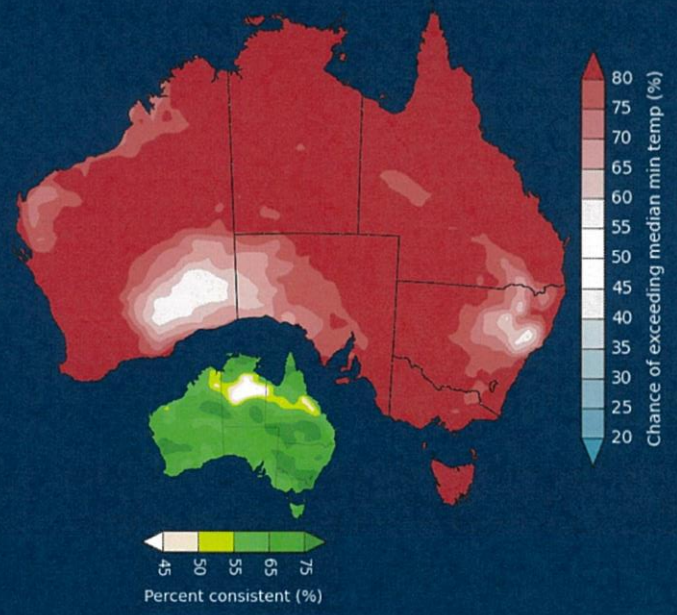
December 2022–February 2023 outlook

Chance of above median

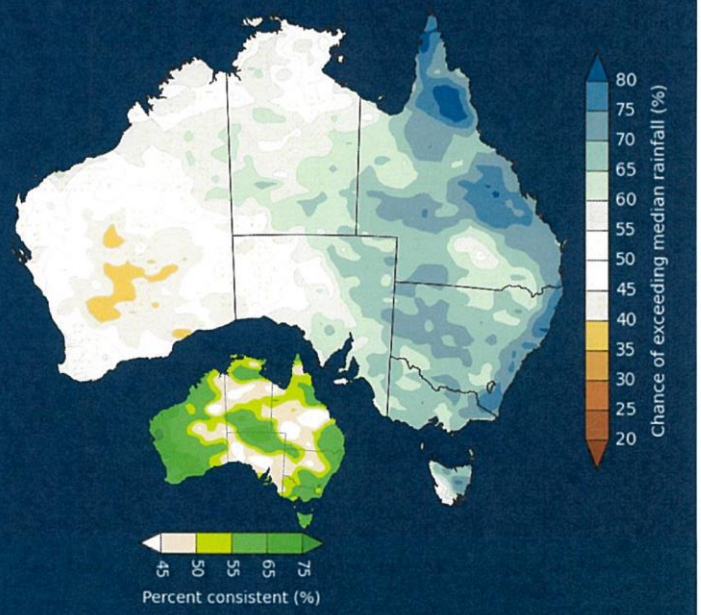
Maximum temperature



Minimum temperature



Rainfall



- Above average max temperature expected across western WA.
- Above average minimum temperatures expected.
- Weak signal for rainfall, however strong signal in eastern states.

Reference period
1981-2010

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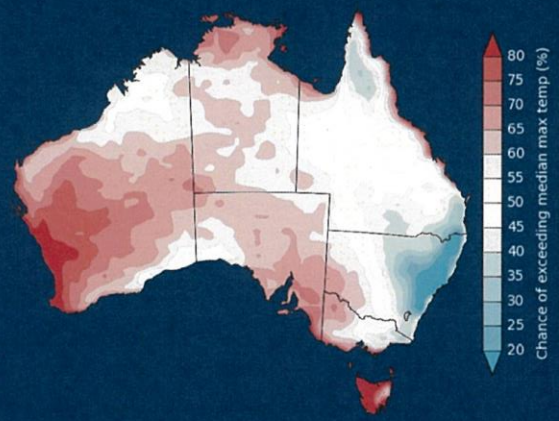
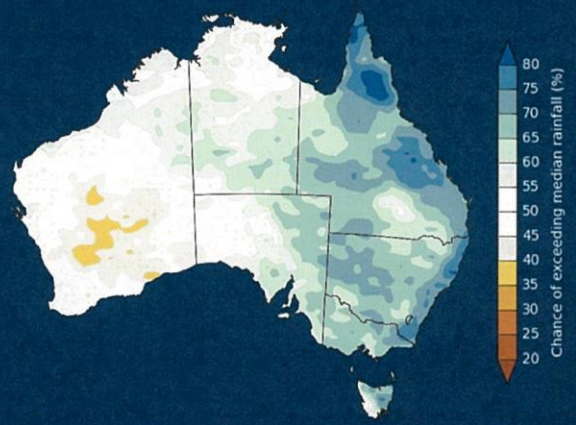
Pre-Season outlook comparison (Issued in October)

Maximum temperature

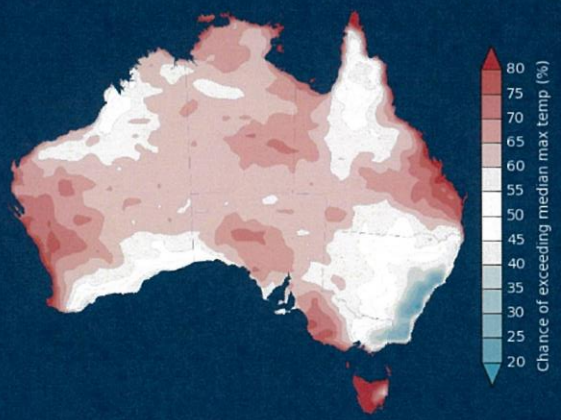
Rainfall

Dec 2022 - Feb 2023





Dec 2021 - Feb 2022



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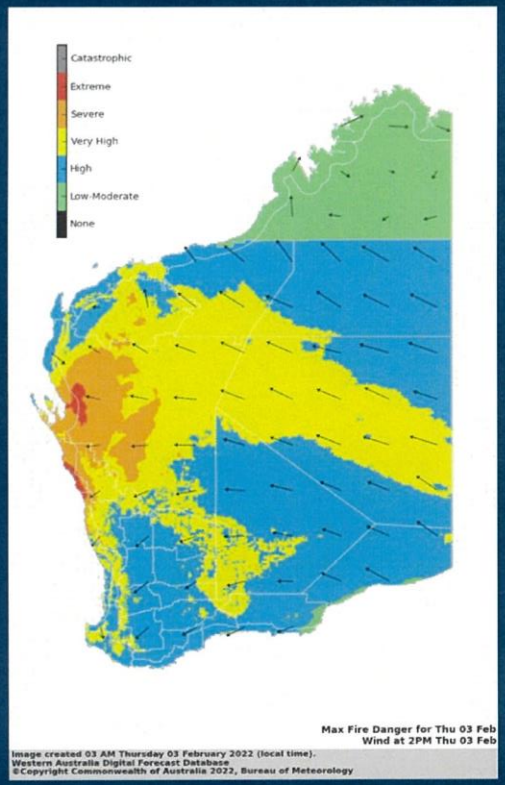
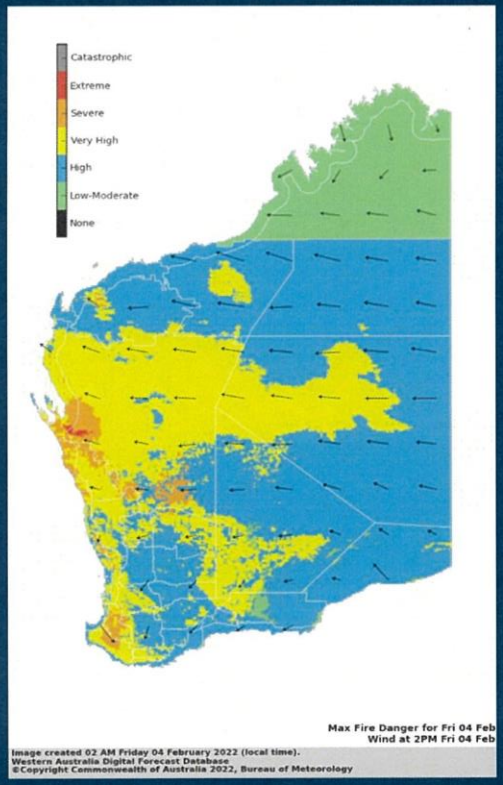
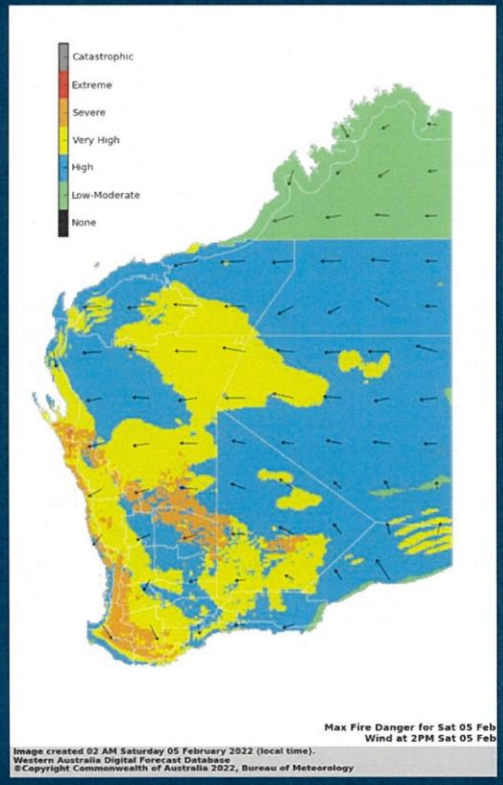
Recent History of Fire Danger Ratings

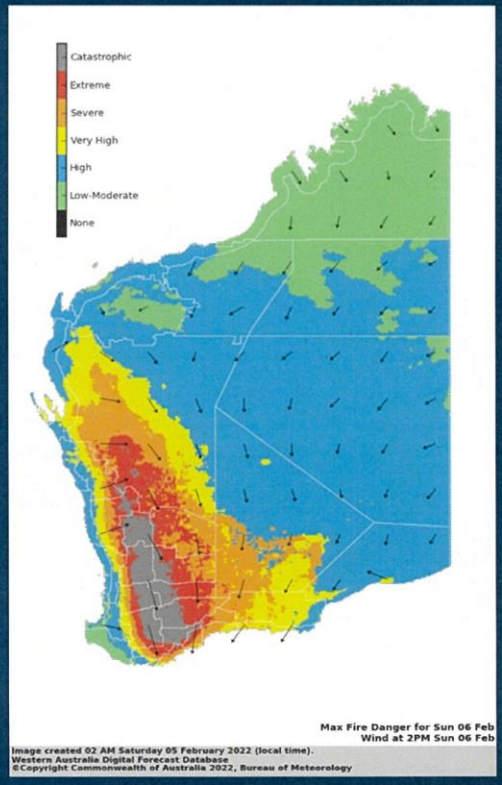
	Lower West Inland					
	Low	High	Very	Sev	Ext	Cat
2015-16	217	106	36	6	1	0
2016-17	191	142	26	6	0	0
2017-18	180	164	21	0	0	0
2018-19	182	151	29	3	0	0
2019-20	165	153	37	9	2	0
2020-21	183	131	43	8	0	0
2021-22	196	108	42	19	0	0

February fires 2022 – Case example









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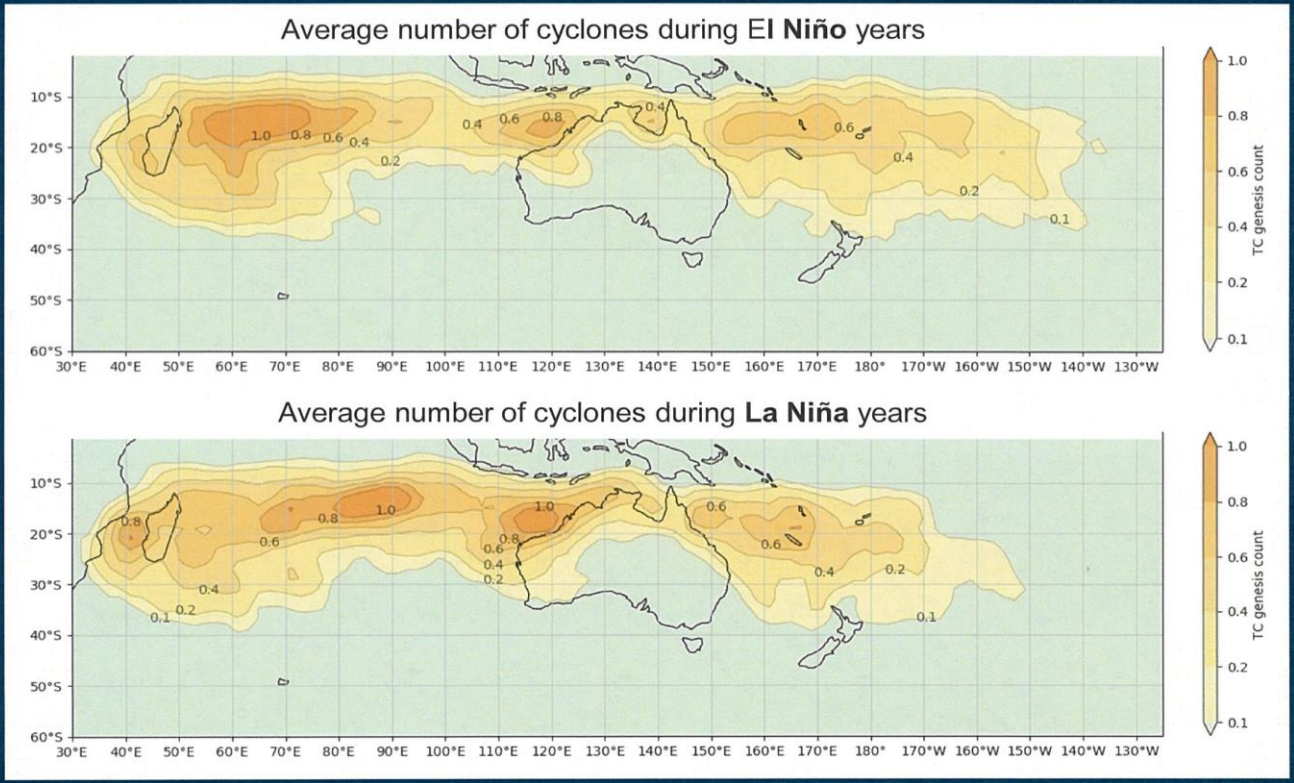
Tropical Systems



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Thank you

Gianni Colangelo

gianni.colangelo@bom.gov.au

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