



Government of Western Australia
State Emergency Management Committee

STATE SUPPORT PLAN

Emergency Welfare (Interim)

Note: This document contains information relating to the arrangements for welfare during emergencies. It must be read in conjunction with the State Emergency Management Plan, which contains the generic emergency management arrangements.

Reception operates under the Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from overseas (AUSRECEPLAN).

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Legislation

Policy

PLAN

Procedure

Guidelines

Glossary

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AMENDMENT TABLE

| Amendment | | Details | Amended by |
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| 1 | May 2020 | <ol style="list-style-type: none">Interim Version 01.00 – New State Support Plan format, content adjusted to suit new headings, including removal of resulting duplicated content.Amalgamation of the Interim State Emergency Welfare Plan Annexes into body of document –<ul style="list-style-type: none">Annex A – Registration and ReunificationAnnex B – ReceptionAnnex C – Disaster Information Support and Care Centre (DISCC)*Incorporate recommendations arising from the Emergency Management Welfare Response Review and broaden scope of plan to enhance flexibility.Incorporate feedback arising from State Welfare Committee membership review.Decisions and language around SWICC terminology (State Welfare Incident Coordination Centre); Food provision; Emergency Services Coordinator to Welfare Emergency Controller (WEC); role of State Welfare Coordinator (SWC), State Emergency Management Committee (SEMC) and Department of the Premier and Cabinet (DPC) in AUSRECPLAN; delegations of the SWC and WEC. | Department of Communities |
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This State Support Plan is available on the State Emergency Management Committee (SEMC) website: www.semc.wa.gov.au

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1 INTRODUCTION

The State Support Plan – Emergency Welfare (the Plan) provides an overview of arrangements for the management of welfare services in Western Australia and contains information on preparedness, response and initial recovery.

The Department of Communities (Communities) is the support organisation responsible for the support function of providing and coordinating welfare services as listed in the [Emergency Management Act 2005](#) (EM Act) and the [Emergency Management Regulations 2006](#) (EM Regulations).

The Plan refers to a range of existing plans and documents relating to welfare services but does not duplicate the information contained in these, instead providing directions to websites or other sources where further information can be obtained if required

1.1 AIM AND OBJECTIVE

The aim of this Plan is to document the strategic management and coordination of welfare services as part of the Western Australian State Emergency Management (EM) arrangements (r. 32 EM Regulations).

The objectives of the Plan are to:

- establish the role of Communities in preparedness, response and recovery activities at the State, district and local levels for the management and coordination of welfare services during emergencies;
- outline the responsibilities of emergency management partnering agencies coordinated by Communities to provide welfare services during emergencies;
- provide guidance for the operation of this Plan following activation of its response arrangements.

1.2 SCOPE

This Plan describes the State's emergency welfare arrangements, including roles and responsibilities of Emergency Management Agencies (EMAs), Controlling Agencies, and other public authorities, as per the [State Emergency Management Policy](#) (State EM Policy) section 5.9.5 and [State Emergency Management Plan](#) (State EM Plan) section 5.5.

The Plan outlines the arrangements for the provision of welfare services, where required, using an **all hazards** community centred approach.

The Plan also describes Communities responsibilities under the Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN) and the Perth Airport Aerodrome Emergency Plan.

1.3 AUTHORITY TO PLAN

The State Emergency Management Committee (SEMC) has delegated responsibility for the preparation, maintenance and review of this Plan to Communities as per [State EM Policy](#) section 1.5.6 and 5.9.5.1.

Communities also plans under the authority of the Australian Government Plan, AUSRECEPLAN, referred to in WA as Reception as per [State EM Policy](#) section 5.9.6.

1.4 PLAN RESPONSIBILITIES

Communities has been delegated the responsibility for the development, maintenance and review of this Plan. Additionally, where identified in the Plan, Communities will have responsibility for the provision of welfare supports or for the coordination and oversight of support delivered by partner organisations under the Plan

Communities is also responsible for the development and maintenance of Local Emergency Welfare Plans for each local government area (LGA) in Western Australia.

1.5 EXERCISE AND REVIEW PERIOD

This Plan is to be exercised in accordance with [State EM Policy](#) section 1.5.10.

The review period of this Plan shall not be more than five (5) years in accordance with [State EM Policy](#) section 1.5.

1.6 RELATED DOCUMENTS

This document is to be read in conjunction with the following suite of State EM documents:

- [Emergency Management Act 2005](#) (EM Act)
- [Emergency Management Regulation 2006](#) (EM Regulations)
- [State Emergency Management Policy](#) (State EM Policy)
- [State Emergency Management Plan](#) (State EM Plan)
- Relevant [State Hazard Plans](#)
- Relevant [State Support Plans](#)
- [State Emergency Management Procedures](#)
- Relevant [State Emergency Management Guidelines](#)
- [State Emergency Management Glossary](#) (State EM Glossary)

These Plans and the relationship between them can be viewed at www.semc.wa.gov.au/emergency-management/plans

Other documents related to this Plan include:

- Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN)
- Department of Communities Disaster Information Support and Care Centres (DISCCs) Operational Guideline
- Department of Communities Local Emergency Welfare Plans
- Local governments Local Emergency Management Arrangements (LEMA)
- Disaster Recovery Funding Arrangements Western Australia (DRFAWA)
- Perth Airport Aerodrome Emergency Plan including section 6.1 Care of Uninjured Plan.



1.7 ACTIVITIES INFORMING THE ASSURANCE PROCESS

Communities engages with intrastate agency stakeholders and national stakeholders, to ensure a consistent approach to emergency welfare response.

In 2019, a review of the Communities Emergency Management Welfare Response was undertaken. The review made a number of recommendations relating to this State Support Plan – Emergency Welfare. These recommendations have been considered and incorporated into this Plan, where relevant.

Communities has internal standard operating procedures and guidelines as well as an agency-specific plan to manage welfare response in an emergency.

The SEMC oversees compliance of this plan with the State EM arrangements and SEMC Emergency Management Capability Framework. Following the activation of this Plan, Communities undertakes a debrief to inform post operation reports of the event to contribute to the quality improvement process. Partnering agencies are invited to be part of the post-operative review and analysis to inform continuous improvement of plans, policies and processes.

2 ORGANISATIONAL RESPONSIBILITIES

2.1 EMERGENCY WELFARE SERVICES

[State EM Policy](#) section 5.9.5.2 describes 'Welfare services' as; 'the provision of immediate and ongoing supportive services to alleviate, as far as practicable, the effects on people affected by an emergency.'

[State EM Plan](#) 5.5.4, states Communities has the primary responsibility for coordinating the provision of welfare support. To assist in coordinating the provision of welfare services, six functional areas have been identified:

- emergency accommodation;
- emergency food provision;
- emergency clothing and personal requisites;
- personal support services;
- registration and reunification;
- financial assistance.

In addition, other priority activities may be directed by the State Welfare Emergency Committee (SWEC). The following operational welfare functions are also the responsibility of Communities:

- Reception.
- Disaster Information Support Care Centres (DISCCs).
- Coordination of welfare services under the Perth Airport Aerodrome Emergency Plan.

The SWEC is established by Communities as an advisory, consultative and referral group to oversee and assist in the planning, operation and continuous improvement of State and

local level welfare services. A list of the organisations that may constitute the SWEC as partnering agencies is provided in Appendix D. Membership of the SWEC is subject to the nature of each emergency as it arises. Membership is listed in SWEC's Terms of Reference and will be reviewed on an ongoing basis, subject to emergency management requirements.

The SWEC will seek to inform and enhance any welfare response through partnership and engagement with vulnerable groups, particularly Aboriginal people.

Each of the identified welfare functional areas is managed and coordinated by Communities with the assistance of these partnering agencies that have agreed to responsibilities under the relevant functional area. A number of other community services and not-for-profit organisations may partner with Communities to ensure a community centred approach to delivering welfare services.

At the local level, Emergency Welfare Coordination Groups (EWCG) may be established by Communities to assist in the planning and operation of local level welfare services, and these are recorded in Local Emergency Welfare Plans.

All partnering agencies staff and volunteers assisting Communities in accordance with this Plan are required to comply with Communities policies or equivalent, including those relating to working with children, volunteers, occupational health and safety and emergency management. Where a partnering agency or organisation is unable to meet its responsibilities, Communities shall make alternative arrangements.



The nature of an emergency may also require Communities to consider alternative methods for providing welfare services to those who need them. For example, empowering the community by establishing informal community-based supports.

2.2 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.

2.2.1 Welfare Centres

In Western Australia, welfare centres are a facility that may provide for evacuation, reception, accommodation, 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.

Local governments are required to identify suitable refuge sites and evacuation centres. For the purposes of this Plan all such facilities are classified as **Welfare Centres**. These sites are to be documented in the LEMAs ([State EM Policy](#) sections 5.7.4 and 5.9.5.5). Where no suitable facilities are identified this must also be documented in the LEMA.

2.2.2 State Welfare Centres

In some circumstances, particularly in larger State-level 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 LGAs. 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.

During Human Biosecurity Animal and Plant Biosecurity and HAZMAT related emergencies, Welfare Centres should be compliant with quarantine and self-isolation requirements. There may also be circumstances to establish virtual welfare centres (such as providing a hotline/online assistance) to address social distancing requirements.

A Disaster Information Support and Care Centre (DISCC) is a type of State welfare centre established in response to a large-scale event, with multiple casualties or where highly complex welfare support and services are required. The Communities DISCCs operational guide outlines the process for establishing and operating a DISCC. Refer to [section 2.8.2](#) of this Plan for additional information.

2.2.3 Safety considerations

The safety of evacuees and welfare centre staff is of primary concern when determining the location for a welfare centre.

Welfare centres will not be established in:

- Bushfire Emergency Warning areas;
- Bushfire Watch and Act areas (unless the Hazard Management Agency (HMA)/Controlling Agency has provided assurance that it is safe to do so);
- areas where there are no safe access routes to the welfare centres;

- facilities where there are structural concerns, and/or health concerns e.g. no running water, no drinking water, non-functioning sewage system, gas or chemical leaks in the area.

It is the responsibility of local government when identifying potential welfare centre locations to determine if the facility meets minimum safety standards and ratings for identified hazard events. The number of persons a site can accommodate is to be based on the official registered capacity of the building in accordance with licensing for building use. As well as being identified in the LEMA, identified facilities are also recorded on the State Welfare Centre Database.

Immediately prior to Communities taking control of a facility the Welfare Centre Safety Inspection checklist, contained within the Local Emergency Welfare Plan, must be completed jointly between Communities and a facility site representative. Any safety concerns or issues identified as part of this process should be reported, removed/barricaded or resolved as soon as possible.

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 LEMAs ([State EM Plan](#) section 4.6.1 Special Considerations).

During Human Biosecurity, Animal and Plant Biosecurity and HAZMAT related emergencies, accommodation should be compliant with quarantine and self-isolation requirements, where required.

2.2.4 Responsibility for the welfare centre premises

Communities is responsible for the premises for the period it is used as a welfare centre 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.

As Communities operate welfare centres on behalf of the relevant HMA/Controlling Agency, in the event of any claim for unusual damage incurred because of the use of a facility as a welfare centre, Communities will facilitate processes 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. Damage as a result of criminal activity may be referred to the WA Police Force.

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.

2.3 EMERGENCY FOOD PROVISION

Communities will coordinate the establishment of an emergency food provision service for those rendered homeless, evacuees and welfare workers engaged during an emergency. Communities will also coordinate larger scale, and potentially sustained responses where the welfare of a particular community is seriously impacted by food scarcity as a result of the emergency. Dependent on the scale and duration of the food provision 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 unless the person/organisation making the offer has the appropriate food handling certification.

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 in the Local Emergency Welfare Plans, to be considered as part of Communities' response.

2.4 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 'second-hand' or donated clothing is a last resort.

A resource list of emergency clothing and personal requisites suppliers and options is included in the Local Emergency Welfare Plans, for consideration by Communities. This lists organisations and retail outlets who agree to participate in these arrangements and ensures that acceptable procedural matters have been established.

2.5 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, fear, confusion, trauma and societal and family disruption. Personal support services are to be coordinated and provided by Communities where all informal supports have been exhausted.

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 personal support agencies and services is included in the Local Emergency Welfare Plans, for consideration.

2.6 REGISTRATION AND REUNIFICATION

The functional area of 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, Communities may use the registration and reunification Register.Find.Reunite. system or other options as appropriate. Register.Find.Reunite. 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 State Welfare Coordinator (SWC) will activate and implement registration and reunification when necessary, including the activation of the State Inquiry Centre managed by Australian Red Cross staff and volunteers. The registration and reunification function can be activated at any stage of an emergency to assist with response and recovery operations.

Key role and responsibilities:

- 1) Communities maintains responsibility for the coordination of registration of evacuees/affected persons. However, assistance may be provided by the Australian Red Cross if required/available.
- 2) The function of reunification of matching enquiries to registered evacuees is delegated by the SWC to Australian Red Cross, Western Australia.
- 3) Management of the Register.Find.Reunite. online system in Western Australia is provided by the Australian Red Cross, Western Australia, in liaison with Emergency Management Australia, Department of Home Affairs.

2.7 FINANCIAL ASSISTANCE

In Western Australia there are a number of financial assistance programs that may be put in place following a major emergency for those affected by the emergency and who are eligible and in need.

Communities has the responsibility for assessing immediate needs of impacted individuals and providing some financial assistance. The provision of this assistance 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 SWC/Welfare Emergency Controller (WEC).

2.8 ADDITIONAL OPERATIONAL RESPONSIBILITIES

2.8.1 Reception

Reception operates under the Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated (AUSRECEPLAN) from overseas. Reception provides emergency welfare services to Australian citizens overseas or for other citizens for whom the Australian Government accepts responsibility and have been repatriated to Australia in response to an overseas disaster or adverse security situation

Some or all welfare services can be provided under Reception, including registration and reunification, with the assistance of partnering agencies.

See [Section 6](#) of this Plan for key responsibilities of Communities specific to the Provision of Reception Centre Support as per AUSRECEPLAN.

2.8.2 Disaster Information Support and Care Centres (DISCCs)

Communities is responsible for establishing a DISCC and coordinating support staff supplied from partnering agencies as requested by the SWC/WEC and DISCC Coordinator. This will be done in consultation with the WA Police Force.



A DISCC is established by a request to Communities from the HMA/Controlling Agency, WA Police Force or State Emergency Coordinator (SEC) as a result of a major emergency where:

- significant personal loss and grief is experienced by many people;
- existing infrastructure and services are not considered by the requesting authority to be adequate or appropriate; and
- mass Disaster Victim Identification processes are to be utilised.

Welfare services can be provided at DISCCs to bereaved families and friends after a major disaster, and where mass Disaster Victim Identification processes are required.

More information related to establishing and operating DISCCs are contained in Communities DISCC Operational guide.

2.8.3 Perth Airport Aerodrome Emergency Plan

Communities is responsible for the coordination of welfare services during, and potentially after, an 'airport crash emergency' as defined under State Hazard Plan – Crash Emergency and various sections of the Perth Airport Aerodrome Emergency Plan including 6.1 Care of Uninjured Plan. This includes:

- coordinating all initial welfare support organisations such as St John Ambulance, Australian Red Cross and Airline representatives; and
- directly managing welfare services for passengers and relatives, until the airline can take over.

For the purposes of this Plan the scope of activation for an 'air crash emergency' may also include a 'hard landing' or another event whereby large-scale welfare support may be deemed necessary until other responsible agencies can coordinate a response.

3 PREPAREDNESS

3.1 RESPONSIBILITY FOR PREPAREDNESS

The responsibility for the preparedness for welfare services, including welfare services for Reception centres and DISCCs, is based on the following:

- (a) the SWEC and Local Emergency Welfare Coordination Groups, as partnering agencies, assisting Welfare Coordinators with their responsibilities;
- (b) Communities, providing management and coordination of welfare services in an event, planning and preparation activities including training, stakeholder engagement and development of Local Emergency Welfare Plans relevant input from local government;
- (c) partnering agencies that have agreed to responsibilities under the welfare functional areas ensuring they have the capacity to effectively respond and provide support; and
- (d) other government and non-government agencies are identified to provide further support as required.

3.1.1 Community Evacuation - Planning

The HMA/Controlling Agency has overall responsibility for the implementation and management of evacuation, in an emergency. To assist with evacuation planning, specific arrangements for the following groups should be included in LEMAs:

- unaccompanied children;
- schools;
- aged-care facilities;
- hospitals;

- caravan and holiday parks;
- persons with disabilities;
- elderly persons;
- those who are medically reliant;
- individuals from culturally and linguistically diverse (CaLD) backgrounds;
- remote aboriginal communities;
- isolated individuals and communities; and
- transient individuals and communities.

Communities relies on agencies or organisations which provide support to these groups to have suitable plans and response capabilities in place prior to an emergency to cater for any specific needs during an evacuation ([State EM Plan](#) 5.3.2 Community Evacuation and 4.6.1 Special Considerations).

3.1.2 Welfare of vulnerable people

To ensure vulnerable people are receiving adequate welfare support during an emergency, Communities is responsible for maintaining a framework for identifying and providing welfare support to vulnerable people during an emergency.

As all people experience elements of vulnerability in different ways, at different times, and in response to different events and emergencies, Communities will continue to tailor the way it supports people to prepare for, respond to and recover from emergencies.

3.1.3 Animal welfare

The Department of Primary Industries and Regional Development (DPIRD) is responsible for coordinating animal welfare services in emergencies ([State EM Policy](#) section 5.9.7)



The owner or carer of an animal is responsible for the welfare of that animal and should include consideration of its welfare in preparedness for, response to and recovery from an emergency ([State Support Plan – Animal Welfare in Emergencies](#) section 1.4).

3.1.4 Registration Services

The Australian Red Cross may assist Communities with this welfare function. In circumstances where Communities or Australian Red Cross is not represented in a community, Communities will arrange for another local agency to perform this function. Local registration arrangements will be recorded in the Local Emergency Welfare Plan.

Control of registration activities is undertaken by Communities who will be located at the State Welfare Emergency Coordination Centre, or elsewhere as required

3.1.5 Reunification Services

The Australian Red Cross provides reunification services on behalf of Communities where requested. Where the Australian Red Cross is not able to carry out this function, Communities shall undertake preliminary reunification activities, or make alternative arrangements.

3.2 RESOURCING

Communities is responsible for resourcing, managing and coordinating emergency welfare services to meet its obligations under the EM Act and EM Regulations. To achieve this Communities has allocated officers to identified key roles and provided an outline of the core responsibilities of these roles across preparedness, response and recovery. (see [Appendix C](#)

for more detail). Further detail on resourcing during Plan activation is outlined in [section 4.5](#) of this Plan.

It is noted that allocations, roles and responsibilities of resources are subject to the nature of each emergency and can be adjusted accordingly.

3.3 TRAINING AND EDUCATION

Training and education, both internally and inter-agency, will be determined by Communities with inclusion of the SWEC member agencies as relevant. At the local level training will be determined by Communities and EWCGs. 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.

A staged approach will be introduced to ensure accessibility to training as required, prioritising staff undertaking critical functions. While proactive training and education conducted prior to an emergency is preferred, ongoing training throughout the duration of an emergency will also be considered, in response to identified needs.

Training and education records will be maintained by Communities in a centralised online training system that records, monitors and tracks training undertaken by all employees involved in emergency management.



3.4 COMMUNITY INFORMATION

Communities' awareness and education strategies to prepare the community for activation of this Plan is via: SWEC, DEMCs and LEMCs education campaigns; and Communities and partnering agencies testing the Local Emergency Welfare Plans through discussion and field exercises.

4 RESPONSE

4.1 OPERATIONAL CONCEPT AND STRUCTURE

The provision of emergency welfare supportive services to the community is based on the daily administrative structure of Communities and a graduated response using both State and Local resources and support, as appropriate

The State and Local Emergency Welfare Plans are prepared by Communities, in collaboration with partnering agencies, at both State and local levels to support this concept. To ensure a community-centred approach to delivering welfare services, Communities may also partner with a number of other community services and not-for-profit organisations.

Upon activation of the response arrangements in this Plan, coordination activities and a support structure (including personnel and groups) appropriate to the emergency, including its location and welfare support needs, will be implemented.

4.2 OPERATIONAL COORDINATION

4.2.1 Incident Management System

Communities and partnering agencies will be familiar with incident management systems such as the Australasian Inter-Service Incident Management System (AIIMS) and/or the Incident Command and Control System Plus (ICCS Plus). Depending on the nature of the emergency, this approach may be adopted. Or alternatively, the internal incident management systems and procedures of Communities and partnering agencies shall continue to operate.

4.2.2 State Welfare Incident Coordination Centres

The State Welfare Incident Coordination Centre coordinates the welfare response to emergencies. The provision of a State Welfare Incident Coordination Centre, staffing and operating procedures is the responsibility of Communities.

The primary location designated as the State Welfare Incident Coordination Centre will be a metropolitan office of the Department of Communities. However, this location may change depending on the nature and location of an emergency.

Alternate locations which can be designated as a State Welfare Incident Coordination Centre include Communities district office/s or other available locations.

4.2.3 Communities Welfare Emergency Controller

Overall control and coordination of emergency welfare response rests with Communities through the designated SWC and Local Welfare Coordinators. Communities WEC is the link between the Local Welfare Coordinators and the SWC and, where applicable, with the relevant HMA/Controlling Agency.

Prioritisation of response will occur taking into account the operational capacity of Communities, and it's partnering agencies, and identified community needs. See [Appendix C](#) for more detail of the responsibilities of this role.

4.3 PLAN ACTIVATION

Alert of a critical event could be from an internal source or external partners. Communities may activate this Plan or the Local Emergency Welfare Plan from two sources:

- 1) A HMA/Controlling Agency may identify the need for the provision of welfare services and issue a request to the SWC. As a Support Organisation, Communities is responsible for the provision of welfare services in support of the HMA/Controlling Agency or Combat Agencies, upon request (r. 32 EM Regulations; [State EM Policy](#) section 5.3.4).
- 2) The SWC based on information provided internally (such as through a Local Welfare Coordinator) and/or externally, may identify the need to activate this Plan.

Regardless of who first identifies the need, the HMA/Controlling Agency and Communities SWC, WEC or Local Welfare Coordinator shall confer and agree that this Plan should be activated.

All involved parties will discuss the safe location of welfare centres and welfare services required. Once this decision is made, the State or Local Welfare Coordinator shall assess the immediate need for welfare services and activate Communities and partnering agencies if required and available. See [Appendix B – Department of Communities Standard Operating Procedures](#).

4.4 LEVELS OF RESPONSE

The level of response will be determined by Communities SWC/WEC or Local Welfare Coordinator based on information supplied by the HMA/Controlling Agency or the SEC. The SWC/WEC will attend and/or provide advice to the SECG/State Recovery Coordination Group (SRCG) where required.

4.4.1 Stages of Activation

The Plan will normally be activated in stages, detailed as follows:

- **Stage 1 - Alert:**
By internal or external sources.
- **Stage 2 - Activation:**
By the HMA/Controlling Agency or by Communities SWC based on information provided internally and/or externally. Activation will occur through agreement of the HMA/Controlling Agency and by Communities SWC. Response delivered through the Emergency Management Command Structure.
- **Stage 3 - Stand Down:**
HMA/Controlling Agency to officially notify Communities to Stand Down; or SWC/WEC or State or Local Welfare Coordinator to request of HMA/Controlling Agency to Stand Down if they assess welfare services no longer required.

[Appendix E](#) provides details of required actions for each stage. In an impact event for which there is no warning period, these stages may be condensed with stages being activated concurrently.

4.4.2 Emergency Situation Declaration

As the result of an emergency, or imminent threat of an emergency, the HMA or SEC may declare an emergency situation (s.50 EM Act).

Where it is deemed necessary, the Communities WEC may request the HMA to authorise Communities staff responding to the emergency and engaged in providing welfare services in accordance with this Plan, to act as a Hazard Management Officer for the purpose of accessing emergency powers such

as the exchange of information ([State EM Response Procedure 10](#)).

4.4.3 State of Emergency

Where extraordinary measures are necessary to respond to an actual or imminent emergency, the Minister for Emergency Services may declare a state of emergency (s.56 EM Act).

Where it is deemed necessary, the Communities WEC may request the SEC to authorise Communities staff responding to the emergency and engaged in providing welfare services in accordance with this Plan to be appointed as an Authorised Officers for the purpose of accessing emergency powers such as the exchange of information ([State EM Response Procedure 19](#)).

4.4.4 Exchange of Information

The ability to share personal information relating to persons affected by an emergency may be critical ([State EM Plan](#) section 5.2.5).

The State's public sector is governed by various confidentiality provisions in State legislation including the EM Act ([State EM Plan](#) section 5.2.5).

If authorised during an emergency situation or state of emergency, a Hazard Management Officer or Authorised Officer may request or share information with an emergency management agency for the purposes of emergency management (s.72 EM Act) such as:

- personal details of a person;

- information about the whereabouts of a person;
- information about the state of health of a person;
- information about any recent travel undertaken by a person; and
- information about persons with whom a person has been in close contact.

The Communities WEC, on behalf of the SWC, is to be consulted regarding the exchange of information.

4.5 RESOURCES - RESPONSE

Assistance is given to the community, employees and volunteers affected by major emergencies to facilitate effective and efficient recovery from the impact.

Communities as an emergency management support organisation, utilises allocated officers in specialised roles, to coordinate emergency welfare services when activated via this Plan. Local government plays a key role, as well as other partnering agencies including community services and other not-for-profit organisations, which may be engaged by Communities to assist in fulfilling welfare obligations as part of the State Emergency Welfare Plan. In the event of activation, if an Incident Support Group (ISG) or Operational Area Support Group (OASG) is formed by the Incident Controller to provide expert agency advice and strategic management of the emergency, Communities should be included as a member ([State EM Plan](#) section 5.3.2). A Communities representative will be appointed to attend.

4.5.1 Partnering Agencies

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, the SWEC and Communities.

Any Memorandums of Understanding or Service Level Agreements entered into with agencies in support of this Plan are to be retained by Communities WEC.

At the local level these responsibilities may be varied to suit the capabilities and availability of welfare organisations and are reflected in the Local Emergency Welfare Plans, developed by Communities in collaboration with local government.

Should a partnering agency not be able to manage its primary responsibilities, support with those responsibilities may be requested from the SWC. Ultimately, Communities is responsible for these functions where no partnering agency assistance is available. During response, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/WEC.

See [Appendix D](#) for a list of SWEC agencies and an outline of the primary area of responsibilities for each. Allocated responsibilities do not restrict one agency from assisting another, regardless of its primary role.

4.5.2 Interstate and Australian Government Physical assistance

This Plan is based on the utilisation of resources existing within a community and to supplement those resources when required at the State level. Requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/WEC. In some emergencies interstate/national resources may be required. Requests for Interstate assistance to provide welfare services is to be authorised by Communities SWC/WEC and is requested via the Communities Minister to their counterparts in other jurisdictions. The SWC/WEC will inform the HMA/SEC of this request.

4.5.3 Aerial Support and Other Provisions

Aerial support is a significant component of emergency management, and Communities has access to aerial support through HMAs such as WA Police Force, and the Department of Fire and Emergency Services. Under the Defence Aid to the Civil Community (DACCC) arrangements, Australian Defence Force aerial resources may also be available at the request of the HMA. Aerial support services may include the provision of human resources and other resources to support the functional operations, and the provision of mapping services for decision making processes. Communities will liaise with Emergency Management Agencies to source available aerial support providers, where required during emergency welfare response and recovery.



Other DACC support may also be requested such as accommodation facilities, transport options and general logistics.

4.6 ESTABLISHMENT OF WELFARE CENTRES

Welfare centres are established as emergency facilities from which Communities coordinates accommodation, food, clothing, financial assistance, registration, personal support and other welfare services until alternative arrangements can be made.

The establishment and management of welfare centres by Communities is on behalf of the HMA or Controlling Agency, in consultation with welfare centre owners.

The Incident Controller makes the decision to evacuate and maintains the responsibility of the management of evacuations throughout an event ([State EM Policy](#) section 5.7.3).

Welfare Liaison Officers are provided as required by each partnering agency to assist the Communities Coordinator/s in the management of the welfare response. These officers must be located at the State Welfare Incident Coordination Centre or Local Welfare Centre when requested.

4.6.1 Children, organisations, educational and care facilities

Supervisory staff or members of agencies, organisations and educational and care facilities such as women's refuges, men's hostels, group homes and aged care facilities, with responsibility for the care, supervision or provision of services to children and their clients, who evacuate or otherwise attend an evacuation centre, must remain at the centre and continue

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

Unaccompanied children, without direct parental or responsible adult supervision, should be evacuated into the care of Communities. Further advice and assistance regarding this can be sought from the Welfare Coordinator at an evacuation centre ([State EM Plan](#) section 5.5.4 Welfare Centres)

4.6.2 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.

4.6.3 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 ([State Support Plan – Animal Welfare in Emergencies](#) section 3.4.3). In the first instance owners and carers, if safe to do so, should seek to evacuate their animals to the properties of friends and family outside of the impacted area. LEMAs may identify if animals can be accommodated in the vicinity of welfare centres and if not, what alternate options may be available ([State Support Plan – Animal Welfare in Emergencies](#) section 3.4.3). For more information see the State Support Plan – Animal Welfare in Emergencies.

4.6.4 Registration and Reunification

On Activation of this Plan, Communities SWC/WEC will assess the need for Registration and will advise Australian Red Cross, Western Australia, if the Register.Find.Reunite. system needs to be activated. The system provides for the registration and reunification of affected persons using standardised forms. Where required the State Inquiry Centre will be established to receive and process registration forms, and process inquiries concerning the tracing and reunification of persons. On activation this system will generate a unique code to identify a specific emergency event that evacuees can be registered against. Stocks of registration 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. Registration may be carried out at other designated locations as determined by the SWC/WEC or Local Welfare Coordinator.

In addition, impacted individuals may choose to register themselves online using the Register.Find.Reunite. system

once it has been activated, or on the phone via the State Inquiry Centre if activated.

Family and friends can make inquiries about impacted individuals and/or families by completing an inquiry form at a welfare centre; ringing the State Inquiry Centre if opened or via the Register.Find.Reunite. online system.

Reunification of impacted persons and family and friends may occur through the State Inquiry Centre, at a welfare centre if appropriate, or at other designated locations determined by the SWC/WEC or Local Welfare Coordinator.

Completed registration and inquiry forms are to be dispatched to the State Inquiry Centre by the most expedient means available (i.e. facsimile, scanned and emailed, couriered etc.)

The State Inquiry Centre Coordinator, Australian Red Cross, may utilise other States to assist with Register.Find.Reunite. if required and will discuss with Communities SWC/WEC as part of this process. The request can be made by telephone and will be confirmed in writing as soon as possible.

4.6.5 Registration of hospitalised evacuees

The registration of hospitalised evacuees will be undertaken by the WA Police Force and/or Department of Health, preferably by having details entered directly onto the Register.Find.Reunite. system. However other arrangements may be agreed to by Communities SWC/WEC.

Where it is agreed by the SWC/WEC, WA Police Force or Department of Health, the State Inquiry Centre may release details of the hospital or health facility location of hospitalised persons. No details of persons registered within

Register.Find.Reunite. are to be released to any other party, unless agreed to by the person registering or in circumstances authorised under Law.

Under no circumstance are the deceased to be registered, or details released, by any other agency or organisation apart from WA Police Force.

4.6.6 Disaster Information Support and Care Centre (DISCC)

Communities SWC/WEC, in consultation with the WA Police Force, having considered the potential scale of the incident, will determine the need for a DISCC and issue such instructions to establish a DISCC.

The DISCC should only be opened once sufficient staff, resources and equipment to fulfil its designated functions are in place. If more than one DISCC is required to be opened, Communities will be responsible for coordinating all DISCCs.

A DISCC Coordinator will be appointed by the SWC/WEC to undertake operational management of the facility. The Coordinator will have a similar role as a Welfare Coordinator; however also needs to have skills in coordinating a multiagency facility providing highly complex, sensitive services.

More information relating to the establishment and operations of DISCCs are outlined in the Communities' DISCC Operational Guidelines. These guidelines are subject to the nature of the emergency and should be adjusted accordingly.

4.7 PUBLIC INFORMATION MANAGEMENT

In accordance with [State EM Policy](#) section 5.6, the [State EM Plan](#) section 5.3.1 and the [State Support Plan - Emergency Public Information](#) (SSP - Public Information) section 3.3, during the response to an incident, responsibility for management of the public information function rests with the Controlling Agency.

When an incident escalates to become an 'emergency' as defined by the EM Act, the HMA is in control of the public information function, in collaboration with the Controlling Agency (where they are different organisations).

The State Emergency Public Information Coordinator (SEPIC) is responsible activating the response arrangements in this Plan when there is a need for whole of government public information arrangements. This will involve coordination of whole of government public information across the emergency ([SSP - Public Information](#) section 3.5) and appointment of an appropriate support structure (SSP - Public Information section 3.6) as required.

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/WEC. This includes public information for any DISCCs that are set up. All non-welfare matters will be referred to the HMA/Controlling Agency.

If Register.Find.Reunite. is activated, the public need to be informed of the purpose of the system, how evacuees and the public can register and enquire, and if the State Inquiry Centre has been opened.



Communities SWC/WEC will give approval for Australian Red Cross to provide this information to the HMA/Controlling Agency, or the State Emergency Public Information Coordinator (SEPIC). Australian Red Cross will use the sample media release in [Appendix G](#), with the relevant information included, and are to notify the SWC/WEC when this has occurred, as well as any further media releases required with new information.

4.8 FINANCIAL ARRANGEMENTS FOR RESPONSE

Financial arrangements for activation of this Plan will be as outlined in [State EM Policy](#) section 5.12 and [State EM Plan](#) section 5.4, unless other arrangements are negotiated and approved by Communities SWC/WEC. All expenditure under this Plan must be approved by the SWC/WEC.

All partnering agencies need to maintain accurate records of costs incurred in providing any welfare services under the coordination of Communities.

4.9 STAND DOWN FROM RESPONSE

Upon agreement with the HMA/Controlling Agency, stand down actions will commence following [Appendix E](#) - Stages of Activation, Stage 4 – Stand Down.

Welfare services may continue beyond this time at the discretion of Communities SWC/WEC. Ongoing services will be monitored by the SWC/WEC and/or Local Welfare Coordinator. Partnering agencies will be responsible for submitting ongoing and debrief reports to the SWC/WEC and/or Local Welfare Coordinator.

To stand down Register.Find.Reunite. the following procedures shall apply:

- (1) Communities SWC/WEC will advise Australian Red Cross and other partnering agencies that Register.Find.Reunite. is no longer required.
- (2) Australian Red Cross will confirm cessation with the SWC/WEC.
- (3) Communities SWC/WEC shall advise the HMA/Controlling Agency.

Partnering agencies are stood down by Communities SWC/WEC or Local Welfare Coordinator on completion of tasks.

4.10 DEBRIEFS AND POST-OPERATION REPORTS

Communities SWC/WEC and/or the Local Welfare Coordinator conducts a debrief of participating staff and agencies as soon as practical after all agencies are stood down.

At the State level, Communities SWC/WEC and/or Local Welfare Coordinator prepares and distributes post-operation reports, in accordance with [State EM Policy](#) section 5.11.

As part of the incident analysis/review, partnering agencies involved in any activation in support of this Plan may provide a post incident analysis or review to Communities SWC/WEC and/or Local Welfare Coordinator. These reviews may be used for consultative purposes and may be included in the Post Operation Report and retained by Communities.



4.11 CONTINUOUS IMPROVEMENT AND LESSONS MANAGEMENT

In accordance with [State EM Policy](#) section 4.12, Communities will adhere to the principle of continuous improvement. The Western Australian EM sector embraces the philosophy and practice of continuous improvement, in which tools such as post-operation analysis is of particular value to identify issues that may necessitate amendment of policies, plans and procedures.

Post-exercise reports describing lessons identified will be submitted to the SEMC for consideration. Where state-level lessons are identified for further action, recommendations will be referred to the relevant SEMC subcommittee or reference group. Lessons identified requiring local level action or response will be referred to the relevant local emergency management body.

5 RECOVERY

5.1 RECOVERY DEFINITION

The EM Act (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.’

WA’s recovery activities are underpinned by the National Principles for Disaster Recovery and are delivered across four environments: social, built, economic and natural.

Under the [State EM Plan](#) – Appendix E: Roles and Responsibilities; it is the responsibility during recovery for Communities to coordinate the welfare components of recovery in line with the services outlined in this Plan for people affected by an emergency.

Communities SWC, or proxy, will participate in the SRCG if one is established and coordinate welfare services at the State level. This may include the SWC liaising with the State Recovery Controller and/or State Recovery Coordinator on the interaction between emergency welfare provision and recovery programs. At the local level, if recovery welfare services are required, Communities local staff will contact the SWC/WEC to discuss assessment, need and delivery of these services.

5.2 RECOVERY ASSESSMENT

To facilitate the effective coordination of the welfare recovery process, an assessment of the welfare recovery requirements

may be conducted as soon as possible, and when safe to do so, after the onset of the emergency event.

As described in [State EM Policy](#) section 6.2.1 -

‘The Controlling Agency is responsible for the coordination of an assessment of all impacts relating to all recovery environments prior to cessation of the response, including a risk assessment and treatment plan to provide for safe community access to the affected area. Comprehensive impact information is required by local governments to assist in planning recovery activities.’

5.3 RESPONSIBILITY FOR RECOVERY

As per [State EM Policy](#) section 6.3, local government are responsible to manage recovery after an emergency affecting the community/ies in its District; identify a Local Recovery Coordinator and have a Local Recovery Plan.

The Local Recovery Coordinator is responsible for the coordination of local level recovery activities in conjunction with the Local Recovery Coordination Group (when formed). Where more than one local government is affected, a coordinated approach should be facilitated by the Local Recovery Coordinators.

Communities may continue its responsibility for the coordination of welfare services in the recovery phases under the six functional welfare areas, and other priorities as directed by the SWEC.

Communities needs to be consulted via the Communities WEC or Local Welfare Coordinator about providing welfare services as part of the coordinated recovery activities. Depending on the

nature and/or magnitude of the emergency Communities will be represented at both the State and local levels of recovery coordination where required.

5.4 EMERGENCY RELIEF AND ASSISTANCE IN RECOVERY

Offers of, or requests for, volunteer assistance with recovery activities and spontaneous donations should be coordinated through the Local Recovery Coordination Group to avoid duplication of effort ([State EM Policy](#) section 6.9). At a State level, coordination of assistance is undertaken by the State Recovery Coordinator or the SRCG, if established ([State EM Policy](#) section 6.8).

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.

5.5 FINANCIAL ASSISTANCE IN RECOVERY

As per [State EM Plan](#) section 6.10 –

‘The primary responsibility for safeguarding and restoring public and private assets affected by an emergency rests with the owner. Asset owners need to understand the level of risk and have appropriate mitigation strategies in place. However, Government recognises that communities and individuals do not always have the resources to provide for their own recovery and financial assistance is available in some circumstances. Assistance is not compensation based nor intended to replace or act as a disincentive for self-help, insurance or other mitigation strategies.’

Through the **Disaster Recovery Funding Assistance Western Australia** (DRFAWA), the State Government provides a range of relief measures to assist communities recover from an eligible event. See State EM Recovery Procedure 1 for further information.

Communities may provide some financial assistance in recovery for individuals and families if DRFAWA 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 and subject to income and/or assets testing.

Other financial assistance may be available after an emergency through Services Australia and the Lord Mayor’s Distress Relief Fund as described in section 6.10 of the [State EM Plan](#) and below.

5.5.1 Services Australia (Centrelink)

In an emergency, Centrelink will ensure that payments to its existing clients in the area affected by the emergency are not disrupted. In addition, it can often provide financial assistance to any person whose livelihood has been affected by the emergency. Centrelink is represented on the State Emergency Welfare Committee and, where possible, should be invited to join the Local Recovery Coordination Group.

If activated by the Australian Government, Centrelink can administer –

- **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.

- **Disaster Recovery Allowance (DRA)** - a short term payment to assist individuals who can demonstrate their income has been affected as a direct result of a declared disaster.

5.5.2 Public Appeals – Lord Mayor’s Distress Relief Fund

The Lord Mayor's Distress Relief Fund was established in 1961 to provide relief of personal hardship and distress arising from natural disasters occurring within Western Australia. The perpetual fund is a registered charitable body and has approval of the Australian Taxation Office for tax deductibility of contributions. See [State EM Recovery Procedure 1](#) for further information.

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

5.6 CESSATION OF RECOVERY

[State EM Policy](#) section 6.6 outlines the formal process of ceasing State-level recovery arrangements.

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

5.7 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.

6 RECEPTION (WA)

6.1 RECEPTION ACTIVATION PROCEDURES

Under AUSRECEPLAN, Emergency Management Australia, Department of Home Affairs will issue a formal task request to undertake reception operations. In WA this request will go to the SWC/WEC, Communities.

The SWC/WEC will advise Department of Premier and Cabinet (DPC) that a request has occurred. DPC will review the task request, and on acceptance of the task, approve the utilisation of State resources to carry out Reception (WA) activities.

Where the management of the event exceeds the capacity of Communities, DPC will activate and coordinate additional government agencies to support.

Communities will maintain communications with the Emergency Management Australia, Department of Home Affairs throughout the event.

The provision of emergency reception operations is based on the following:

- SWC/WEC will assume the role of Incident Controller in an event, and manage this responsibility at the State level;
- WEC to coordinate the initial response according to this Plan;
- Partnering agencies to be responsible for the provision of welfare services, as detailed in [Appendix D](#).

See [Appendix F](#) for further detail of Reception (WA) Operational Process.

Where agreed, the SEC may assist the SWC/WEC through convening a coordination group (outside of the State Emergency Management Framework) to coordinate agencies at a State level ([State EM Policy](#) section 5.4.9).

Communities should normally receive between four and seven days warning from EMA that an evacuation is likely to, or will, occur. This early warning notification will follow the previously detailed communication protocols; however, short notice evacuations may occur, which would involve some, or all, alerts and levels of response to be initiated simultaneously.

6.2 OPERATIONS/COORDINATION MANAGEMENT STRUCTURE

Overall control and coordination of Reception is the responsibility of Communities through the designated WEC. Communities prioritises its response in line with its operational capacity and relies on partnering agencies to assist when required.

Communities and these partnering agencies will be familiar with incident management systems such as AIIMS and/or ICCS Plus. Depending on the nature of the emergency, this approach may be adopted. Or alternatively, the internal incident management systems and procedures of Communities and partnering agencies shall continue to operate.

6.3 FUNCTIONAL MANAGEMENT CENTRES

As per [section 4.2.2](#) of this Plan, the State Welfare Incident Coordination Centre coordinates the welfare response to emergencies. This Plan and Local Emergency Management Arrangements (LEMAs) may be activated where required in support of the AUSRECEPLAN. The provision of such facilities, their staffing and operating procedures is the responsibility of Communities SWC/WEC.

The primary location designated as the State Welfare Incident Coordination Centre will be a metropolitan office of the Department of Communities. However, this location may change depending on the nature and location of an emergency.

Alternate locations which can be designated as a State Welfare Incident Coordination Centre include Communities district office/s or other available locations.

6.4 LEVELS OF RESPONSE - AUSRECEPLAN

AUSRECEPLAN consists of three phases – **Standby**, **Alert** and **Active**.

The following table aligns AUSRECEPLAN phases with the activation stages of this State Support Plan, listed at [section 4.4.1](#).

| Phases (as per AUSRECEPLAN) | Activation Stage (as per 4.4.1) | Response (action by Communities) |
|--|--|---|
| Standby - 'Monitor and prepare' | Default phase | Monitor potential situations and responses, undertake training and exercises, develop review and maintain Reception plan. |
| Alert - 'Evacuation is Probable' | See Appendix E – Stage 1: Alert. | Activate Reception plan to the relevant level, undertake planning and preparation activities. |
| Active - 'Evacuation is authorized and imminent or underway' | See Appendix E – Stage 2: Activation | Activate Reception plan. |

The level of response will be determined by Communities SWC/WEC based on information supplied by EMA.

6.5 STATE SUPPORT AGENCY LIAISON OFFICERS

As well as the Support Agency Welfare Liaison Officers provided by each partnering agency, Emergency Management Australia, Department of Home Affairs will provide a Liaison Officer to advise the SWC/WEC; and if necessary, Communities will provide a Liaison Officer to Emergency Management Australia, Department of Home Affairs.

6.6 PUBLIC INFORMATION MANAGEMENT

AUSRECEPLAN outlines the protocols for **Media and Public Communications** when an AUSRECEPLAN event occurs. These protocols will be implemented in alignment with WA's State Support Plan - Emergency Public Information, and [section 4.7](#) of this Plan.

6.7 FINANCIAL ARRANGEMENTS

All partnering agencies need to maintain accurate records of costs incurred in conducting reception operations. Communities shall consolidate these costs and submit these for processing with Department of Home Affairs – EMA as described in AUSRECEPLAN.

The AUSRECEPLAN **Guide for Financial Reimbursement** details the arrangements for submitting a claim to the Australian Government, following the completion of a tasking under an Australian Government plan.

Costs that may be incurred during reception operations and for which Australian Government reimbursement can be claimed are:

- Overtime, meal allowances and travel expenses for emergency management and authorised official personnel.
- Wages and allowances for agencies contracted to supply specialist services.
- Temporary employment costs.
- Transportation/Charter costs for evacuees.
- Consumables including food and water etc.
- Repair and replacement of damaged equipment.

- Reception point and Reception Centre venue costs, including venue and meeting room hire.
- Emergent medical, public health/safety matters, including health assessment costs.
- Temporary emergency accommodation costs.
- Communications costs (internet/phone).
- Debrief and operational planning in direct response to a tasking.
- Other pre-approved costs directly attributed to the reception operation.

7 APPENDICES

APPENDIX A – GLOSSARY OF TERMS/ACRONYMS

Emergency Management terminology used throughout this document has the meaning prescribed in section 3 of the *Emergency Management Act 2005* or as defined in the [State EM Glossary](#) to ensure consistency across agencies. To assist with greater understanding of this Plan, the following EM and welfare-specific terms have been used throughout this document.

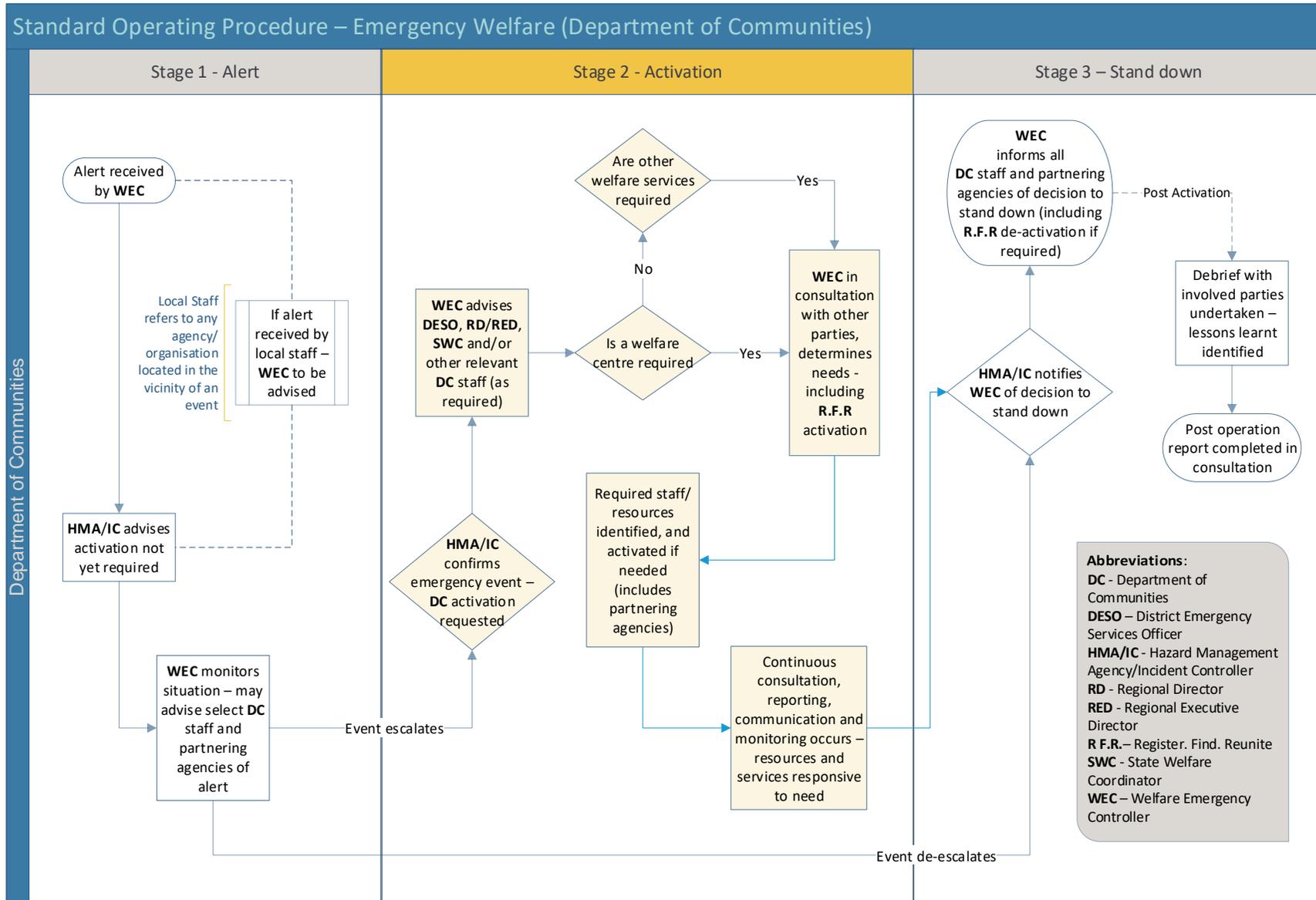
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|--|--|
| AIIMS | Australasian Inter-Service Incident Management System - a common incident management system for emergency management agencies and those that support them. |
| AUSRECEPLAN | Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from overseas |
| Controlling Agency | An agency nominated to control the response activities to a specified type of emergency, either through legislation other than the EM Act or by agreement between a HMA and one or more agencies. |
| ESU | Emergency Services Unit – Department of Communities business unit that has responsibility for particular activities contained within this plan. |
| Emergency Management Australia | Emergency Management Australia, Department of Home Affairs – body that develops, maintains and oversees AUSRECEPLAN |
| Emergency Situation Declaration | A declaration made under section 50 of the <i>Emergency Management Act 2005</i> , by a Hazard Management Agency or the State Emergency Coordinator, which provides access to additional emergency management powers. |
| DESO | District Emergency Services Officer – Communities Officer allocated to a district as an emergency management resource. See Appendix C for more detail of responsibilities |
| DISCC | Disaster Information Support and Care Centre – see section 2.8.2 of this plan for further information |
| DPIRD | Department of Primary Industries and Regional Development – see 3.1.2 |
| DRFAWA | Disaster Recovery Funding Assistance Western Australia - through these arrangements the State Government provides a range of relief measures to assist communities recover from an eligible natural event (i.e. bushfire, cyclone, earthquake, flood, landslide, meteorite strike, storm, storm surge, tornado and tsunami) |
| EWCG(s) | Emergency Welfare Coordination Groups - local groups established by Communities to assist in the planning and operation of local level welfare services. The Groups have representatives of statutory, private and voluntary organisations and are known as partnering agencies |

| | |
|-----------------------------------|---|
| HMA | Hazard Management Agency - a public authority, or other person, prescribed by the <i>Emergency Management Regulations 2006</i> to be a hazard management agency for emergency management, or an aspect of emergency management, of a hazard |
| IC | Incident Controller - person designated by the relevant Controlling Agency, to be responsible for the overall management and control of an incident within an incident area and the tasking of agencies in accordance with the needs of the situation. [Agencies may use different terminology; however, the function remains the same] |
| ICCS Plus | Incident Command and Control System Plus - a nationally adopted structure to formalise a common and coordinated approach to emergency incident management |
| ISG | Incident Support Group - a group of agency/organisation liaison officers convened by the Incident Controller to provide agency specific expert advice and support in relation to operational response to the emergency |
| LEMA(s) | Local Emergency Management Arrangements – these include local government/s’ documentation and plans on risk assessment and mitigation, preparedness, response and recovery |
| LEMC(s) | Local Emergency Management Committee established under section 38, Emergency Management Act 2005 |
| Liaison Officers | a representative of an agency/organisation as part of an incident management / operations area management group. Liaison officers should have the capability to communicate with the agency they represent and the authority to commit their agencies’ resources as outlined in this Plan. Also referred to as State Welfare Support Agency Liaison Officers and Welfare Liaison Officers |
| LG Welfare Liaison Officer | Local government appointed officer who provides support to Communities |
| LWC | Local Welfare Coordinator - Officer appointed by the Communities District Director. See Appendix C for more detail of responsibilities |
| OASG | Operational Area Support Group - a group of agency / organisation liaison officers convened by the Operational Area Manager to provide agency specific expert advice and support in relation to strategic management of the emergency |
| Reception | Communities also plans under the authority of the Australian Government Plan, for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN), referred to in WA as Reception |

| | |
|---------------------------------------|--|
| Register.Find.Reunite. | a national system developed for registration and reunification services to facilitate the accounting of persons affected by emergencies, which can be implemented at the State and local level. In Western Australia Communities has been designated as the commissioning agency with Australian Red Cross operating the State Inquiry Centre when authorised by the SWC |
| Registration and reunification | this welfare function enables individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated, intrastate, interstate or internationally |
| SEC | State Emergency Coordinator - the Commissioner of Police holds the office of the SEC (s. 10 EM Act) and provides advice to the Minister in relation to emergencies (s. 11(2) (a) EM Act) |
| SECG | State Emergency Coordination Group is established, under section 26 of the <i>Emergency Management Act 2005</i> during a state of emergency, or may be established where an emergency occurs or is imminent, to ensure the provision of a strategic, coordinated multi-agency response to and recovery from the emergency and report to the Minister |
| SEMC | State Emergency Management Committee is established under section 13 of the <i>Emergency Management Act 2005</i> |
| State EM Plan | State Emergency Management Plan prepared under section 18 of the <i>Emergency Management Act 2005</i> to outline the State arrangements for the emergency management of hazards and support functions |
| SOP | Standard Operating Procedures - a set of directions detailing what actions could be taken, as well as how, when, by whom and why, for specific organisation, events or tasks |
| State Inquiry Centre | when required the Communities SWC will advise Australian Red Cross Western Australia to open and operate the State Inquiry Centre to receive and process registration and inquiry forms for the reunification of persons |
| State Inquiry Coordinator | is an Australian Red Cross officer who manages the State Inquiry Centre |
| State of Emergency | a declaration made under section 56 of the <i>Emergency Management Act 2005</i> , by the Minister, which provides access to further emergency management powers – see 4.4.3 above for more details |
| SWC | State Welfare Coordinator - Communities representative appointed by Communities Director General (DG). This role can be delegated to other Communities officers as circumstances require. See Appendix C for more detail of responsibilities |
| State Welfare Centres | in larger State level sized emergencies, 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 area communities. Operates in a similar manner with the same procedures as a Local Welfare Centre |

| | |
|---|---|
| State Welfare Incident Coordination Centre | the centre/s established at the State level by Communities from which the coordination of the emergency welfare services occurs. Also referred to as an Emergency Coordination Centre (ECC) |
| SWEC | State Welfare Emergency Committee established by Communities as an advisory, consultative and referral group to oversee and assist in the planning and operation of State and local level welfare services. The Committee has representatives of statutory, private and voluntary organisations known as partnering agencies |
| Support Organisation | public authority or other person who or which, because of the agency's functions under any written law or specialized knowledge, expertise and resources is responsible for providing support functions in relation to that agency |
| Welfare Centre | 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. For the purposes of this Plan all such facilities are classified as a Welfare Centre. Also includes Reception Centres under AUSRECEPLAN Reception |
| WEC | Welfare Emergency Controller an appointed officer of Communities who ensures the preparedness of Communities to carry out its emergency management functions. This role can be delegated as required. The WEC is authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements. See Appendix C for more detail of responsibilities |
| Welfare Support Agency | also known as Partnering agency - engaged by Communities to assist in fulfilling their welfare obligations as part of the State Support Plan – Emergency Welfare and Local Emergency Welfare Plan where available |

APPENDIX B –STANDARD OPERATING PROCEDURES – EMERGENCY WELFARE (DEPARTMENT OF COMMUNITIES)



APPENDIX C – DEPARTMENT OF COMMUNITIES - RESOURCES AND RESPONSIBILITIES

| Resource | Responsibilities during Preparedness, Response and Recovery |
|---|--|
| State Welfare Coordinator (SWC) (Communities) | Responsibilities include: <ul style="list-style-type: none"> • Coordination of all emergency welfare services at the State level; • Represent the DG on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required; • Act as the DG’s representative relevant SEMC subcommittees and other State and national level committees as appropriate. • Chairing the State Welfare Emergency Committee (SWEC); • Coordination of all partnering agencies within the State Welfare Incident Coordination Centre. |
| Welfare Emergency Controller (WEC) (Communities) | The WEC is the link between the Local Welfare Coordinators and the SWC and, where applicable, with the relevant HMA/Controlling Agency. The WEC is authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements. Responsibilities include: <ul style="list-style-type: none"> • Establish the State Welfare Incident Coordination Centre and manage centre functions during operation; • Activate responses to emergency situations, authorise emergency expenditure and utilise resources to meet those responses; • Assist the SWC with their functions as required; • Manage emergency welfare services functions as required; • Provide support to country staff/offices involved in emergencies; • Represent Communities on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required. |

| Resource | Responsibilities during Preparedness, Response and Recovery |
|---|---|
| District Welfare Representatives (Communities) | <ul style="list-style-type: none"> • Represent Communities on District Emergency Management Committees (DEMCs) to address emergency welfare support matters (Communities District Director or proxy); • Ensure the arrangements of this Plan are clearly understood at the district level; • Clarify Communities policy on emergency welfare matters where required; • Refer matters of a contentious nature to Communities Emergency Services for resolution; • Ensure development, testing and maintenance of Local Emergency Welfare Plans for the district in which the LG areas fall; • Appointing Local Welfare Coordinators for each LEMC; • Represent Communities on Operational Area Support Groups (OASGs) as required. |
| District Emergency Services Officer (DESO) (Communities) | <ul style="list-style-type: none"> • As a local emergency management resource, develop local arrangements, procedures and resources e.g. EM Kits; • Develop, test and maintain the Local Emergency Welfare Plans for the district in which the local government/s (LG) areas fall; • Ensure staff and volunteers of Communities and partnering agencies are trained and exercised in their welfare responsibilities by conducting training sessions and exercises annually; • Liaise and establish networks and partnerships with agencies; • Assist with activations if available; • Assist and support the District Welfare representatives and Local Welfare Coordinators to carry out their roles; • Be a conduit for other local level planning documents that may be pertinent to operations of the SWEC/SWC. |

| Resource | Responsibilities during Preparedness, Response and Recovery |
|--|---|
| Local Government (LG) Welfare Support | <ul style="list-style-type: none"> • When an emergency event takes places within the boundaries of an LG, they may be activated by the HMA/Controlling Agency or by Communities to provide the initial welfare response to evacuating community members. This is primarily due to their 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/Controlling Agency 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 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; • 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; • 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. <p>If LGs elect to undertake their own welfare arrangements without Communities consultation, LGs are responsible for their own costs.</p> |

APPENDIX D –STATE WELFARE EMERGENCY COMMITTEE (SWEC) AGENCIES

Communities has the primary role of providing and coordinating welfare services during and emergency. Membership of the SWEC is subject to the nature of each emergency as it arises.

| Agency / Organisation Name | Role and Responsibilities |
|---|--|
| <p>Department of Communities (Communities) Lead Welfare Agency</p> | <p>Role Functional lead agency for planning, coordinating and implementing welfare services in Western Australia during emergencies.</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Appoint the State Welfare Coordinator (SWC) and Local Welfare Coordinators to support each local government area; • Establish, chair and manage the activities of the State Welfare Emergency Committee and Local Emergency Welfare Coordination Groups including the provision of secretariat support; • Provide staff and operate the State Welfare Incident Coordination Centre; • Undertake a general assessment of the needs of individuals and families affected by a disaster • Coordinate the set up and running of evacuation centres and welfare centres; • Coordinating all welfare resources used during emergencies. • Coordinate the provision of, or access to, support services which help meet immediate essential needs during response and recovery. Support services could include access to personal support counselling, emergency clothing, alternate accommodation advice, legal advice and financial assistance etc. • Work with individuals, families and the community to assess and respond to long term welfare requirements of the community. • Provide advice to the State Emergency Management Committee on measures to improve the provision of welfare support in the event of a disaster. • Provide representatives to various emergency management committees and coordination groups as required. |

| Agency / Organisation Name | Role and Responsibilities |
|---|---|
| | <ul style="list-style-type: none"> • Take ownership for managing vulnerable people during emergencies and put in place arrangements to ensure their safety and wellbeing. • Developing and implementing planning for continuity of essential disability related services including care facilities • Assisting people (suffering hardship) who have been placed under the home quarantine or isolation, their family, household and others during a human epidemic. • Prioritising the care of children and dependents of the deceased or seriously ill individuals. • Coordinating support to travellers in affected areas. |
| ADRA – Adventist Development and Relief Agency | <ul style="list-style-type: none"> • Provide a Support Agency Liaison Officer/s as required; • Assist with the provision of emergency short to medium term accommodation; • Provide regular updates to Communities, including a list of all emergency accommodation organised for evacuees; • Assist with other welfare functional areas where agreed. |
| Australian Red Cross | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Assist with Registration at Welfare Centres; • Provide a State Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends; • Manage and operate the Register.Find.Reunite. system; • Assist with the provision of Personal Support Services; • Assist with other welfare functional areas where agreed. |
| Country Women’s Association | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Assist with the provision of Emergency Catering at Welfare Centres; • Assist with the provision of Personal Support Services; • Assist with the provision of Emergency Clothing and Personal Requisites; • Assist with other welfare functional areas where agreed. |
| Department of Education | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Provide access to facilities for Emergency Accommodation where available; |

| Agency / Organisation Name | Role and Responsibilities |
|--|--|
| | <ul style="list-style-type: none"> • Provide access to facilities for Emergency Catering where available; • Provide access to staff to assist with Personal Support Services, including School Psychology Service where agreed and available; • Assist with other welfare functional areas where agreed. |
| Department of Fire and Emergency Services (DFES) | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • 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 in relation to natural hazards. |
| Department of Health | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Provide a comprehensive response to mental health effects of an emergency, as outlined in the Mental Health Disaster Subplan; • Provide health response as outlined in the State Health Emergency Response Plan; • Assist with the provision of Personal Support Services at Welfare Centres; • Assist with other welfare functional areas where agreed. |
| Services Australia | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Provide Financial Assistance to people affected by the emergency in accordance with DHS Centrelink guidelines, policies and the Social Security Act; • Provide support services or referral advice to appropriate agencies; • Assist with other welfare functional areas where agreed. |
| Department of Local Government, Sport and Cultural Industries, including Office of Multicultural Interests Division | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Negotiate at the local level how the Department of Local Government, Sport and Cultural Industries could assist; • Provide strategic policy advice regarding the provision of welfare services within a multicultural framework; • Assist with other welfare functional areas where agreed. |

| Agency / Organisation Name | Role and Responsibilities |
|--|--|
| Department of the Premier and Cabinet | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Negotiate how the Department of the Premier and Cabinet could assist; • Provide strategic policy advice. |
| Department of Treasury | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Negotiate how the Department of Treasury could assist; • Provide strategic policy and financial advice |
| Legal Aid Western Australia | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Provide relevant legal information for emergency impacted persons and/or communities; • Assist with other welfare functional areas where agreed. |
| Mental Health Commission | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Negotiate how the Mental Health Commission could assist; • Provide strategic policy advice regarding the provision of services to mitigate the impact of an emergency on the mental health of the community; Assist with other welfare functional areas where agreed. |
| National Disability Insurance Agency | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Negotiate how the NDIA could assist; • Provide strategic policy advice regarding the continuity of services to people with disability. |
| Salvation Army | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Provide Emergency Catering at Welfare Centres; • Provide Emergency Clothing and Personal Requisites such as toiletries and other incidentals to those affected as required; • Assist with the provision of Personal Support Services; • Assist with other welfare functional areas where agreed. |
| St John Ambulance | <ul style="list-style-type: none"> • Provide a Support Agency Officer /s as required; • Provide qualified First Aiders at Welfare Centres, where required and available; • Assist with other welfare functional areas where agreed. |
| Volunteering WA | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; |

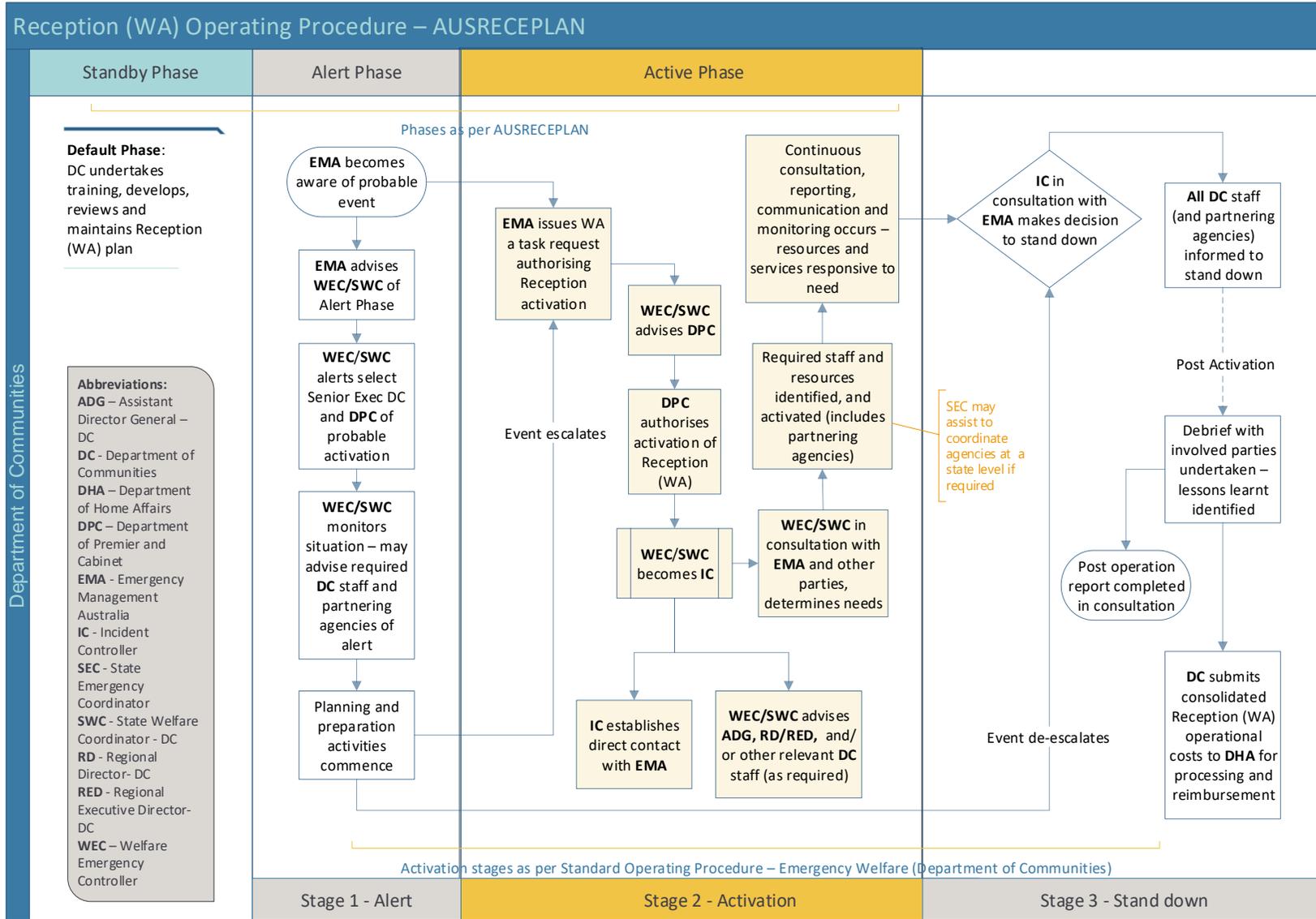
| Agency / Organisation Name | Role and Responsibilities |
|--|---|
| | <ul style="list-style-type: none"> • Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment; • Manage affiliated and spontaneous non-affiliated Volunteers; • Assist with other welfare functional areas where agreed. |
| WA Police Force | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Maintain public order where required; • Assist with other welfare functional areas where agreed. |
| WA Local Government Association | <ul style="list-style-type: none"> • Provide a Support Agency Officer/s as required; • Negotiate at the local level how Local Governments could assist in the response to the emergency; • Assist with other welfare functional areas where agreed. |
| YouthCare | <ul style="list-style-type: none"> • Provide a State Support Agency Liaison Officer to the State Welfare Incident Coordination Centre for emergency planning, preparation, advice and chaplaincy management. • Assist with the provision of Personal Support Services at Welfare Centres where available including practical support, emotional support and pastoral care support. • Assist with other welfare functional areas where agreed |
| Other agencies | May be invited to join the SWEC as required and roles will be negotiated at that time. |

APPENDIX E - STATE SUPPORT PLAN – EMERGENCY WELFARE: STAGES OF ACTIVATION

| Activation Stage number | Activation Stage name and actions |
|-------------------------|--|
| <p>Stage 1</p> | <p>Alert: By the HMA/Controlling Agency or by Communities State Welfare Coordinator (SWC)/Welfare Emergency Controller (WEC) based on information provided from within Communities.</p> <ul style="list-style-type: none"> • Partnering agencies are alerted by the SWC or the WEC on behalf of the SWC and/or the Local Welfare Coordinator; • Partnering agencies alert their own personnel; • Additional information allowing partnering agencies time to arrange preliminary preparations is provided; • Key personnel are briefed on action to be taken; • The State Welfare Incident Coordination Centre is prepared for activation if required; • Establish liaison as appropriate with the HMA/Controlling Agency and/or Emergency Coordinator. |
| <p>Stage 2</p> | <p>Activation: By the HMA/Controlling Agency or by Communities SWC/WEC based on information provided internally and/or externally.</p> <ul style="list-style-type: none"> • The State Welfare Incident Coordination Centre is activated if required; • On behalf of the HMA/Controlling agency, and in consultation with the welfare centre owners, the SWC/WEC or Local Welfare coordinator organise for the designated welfare centre to be opened if required. The safest and most appropriate centre needs to be agreed on by the HMA/Controlling Agency, LG and Communities; • Required partnering agencies are activated by the SWC/WEC and/or the Local Welfare Coordinator. Nominated State Welfare Support Agency Liaison Officers of those partnering agencies proceed to the State Welfare Incident Coordination Centre and at the local level to the welfare centre. • Welfare services are provided under the coordination of the SWC/WEC and Local Welfare Coordinator with partnering agencies assisting as required; • Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Welfare Coordinators and partnering agencies; |

| Activation Stage number | Activation Stage name and actions |
|-------------------------|--|
| | <ul style="list-style-type: none"> Welfare services requirements are continuously monitored and reviewed by the SWC/WEC and/or Local Welfare Coordinator and adjusted accordingly; If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/WEC. |
| Stage 3 | <p>Stand Down: HMA/Controlling Agency to officially notify Communities to Stand Down; or SWC/WEC or Local Welfare Coordinator to request of HMA/Controlling Agency to Stand Down if they assess welfare services no longer required.</p> <ul style="list-style-type: none"> Partnering agencies are informed of the Stand Down by Communities SWC/WEC and/or the Local Welfare Coordinator; Partnering agencies stand down in accordance with relevant procedures for their agency; Partnering agencies are to advise the WEC and/or the Local Welfare Coordinator when stand down has been completed; 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; The SWC/WEC and/or the Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible; The State Welfare Incident Coordination Centre is closed; Post operation reports to be written by Communities – see section 4.10 of this plan. |

APPENDIX F – RECEPTION (WA) OPERATIONAL PROCESS – AUSRECEPLAN



APPENDIX G – MEDIA SAMPLE RELEASE



An Australian Government Initiative



Government of **Western Australia**
Department of **Communities**



Register. Find. Reunite.



Australian Red Cross
THE POWER OF HUMANITY

For Immediate Release – (day), (date)

Register.Find.Reunite. launched to help reunite friends and family separated by the (event) in WA

In response to the (event) in the (location) (Western Australia), Red Cross has opened Register.Find.Reunite., a registration and enquiry service that helps reconnect family, friends and loved ones separated during disasters.

People in the area who've been affected by the (event) are encouraged to register online or in person at the welfare centre.

Register.Find.Reunite. can also be used by anyone wanting to enquire about the location of friends or family caught up in the disaster.

Registrations and enquiries can be made Online at register.redcross.org.au , or at the welfare centre set up at the (address).

“Being separated from family and friends is one of the most stressful things a person can experience during an emergency,” says Red Cross State Manager Emergency Services, (name). “Not knowing where your loved ones are, not being able to get a hold of them by phone or email adds to that anxiety.

“The simplest way to let your family and friends know you're OK or to find out that your loved ones are safe is to register with the Register.Find.Reunite. service. The service helps find and reunite family, friends and loved ones during a disaster.”

For media enquiries please contact (name) on (number) or at (email address).

APPENDIX H – DISTRIBUTION LIST

The State Support Plan - Emergency Welfare is available on the SEMC website (www.semc.wa.gov.au). The agencies below will be notified by the responsible agency (unless otherwise specified) when an updated version is published on this website:

- All agencies and organisations with responsibilities under this Plan:
 - Adventist Development and Relief Agency
 - Australian Red Cross
 - Country Women's Association
 - Department of Communities
 - Department of Education
 - Department of Fire and Emergency Services Community Liaison Unit (CLU)
 - Department of Health - Disaster Preparedness and Management Unit
 - Department of Health - Mental Health Services
 - Department of Human Services Centrelink
 - Department of Local Government, Sport and Cultural Industries including Office of Multicultural Interests Division
 - Department of Premier and Cabinet
 - Legal Aid Western Australia
 - Mental Health Commission
 - National Disability Insurance Agency
 - Salvation Army
 - St John Ambulance
 - Volunteering WA
 - WA Police Force
 - WA Local Government Association
 - YouthCare
 - Other agencies if invited to join the SWEC
- Emergency Management Australia, Department of Home Affairs (SEMC Business Unit to notify);
- Minister for Emergency Services (SEMC Business Unit to notify)
- State Emergency Management Committee (SEMC), SEMC subcommittee and SEMC reference group members (SEMC Business Unit to notify); and
State Library of Western Australia (SEMC Business Unit to notify)