

# Local Emergency Management Committee

## MINUTES

*Section 38 of the Emergency Management Act 2005*

### 10 February 2021

**Committee Brief:**

To advise and assist the Local Government in ensuring that the Local Emergency Management arrangements are established for its district; to liaise with public authorities and other persons in the development, review and testing of Local Emergency Management arrangements; and to carry out other emergency management activities as directed by the SEMC or prescribed by the Regulations.

<b>LEMC Membership Composition</b>	
<b>Primary Presiding Member of LEMC</b>	Councillor Pearce
<b>Deputy Presiding Member of LEMC</b>	Community Emergency Services Manager (CESM)
<b>Council Representation - Primary</b>	Councillor Bell and Councillor Pearce
<b>Council Representation - Deputy</b>	Councillor Chitty and Councillor Rayner
<b>Chief Bush Fire Control Officer / Deputies</b>	Chief Bush Fire Control Officer Deputy Bush Fire Control Officer (DBFCO) 1 & 2
<b>Recovery Coordinators</b>	<b>Supporting Officers or representative</b>
Local Recovery Coordinator Deputy Recovery Coordinator Community Emergency Management Coordinator (CEMO) Toodyay Volunteer Fire & Rescue Representative Bushfire Risk Management Planning Coordinator	CEO and Rangers – Shire of Toodyay Department of Communities DFES District Manager Police Officer in Charge – Toodyay Toodyay Volunteer Fire & Rescue Silver Chain Service Coordinator St John Ambulance Rep & Paramedic Principal, Toodyay District High School Main Roads, Red Cross, Health/Medical

## Preface

When the CEO approves these Minutes for distribution they are in essence "Unaccepted" until the following Local Emergency Management Committee Meeting, where the Minutes will be accepted as circulated subject to any amendments made by the members of the Committee.

The "Accepted" Minutes are then signed off by the Chairperson.

Attachments that formed part of the Agenda, in addition to those tabled at the Meeting are incorporated into a separate attachment to these Minutes.

## Unaccepted Minutes

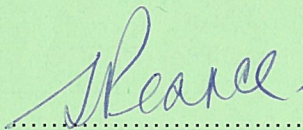
These minutes were approved for distribution on 3 March 2021.



Suzie Haslehurst  
**CHIEF EXECUTIVE OFFICER**

## Accepted Minutes

These minutes were accepted at a meeting held on 12 May 2021

Signed: 

*Note: The Chairperson at the meeting at which the minutes were accepted is the person who signs above.*

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ATTACHMENTS *with separate index follows Item 13.*



# Local Emergency Management Committee

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## MINUTES

10 FEBRUARY 2021

### 1. MEETING OPENING

Cr S Pearce, Chairperson, declared the meeting open at 5.08pm.

#### Members

Cr S Pearce	Council Member / Elected Chair Nov 2019
Mr R Koch	CESM (and Responsible Shire Officer) Deputy 3 CBFCO
Ms S Haslehurst	Chief Executive Officer
Mr C Stewart	Chief Bush Fire Control Officer (CBFCO)
Mr P Hay	DFES District Officer;
Mr K Maddrell	Morangup St John Ambulance;
Ms J Spadaccini	Dept. of Communities;
Ms Y Grigg	District Emergency Management Advisor (DEMA).

#### Visitors

E Francis                      Emergency Management Officer

#### Staff

Mrs M Rebane                Executive Assistant

#### Apologies

Sgt C Morgan                Acting Officer In Charge, Toodyay Police Station

### 2. TABLING OF MINUTES FROM PREVIOUS MEETING

**2.1 Local Emergency Management Committee Meeting held on 11 November 2020.**

#### **OFFICER'S RECOMMENDATION/LEMC RES NO. 01/02/21**

**MOVED** K Maddrell

**SECONDED** C Stewart

That the Unaccepted Minutes of the Local Emergency Management Committee Meeting held on 11 November 2020 be accepted as circulated.

**MOTION CARRIED 8/0**

**3. INFORMATION ADDITIONAL TO THE AGENDA**

**3.1 Review of the LEMC Status Report (Action List)**

This was reviewed. Action had not been undertaken.

The meeting time done in conjunction with the Goomalling LEMC. The change of time will impact on the non-local contingent membership. The CESM to follow-up.

Aims:

Update a Terms of reference for the Committee to include proxy representative members.

**4. CORRESPONDENCE**

**4.1 Inward Correspondence**

Nil

**4.2 Outward Correspondence**

Nil

**5. STANDING ITEMS TO BE CONSIDERED AT EACH MEETING**

**5.1 Contact details.**

- Sharon Boxall will now be the St John Toodyay representative for the LEMC meeting. The St John Toodyay Chair is Matt Williams.
- Claire Wall has departed Silver Chain and can be removed from the contact register.

**5.2 Post-incident reports**

**5.2.1 Toodyay (Wooroloo Fires)**

Points raised as follows:

- Shire of Toodyay quite responsive to the incident.
- Incident was not affecting Toodyay directly.
- Indirectly there were low-level secondary impacts in Toodyay.
- Through the CEO and Shire President and Communication and Compliance Officer the information being posted through social media briefly created a level of angst within the community in relation to the area of the localised buffers for the fire event.
- Enforced the need for the local government and the LEMC to understand its responsibilities in the event of an incident impacting the Shire of Toodyay.

**5.2.2 Border Closure – COVID**

Points raised as follows:

- St John's service still ongoing but still in partial lockdown.

- St John's view is that the event impacted them as it affects transport from Wheatbelt to the Metro and vice versa. Drivers had to comply with the mask rule.
- Some operational changes have taken place in relation to patient swap-overs at the border for some less *time-critical* patients.
- Drivers were directed to drive to the Lakes for the metro team to conduct the take-over.
- The service took advantage of the offer to swap patients.
- Silver Chain Services also aware of the impacts from the fire incidents; i.e., 2 of 4 Silver Chain Nursing staff were evacuated from Gidgegannup and the shift-roster was adjusted accordingly. Staff obliged to wear masks.
- In relation to Clinical contact the effects were that PPE had to be changed in between patients. Gloves and masks had to be worn and changed over. Previous protocols changed and the effects on PPE supplies was affected.
- At Acacia Prison there was a breakout of Influenza. The impacts of this and COVID have been felt by the volunteers.
- Volunteers are a strong workforce. The lockdown and obligations around COVID have affected the numbers of volunteers turning up due to some volunteers preferring not to cross the border.

### **5.3 Post-exercise reports**

Nil

### **5.4 Funding nominations and applications progress**

CESM provided information as follows:

#### **5.4.1 Bushfire mitigation**

The current MAF commitment is ongoing. The Shire will spend almost half a million dollars this financial year and looking forward to next year; anticipating the likelihood of more funding to be made available for more mitigation works.

#### **5.4.2 Awaiting the result of Funding applications**

There is currently an active water supply scheme grant. We are upgrading water supply for emergency fire facilities around the Shire.

#### **5.4.3 Construction of Julimar Fire Station**

Contracts were signed this morning to commence the construction of the Julimar Fire Station.

#### **5.4.4 AWARE application**

We have applied for funding to assist with the Shire's resources in relation to community engagement.

The level of response will dictate the level of community engagement possible regarding bushfire risk in the Shire of Toodyay ahead of the next fire season.

#### **5.4.5 DFES Funding**

There is potentially a second round available of DFES funding that has been issued around water tanks and the scope has increased from the last round which will make it attractive for the Shire of Toodyay to look at. These are fully funded projects, if approved. We're conducting a gap analysis of the facilities for water supply we already have in the district and anticipating that eventually as our water supplies mature, we'll be in a good position.

### **5.5 Emergency Risk Management / treatment strategies progress**

This ties back to what we are doing with the MAF and in the community engagement project. This is tied into AWARE before an event.

*J Spadaccini entered Council Chambers at 5.35pm.*

### **5.6 Review Local Emergency Management Arrangements (LEMA)**

The CESM advised as follows:

- The Shire of Toodyay's five-year timeline falls later this year in 2021.
- The Shire has agreed to the reallocation of funding for the current financial year to create a new position in the Shire for an Emergency Management Officer. That person will be Ebony Francis who is with us at the meeting.
- If funded next year this position will provide an extra resource person to work on the LEMA review. Some strategies on how to approach it will depend on the Council deliberations.

Yvette Grigg advised as follows:

- LEMA for the Shire of Toodyay will be due in December.
- The LEMC needs to finalise it sooner because it will go through the LEMC, then Council, then the District DEMC.
- Templates have been available for a while.
- The LEMA is a Review and not a complete re-write.
- Lock in a date early and Yvette can run a workshop in the LEMC to pick up the bits that are in need of review and the rest can be transferred over. Important to have every member attend the workshop as it is a good learning curve in respect to the responsibilities of the LEMC.



Question:

Is it feasible that a 2-hour workshop would deliver what is needed?

*Response:*

*There will be considerable administrative work to get the document tidy but it is doable.*

**Action:**

Aim to align the LEMA with the May 2021 LEMC Meeting. LEMC Members to be available to commence at 10.00am-11.30am and then have LEMC Meeting after that, finishing by 1.30pm.

**Plan:**

The LEMA can be presented out of session with DEMC (by mid-October/1 Nov 2021).

The LEMC will be presented at the September 2020 Council Meeting.

**5.7 Review LEMC business plan strategies and record key achievements**

CESM advised that we do not have a business plan for the LEMC.

**6. DOCUMENTATION (to be considered)**

Nil

**7. PROJECT PROGRESS REPORT**

Nil

**8. AGENCY UPDATES**

**8.1 Department of Communities**

J Spadaccini tabled her departmental report at 5.44pm and provided an overview of its contents.

Points raised as follows:

- Welfare plan identifying items and issues specific to Toodyay.
- Social distancing at the Recreation Centre;
- Lessons learnt with respect to using recreation facilities as evacuation centres;
- COVID restrictions impacting on the estimation of capacity of the centres and in the event of an emergency happening, if more people turned up, they will not be turned away. Tourists in the area would be asked to move on if safe to do so. Sheltering and alternate accommodation options to be explored;
- Medical students are to be stationed at different townsites on 17 and 18 of March 2021 for the purpose of running exercises at Moora (Tuesday afternoon); Wongan Hills (Wednesday morning), Cunderdin (Wednesday afternoon) and Corrigin (Thursday afternoon). The exercise will test scenarios and information will be sent out once the finer details finalised.

## 8.2 CESM

### Points raised as follows:

- Have already liaised with J Spadaccini regarding using the Toodyay Recreation Centre as a recovery centre. There will be a need to see what the contract with Clublinks states and whether there are any provisions and if not, liaising with them in that respect. Discussion with the CEO to be undertaken.
- The Committee's nominated Local Recovery Coordinator has resigned from the Shire. Discussion taken place with the CEO who is aware of the role a Local Recovery Coordinator has and with the sessions that the Department of Communities intends to run the Shire will identify more Shire staff to upskill in that area.

### Yvette Grigg responded as follows:

*Aside from the evacuation centre component of a LRC role, the Shire still needs a Local Recovery Coordinator to be nominated and trained to assist in major recovery events.*

## 8.3 CBFCO

### Points raised as follows:

- Fire events have occurred in York, two in Mundaring, Beverley and Wooroloo.
- There has been great support from all brigades. Firefighters continue to offer their time through shift work at the incidents.
- Wooroloo highlighted the effect, given that tonight's meeting is occurring, how quickly and efficiently a LEMC Group springs into action and the Local Recovery Coordinator opened the doors for the evacuation centres in Wooroloo very quickly.
- The LEMA review will be important as it will get the Shire's house in order so that our response will be quick and efficient. We would be in a spot of trouble if a fire event happened today and we don't have a Local Recovery Coordinator in position.
- Important to have a new Recovery Coordinator be someone who wants to be involved as the Deputy Recovery Coordinator has shown little interest in attending the LEMC meetings. It is really important that the LEMC demonstrate capacity otherwise the community will come down on us really hard.
- Officers confirmed at the meeting that in the absence of an appointed Local Recovery Coordinator the role defaults to the Chief Executive Officer of the Shire.

### The CEO responded as follows:

*We are giving serious thought to this and looking at skilling up a few different staff members to give them jobs to do in an event.*

- Dynamic occurrence over twelve hours.

- Toodyay blessed very few inhouse incidents. Great support outside of the district.

[Yvette Grigg advised as follows:](#)

*Local Recovery Coordinator is required to attend LEMC Meetings.*

#### **8.4 St Johns**

Points raised as follows:

- St Johns recently obtained an additional management order for the addition of a parcel of land to allow for the construction of a meeting/training room. The St John's Executive Management body are redesigning the build. The project is fully funded internally. Plans will be presented to the Shire when we have them.
- January 2021 has been our busiest month that we have ever had since we got established as a sub centre. We had 50 calls in one month. The calls were from all over the place. Included medical transports. Still if we are picking up the flak from Merredin and York the need is still there and it is not being met locally. There is a long process involved in the communication tree line.

#### **8.5 DFES**

Points raised as follows:

- We have been implementing our Interim operating procedures for COVID. Not much other business.
- Focus on training calendars for the year. New UCL/UMR high level of priority and Officers put on project to achieve through the region.
- We have seen a fair bit of mitigation activities undertaken throughout smaller communities out there. There has been good improvement.
- Ian McGregor won the Citizen of the Year on Australia Day. Just wanted to acknowledge him as a member of the LEMC.

#### **8.6 CEO**

Points raised as follows:

- On behalf of the Shire of Toodyay I wish to thank the brigades for the work done in response to the Wooroloo fires.

#### **9. PRESENTATIONS OR EXERCISES**

Nil

#### **10. LEMA AND RECOVERY PLAN REVIEW**

Covered this under 5.5.6 (consider this from last year).

## 11. NOTICE OF BUSINESS FOR NEXT MEETING

### Points raised as follows:

- The CESM will send information out prior to the next meeting. As already said, meetings have to tie into the Goomalling LEMC meetings to ensure all agencies attend. Today is a good reminder. The CESM will send out a survey to find out what people want to know but also to reinforce the message.
- The possibility of the Recreation Centre becoming another option as a recovery centre. Templates from the tabled item present the Departmental view. Request for this to be on the next meeting for discussion.

### J Spadaccini advised as follows:

*First we must find out what contractual agreements are in place.*

*Next will be Third party checks. Discussions to be had with the Shire of Toodyay CEO. If push comes to shove the Department can force it anyway. It will depend on the capacity to use the Recreation Centre.*

### The CEO advised as follows:

*The Recreation Centre would be limited capacity as only the pavilion can be used. Perhaps the aim should be that it would be a facility in addition to existing facilities, but not instead of them.*

### J Spadaccini advised as follows:

*For one evacuation centre we ran with three of our staff and two from the Shire. With the COVID overlayed it means that each evacuation centre would require nine or ten staff as a minimum. One member would be on cleaning duty the entire time. The running of two centres will duplicate that.*

*The logistics of running three centres will depend on the capacity. At that last event, a lot of people had not evacuated. If they had done, there would have been a need for an overflow. Someone must also be in place to direct people away from the incident area.*

Question (from Cr Pearce)

*In your tabled document you have CEO Stan Scott and his phone number. Will this be updated?*

### J Spadaccini responded as follows:

*The tabled document was taken direct from SharePoint and is not the most up to date version of it. The final document will be updated to reflect correct details.*

- We have been requested to stock our evacuation centres with PPE. In the Wheatbelt we have 130 evacuation centres, and with limited supplies of PPE we are currently putting kits together (the process started in October 2020). We will have to pick the evacuation centres that are most used throughout the Wheatbelt area.
- We have only received half the order we made. A discussion will be needed in each local government area as to the storage of PPE tubs so that those tubs can be continued to be supplied. We are looking at

MINUTES OF LOCAL EMERGENCY MANAGEMENT COMMITTEE  
HELD IN SHIRE OF TOODYAY COUNCIL CHAMBERS ON 10 FEBRUARY 2021

the provision of PPE and the logistics of procurement through our Finance Department in terms of capacity of holding onto PPE.

**12. CONFIRMATION OF NEXT MEETING**

The next meeting is scheduled for 12 May 2021.

- LEMA Workshop will commence at 10.00am.
- LEMC Meeting will commence at 11.45am.
- The LEMC meeting scheduled to commence at 5.00pm will be cancelled.

**13. CLOSURE OF MEETING**

The Chairperson declared the meeting closed at 6.07pm.



# Attachments to Minutes

Local Emergency Management Committee

10 Feb 2021

## INFORMATION ADDITIONAL TO THE AGENDA

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3.1 Updated LEMC Status Report 1

## AGENCY UPDATES

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3.1 Departmental Report (Tabled) 3





# LEMC STATUS REPORT

## Local Emergency Management Committee

*Supporting Officers*  
**CESM / CEO**



Meeting Date	Purpose	Resolution	Target date for completion	Actioned by	Completion Date	Meeting Commentary
11/11/2020	NOTICE OF BUSINESS FOR NEXT MEETING	An email to be sent to all members to survey the membership and ascertain if the start time of the meeting is still suitable or a time change is required.	ASAP	CESM	T.B.A.	<p>The meeting time done in conjunction with the Goomalling LEMC. The change of time will impact on the non-local contingent membership. The CESM to follow-up.</p> <p>Update a Terms of reference for the Committee to include proxy representative members.</p>

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# LEMC TABLED REPORT

**From:** Jo Spadaccini <[Joanne.Spadaccini@communities.wa.gov.au](mailto:Joanne.Spadaccini@communities.wa.gov.au)>  
**Sent:** Thursday, 4 February 2021 1:48 PM  
**To:** Maria Rebane <[execsec@toodyay.wa.gov.au](mailto:execsec@toodyay.wa.gov.au)>  
**Subject:** [External]-February LEMC

I am not sure if I will be able to attend the LEMC due to the current bushfire situation, so have attached documents that can be circulated to the committee. If there are any additional items between now and the meeting I will forward them as well.

Attached are the following items:

- The Welfare Centre Guide that has information to assist in managing the operation of a welfare centre, whilst mitigating COVID – 19 risks to the community. Prior to Christmas a set of signage templates were also sent to local governments to assist in the initial set up of a centre if required.
- DC Wheatbelt DESO February 2021 update
- Local Emergency Welfare plan for the Northam District. This can be circulated to the meeting to allow members to look through the contact information and advise any changes required, this includes local business and services that may need to be altered, added or removed as they are no longer available. Please ensure that any changes are done using track changes or handwritten so I can see what needs to be changed.
- Please ignore the formatting of the LEWP as it will be corrected once the changes have been made.

Jo Spadaccini  
District Emergency Service Officer – Wheatbelt  
Emergency Services Unit

Department of Communities  
M: [0429 102 614](tel:0429102614)  
E: [joanne.spadaccini@communities.wa.gov.au](mailto:joanne.spadaccini@communities.wa.gov.au)  
W: [communities.wa.gov.au](http://communities.wa.gov.au)

## 10 February 2021



## District Emergency Services Officer – Wheatbelt Update: February 2021

### Local Emergency Welfare Plans

The process to update the Local Emergency Welfare Plans (LEWP) is continuing and I hope to attend as many shires as I can when I am in the area. In the meantime, I will be in contact with the Shires to ensure that the details in the LEWPs are up to date and to make any changes to services available in the shire, if required.

If any there are any changes to contact details or suppliers within your Shire please send them through to [joanne.spadaccini@communities.wa.gov.au](mailto:joanne.spadaccini@communities.wa.gov.au) and they will be updated in the new version.

Due to the continually changing COVID environment we are now living in, the LEWP will be in draft form, however the contact details and facility details will be up to date according to information supplied to DC at the date listed in the footer.

### Social Distancing (SD) in Evacuation Centres

In the event of an evacuation centre being required we will need to address the social distancing requirements in play at that time. This may involve looking at more than one facility to avoid over crowding or requesting people to stay with family or friends if available (that also adheres to SD rules). The estimated capacity for each centre listed in the LEWP are being revised and will be shown in two sections. Non COVID and COVID capacities. I will have discussions with the Shires around this and what other resources are available if required.

A copy of the COVID – 19 Welfare Centre Guide (V1.02 23 December 2020) has been distributed to the Local Governments in the Wheatbelt in preparation should a Welfare Centre be required.

The key points:

- Travellers, visitors and tourists to leave the evacuation area **if safe to do so**
- Shelter in Place **if safe to do so**
- Shelter with family and friends **if safe to do so**
- Utilise commercial/alternative accommodation options **if available**
- Use welfare centres as a last resort

### Department of Communities - Wheatbelt District - Contact arrangement for welfare support in emergencies.

**In an emergency, if welfare support services are required during business hours, please contact the Department of Communities office listed in your LEWP or after hours contact Crisis Care on 1800 199 008 to activate Communities.**

During business hours the District Emergency Services Officer is contactable for non-activation enquiries on 0429 102 614, but as I am often on the road and out of phone service range, please leave a message and I will return your call as soon as I can.

If you would like any further information please call my mobile 0429 102 614 or email me [joanne.spadaccini@communities.wa.gov.au](mailto:joanne.spadaccini@communities.wa.gov.au).

Kind regards

Jo Spadaccini  
District Emergency Services Officer - Wheatbelt  
Department of Communities - Emergency Services Unit



# Local Emergency Welfare Plan

## Northam DISTRICT

Shires of Beverley, Cunderdin, Dowerin, Goomalling, Northam,  
Quairading, Tammin, Toodyay and York

(Update January 2020)

Prepared by

Department of Communities - Emergency Services

Tabled at the

LOCAL EMERGENCY MANAGEMENT COMMITTEES on (Refer next page)



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

**To activate this Plan call the Department of Communities**

**NORTHAM OFFICE ON  
9621 0400 DURING OFFICE HOURS, AND AFTER HOURS CRISIS CARE  
ON 1800 199 008.**

## Local Emergency Welfare Plan - Northam District

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### Contact details

To make comment on this plan please contact –

Jo Spadaccini –  
Wheatbelt District Emergency Services Officer  
Department of Communities  
[joanne.spadaccini@communities.wa.gov.au](mailto:joanne.spadaccini@communities.wa.gov.au)

0429 102 614

### Amendment List

AMENDMENT		DETAILS	AMENDED BY
NO.	DATE		NAME
	Dec 2019	Complete Review and Reissue.	Jo Spadaccini
1	August 2020	Update	Gabrielle Trenbath
2	Nov 2020	COVID Update	Jo Spadaccini
3			
4			
5			
6			

Tabled at the LOCAL EMERGENCY MANAGEMENT COMMITTEES in the Shires of:

Beverley on

Cunderdin on

Dowerin on

Goomalling on

Northam on

Quairading on

Tammin on

Toodyay on

York on

## Local Emergency Welfare Plan - Northam District

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## Local Emergency Welfare Plan - Northam District

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DRAFT



# 1. Introduction

## 1.1 Outline

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

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

The scope of this local plan includes:

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

## 1.2 Exercise and review period

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

## 1.3 Welfare services definition

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

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

# 2. Preparedness and Operation of this Plan

## 2.1 Organisational responsibilities

The development and maintenance of this plan is allocated to the Communities District Emergency Services Officer, in consultation with members of the Emergency Welfare Coordination Group (EWCG), if there is one, and the Local Emergency Management Committee (LEMC). A contact list of the organisations that constitute the EWCG is provided in Appendix 3 and their agreed organisational responsibilities are provided in Appendix 4.

## 2.2 Special considerations

Local Governments (LGs) plan for special considerations as per the State EM Policy 4.6.1 –

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

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

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

### **Animals in welfare centres**

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

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in Local Emergency Management Arrangements. Also see Appendix 5 Emergency Accommodation, point 5.4 Children, organisations, educational and care facilities.

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

## 2.3 Resources – Preparedness and Operational

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

<b>Welfare Resource</b>	<b>Responsibilities during Preparedness, Operation and Recovery</b>
<b>Communities State Welfare Coordinator (SWC)</b>	The title “State Welfare Coordinator” used throughout this plan is the Communities representative appointed by the Communities Director General (DG). This role is delegated to the Director Emergency Services. Responsibilities

<b>Welfare Resource</b>	<b>Responsibilities during Preparedness, Operation and Recovery</b>
	<p>include:</p> <ul style="list-style-type: none"> <li>(a) Coordination of all emergency welfare support services at the State level;</li> <li>(b) Represent the DG on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required;</li> <li>(c) Act as the DG's representative on the following: <ul style="list-style-type: none"> <li>• SEMC Response and Capability Subcommittee;</li> <li>• SEMC Recovery Subcommittee;</li> <li>• SEMC Community Engagement Subcommittee;</li> <li>• Other State and national level committees as appropriate.</li> </ul> </li> <li>(d) Chairing the State Welfare Emergency Committee (SWEC);</li> <li>(e) Coordination of all partnering agencies within the State Welfare Coordination Centre.</li> </ul>
<p><b>Communities Emergency Services Coordinator (ESC)</b></p>	<p>This role may be delegated by Communities Emergency Services (ES) Director to the rostered Communities ES On Call Officer during activation and operations to carry out Communities emergency management functions. The ESC is the link between the Local Welfare Coordinators and the State Welfare Coordinator and, where applicable, with the relevant HMA/Controlling Agency. The ESC is authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements. Responsibilities include:</p> <ul style="list-style-type: none"> <li>(a) Establish the State Welfare Coordination Centre and manage centre functions during operation;</li> <li>(b) Activate responses to emergency situations, authorise emergency expenditure and utilise resources to meet those responses;</li> <li>(c) Assist the State Welfare Coordinator with their functions as required;</li> <li>(d) Manage emergency welfare services functions as required;</li> <li>(e) Provide support to country staff/offices involved in emergencies;</li> <li>(f) Represent Communities on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required.</li> </ul>
<p><b>Communities District Welfare Representatives</b></p>	<ul style="list-style-type: none"> <li>(a) Represent Communities on District Emergency Management Committees (DEMCs) to address emergency welfare support matters (Communities District Director or proxy);</li> <li>(b) Ensure the arrangements of this plan are clearly understood at the district level;</li> <li>(c) Clarify Communities policy on emergency welfare matters where required;</li> <li>(d) Refer matters of a contentious nature to Communities</li> </ul>

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<p>Emergency Services for resolution;</p> <p>(e) Ensure development, testing and maintenance of Local Emergency Welfare Plans for the district in which the Local Government (LG) areas fall;</p> <p>(f) Appointing Local Welfare Coordinators for each Local Emergency Management Committee (LEMC);</p> <p>(g) Represent Communities on Operational Area Support Groups (OASGs) as required.</p>
<p><b>District Emergency Services Officer (DESO)</b></p>	<p>a) As a local emergency management resource, develop local arrangements, procedures and resources eg EM Kits;</p> <p>b) Develop, test and maintain the Local Emergency Welfare Plans for the district in which the LG areas fall;</p> <p>c) Ensure staff and volunteers of Communities and partnering agencies are trained and exercised in their welfare responsibilities by conducting training sessions and exercises annually;</p> <p>d) Liaise and establish networks and partnerships with agencies;</p> <p>e) Assist with activations if available;</p> <p>f) Assist and support the District Welfare representatives and Local Welfare Coordinators to carry out their roles.</p>
<p><b>Communities Local Welfare Coordinators (LWC)</b></p>	<p>Local Welfare Coordinators (LWCs) shall be nominated officers of Communities within an LG area/s.</p> <p>A Communities LWC responsibilities include:</p> <p>(a) Establish and manage the activities of the local Emergency Welfare Coordination Groups (EWCG), where determined appropriate by the District Director;</p> <p>(b) Represent Communities and the emergency welfare function on LEMCs and Local Recovery Committees;</p> <p>(c) During activation, manage and coordinate emergency welfare services, including establishing and managing welfare centres, and if further welfare assistance is required request for additional support services via the Communities Emergency Services;</p> <p>(d) Represent Communities on the Incident Support Group (ISG) when required.</p>
<p><b>Communities Welfare Centre Coordinator (WCC)</b></p>	<p>In some circumstances Welfare Centre Coordinators (WCCs) are appointed. They shall be nominated officers of Communities and the WCC responsibilities include:</p> <p>(a) Establish and manage the operations of the welfare centre/s, including coordinating staff and partnering agencies staff and volunteers, to provide appropriate welfare services to the evacuees in the welfare centre.</p> <p>(b) Communicate regularly with the LWC, and if further welfare assistance is required request for additional support services via the LWC;</p> <p>(c) Remaining at the centre to manage the centre operations.</p>

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
<p><b>Local Government Welfare Support</b></p>	<p>a) When an emergency event takes places within the boundaries of an LG, they may be activated by the HMA or by Communities to provide the initial welfare response to evacuating community members. This is primarily due to their close proximity to the emergency event and their ability to quickly identify and open a pre-determined welfare centre. If the activation request is from the HMA the LG should contact Communities to inform and consult with them of the activation to open a welfare centre. The role of the LG in these early stages would be to ensure that evacuees have a safe location to relocate to, and that they can be provided with basic needs and services until such time as Communities can arrive to take on the coordination role of the welfare centre. Basic needs and services may include refreshments, registration, basic information, and personal support. On arrival of Communities, the LG would then provide a handover to the designated Communities Welfare Coordinator, and take on the <b>LG Welfare Liaison Officer</b> role as a support to Communities.</p> <p>b) In some circumstances the emergency event may not escalate to a significant level, and the LG may determine that they are able to continue to operate the welfare centre without the need for deployment of Communities staff. If this situation arises the LG must seek approval from Communities to retain the coordination role and have this decision documented formally.</p> <p>c) In some circumstances it may not be possible for Communities to attend the welfare centre due to geographical distances, road conditions, conflicting events, or other unforeseen circumstances. In these cases the LG may be asked to continue to provide the coordination role for the welfare centre, with support and advice being available from Communities via telephone or other means. In these situations Communities would approve in advance any required expenditures in relation to operating the welfare centre, and would meet these costs if required.</p> <p>If LGs elect to undertake their own welfare arrangements without Communities consultation, <b>LGs are responsible for their own costs.</b></p>

## 2.4 Training

Training, both internally and inter-agency, will be determined by Communities and Emergency Welfare Coordination Groups. All training is to ensure staff and volunteers of Communities and partnering agencies have the necessary skills to

provide appropriate welfare services under this plan, and in accordance with their roles and responsibilities.

## 2.5 Plan Activation Procedures

Communities will activate this plan from two sources:

- (1) As per State Emergency Management Policy 5.3.4 'A Support Organisation is responsible for specific activities in support of the Controlling Agency/HMA, and may also support Combat Agencies and other Support Organisations upon request'.
- (2) The State Welfare Coordinator/Emergency Services Coordinator based on information provided internally and/or externally, may identify the need to activate this support plan.

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

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

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

## 2.6 Plan Activation Stages

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

Activation Stage number	Activation Stage name and actions
Stage 1	<p><b>Alert:</b> By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided from within Communities.</p> <ol style="list-style-type: none"> <li>(a) Partnering agencies are alerted by the SWC/ESC or Local Welfare Coordinator;</li> <li>(b) Partnering agencies alert their own personnel;</li> <li>(c) Additional information allowing partnering agencies time to arrange preliminary preparations is provided;</li> <li>(d) Key personnel are briefed on action to be taken;</li> <li>(e) Establish liaison as appropriate with the HMA/Controlling Agency and/or Emergency Coordinator.</li> </ol>
Stage 2	<p><b>Activation:</b> By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided internally and/or externally.</p>

Activation Stage number	Activation Stage name and actions
	<ul style="list-style-type: none"> <li>(a) On behalf of the HMA/Controlling agency, and in consultation with the welfare centre owners, the Local Welfare Coordinator organises for the designated welfare centre to be opened if required. The safest and most appropriate centre needs to be agreed on by the HMA, LG and Communities;</li> <li>(b) Required partnering agencies are activated by the SWC/ESC or Local Welfare Coordinator and proceed to the welfare centre;</li> <li>(c) Welfare services are provided under the coordination of the Local Welfare Coordinator with partnering agencies assisting as required;</li> <li>(d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Local Welfare Coordinator and partnering agencies;</li> <li>(e) Welfare services requirements are continuously monitored and reviewed by the Local Welfare Coordinator and adjusted accordingly.</li> <li>(f) If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/ESC.</li> </ul>
<b>Stage 3</b>	<p><b>Stand Down:</b> HMA/Controlling Agency to officially notify Communities to Stand Down; or SWC/ESC or Local Welfare Coordinator to request of HMA/Controller Agency to Stand Down if they assess welfare services no longer required.</p> <ul style="list-style-type: none"> <li>(a) Partnering agencies are informed of the Stand Down by the SWC/ESC or Local Welfare Coordinator;</li> <li>(b) Partnering agencies stand down in accordance with relevant procedures for their agency;</li> <li>(c) Partnering agencies are to advise the SWC/ESC or Local Welfare Coordinator when stand down has been completed;</li> <li>(d) Communities to officially hand back the welfare centre facility to the owner and coordinate cleaning and any repairs required whilst the facility operated as a welfare centre;</li> <li>(e) The SWC/ESC or Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible;</li> <li>(f) Post operation reports to be written by Communities – see 2.9.</li> </ul>

## 2.7 Public Information Management

The HMA/Controlling Agency is responsible for the provision and management of media and public information during emergencies, and all non-welfare matters will be referred to them. Communities and partnering agencies to this plan should only

provide information to the public and the media on issues that are directly their responsibility, and with approval from the Communities SWC/ESC.

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

## **2.8 Exchange of Information**

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

## **2.9 Debriefs and Post Operation Reports**

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

# **3 Recovery**

## **3.1 Recovery Definition**

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

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

## **3.2 Emergency relief and assistance in recovery**

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

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

## **3.3 Financial Assistance in recovery**

Sourced from State EM Plan 6.10 –

Through the **Disaster Recovery Funding Arrangements – Western Australia (DRFA-WA)**, the State Government provides a range of relief measures to assist communities recover from an eligible natural event



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

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

- **Department of Human Services Centrelink (Centrelink)** – will ensure payments to its existing clients in the area affected by the emergency are not disrupted. It can often provide financial assistance to any person whose livelihood has been affected by the emergency. Where possible, Centrelink should be invited to join the Local Recovery Coordination Group.  
**If activated by the Australian Government, Centrelink can administer –**
  - **Australian Government Disaster Recovery Payment (AGDRP)** - a one-off payment to assist people who have been significantly affected by a disaster. It is not for minor damage or inconvenience.
  - **Australian Government Disaster Recovery Allowance (AGDRA)** - a short term payment to assist individuals who can demonstrate their income has been affected as a direct result of a declared disaster. .
- **Public Appeals – Lord Mayor’s Distress Relief Fund** – City of Perth established and manage this fund to provide relief of personal hardship and distress arising from natural disasters occurring within Western Australia.

### 3.4 Cessation of recovery

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

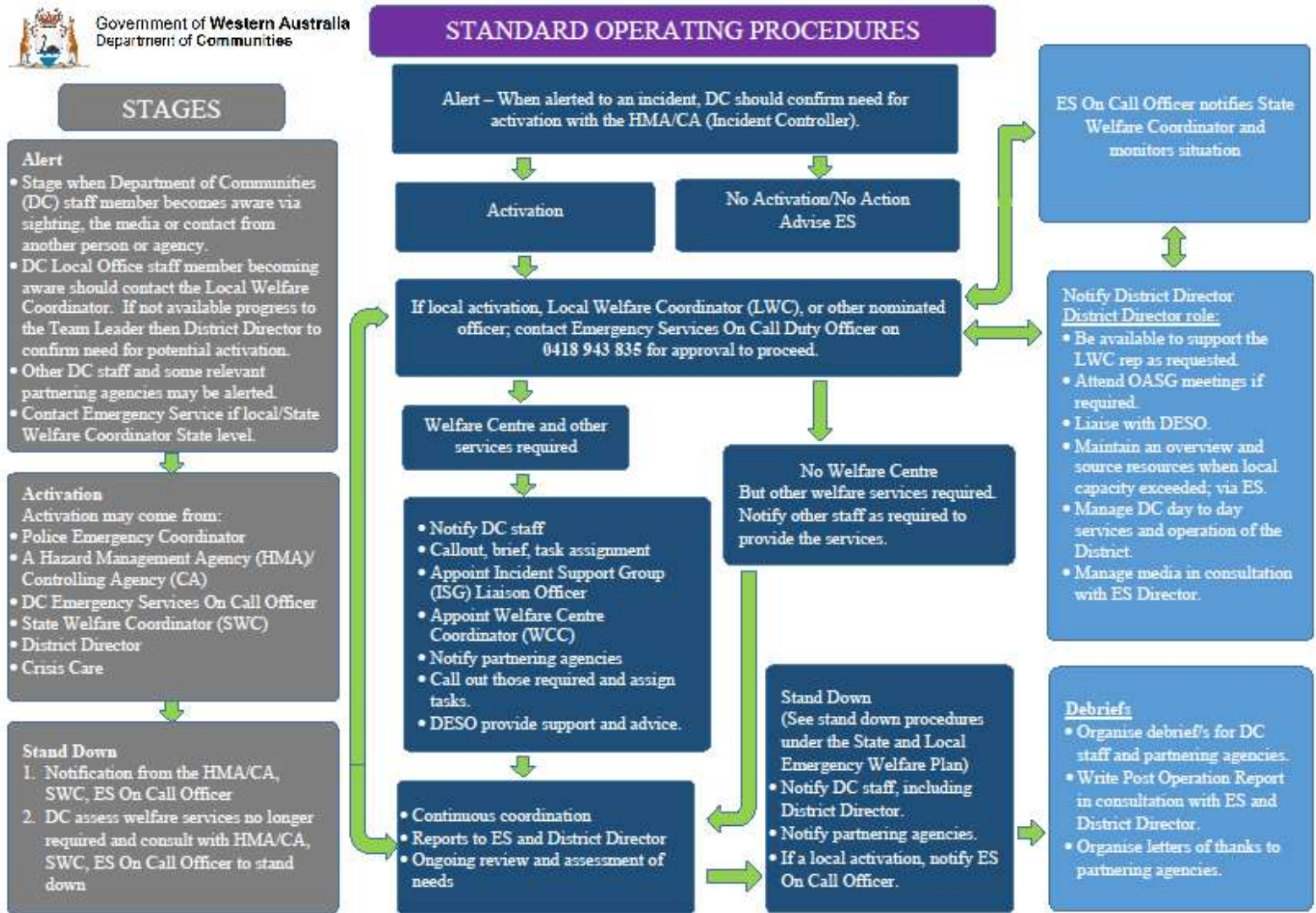
### 3.5 Review of recovery activities

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

# Appendix 1 – Department of Communities Standard Operating Procedures

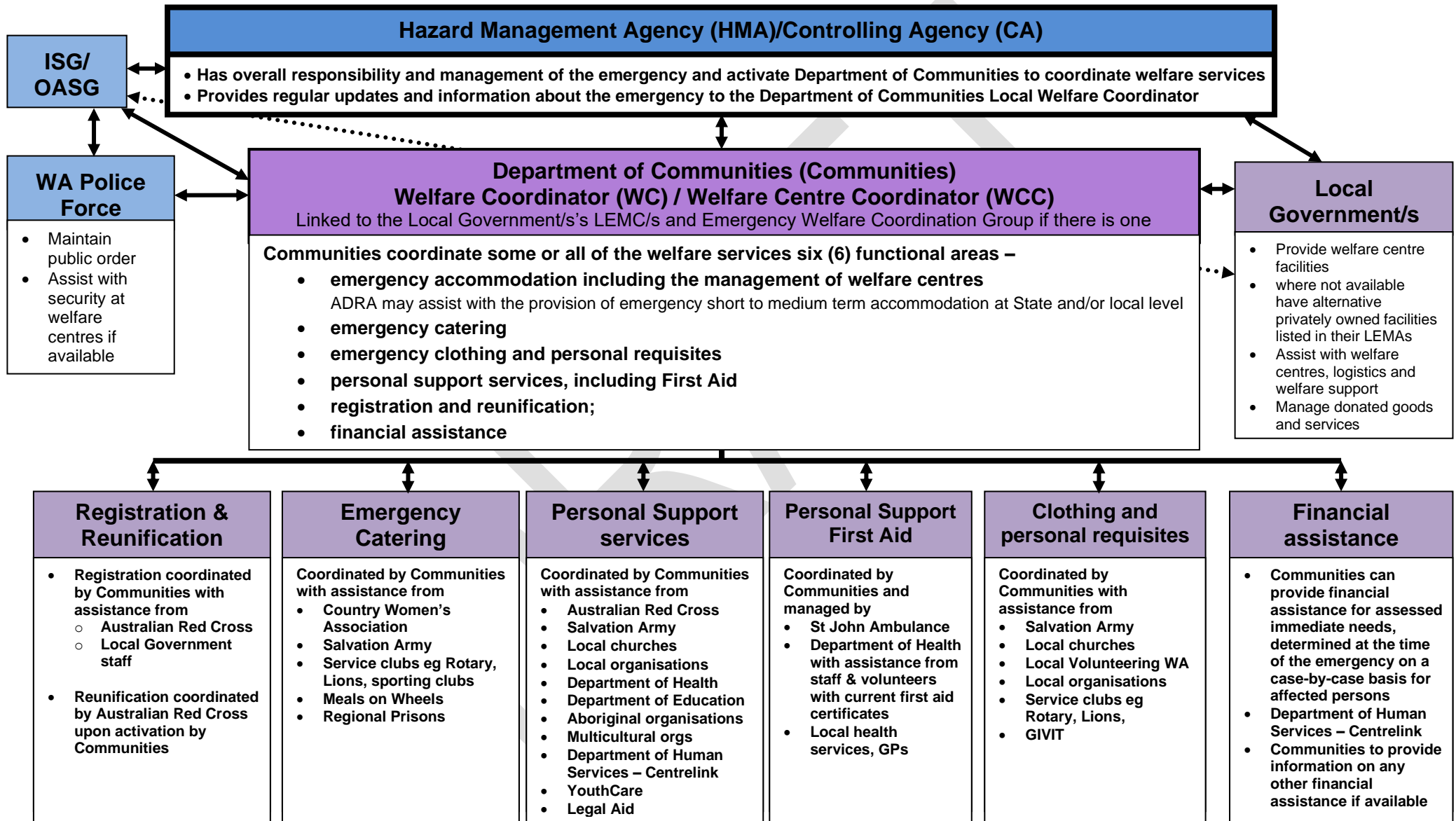


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Department of Communities



## Appendix 2 – Local Emergency Welfare Coordination

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



### Appendix 3 –Emergency Welfare Coordination Group/Partnering Agencies

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

<b>Department of Communities (Communities)</b> <b>Functions include:</b> Overall Coordination * Accommodation * Financial Assistance * Counseling Personal Support * Personal Requisites * Registration		
Name/Position	Work Contact	After Hours Contact
<b>1st Contact</b> Team Leader/ Local Welfare Coordinator, Northam Office	9621 0400	Crisis Care - 1800 199 008
<b>2nd Contact</b> Julie McKenzie Wheatbelt District Director	9621 0400 <a href="mailto:Julie.Mckenzie@communities.wa.gov.au">Julie.Mckenzie@communities.wa.gov.au</a>	Crisis Care - 1800 199 008
<b>3rd Contact</b> <b>Crisis Care</b>	1800 199 088 24/7	Crisis Care - 1800 199 008
<b>Shire of Beverley</b> <b>Function Include</b> Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Stephen Gollan - CEO	(08) 9646 1200 <a href="mailto:ceo@beverley.wa.gov.au">ceo@beverley.wa.gov.au</a>	0429 461 200
2nd Contact Simon Marshall DCEO	(08) 96461200 <a href="mailto:dceo@beverley.wa.gov.au">dceo@beverley.wa.gov.au</a>	0415 953 251
3rd Contact Troy Granville Community Emergency Service Manager (CESM)	(08) 9646 1200 Troy <a href="mailto:Granville@dfes.wa.gov.au">Granville@dfes.wa.gov.au</a>	0427 057 719
<b>Shire of Cunderdin</b> <b>Function Include</b> Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
<b>1st Contact</b> Stewart Hobley	(08) 9635 2700 <a href="mailto:ceo@cunderdin.wa.gov.au">ceo@cunderdin.wa.gov.au</a>	0458 351 008
<b>2nd Contact</b> Heyley Burns	(08) 9635 2700	0448 049 584

## Local Emergency Welfare Plan - Northam District

<b>3rd Contact</b> Simon Bell Community Emergency Service Manager (CESM)	(08) 9635 2700 <a href="mailto:simon.bell@dfes.wa.gov.au">simon.bell@dfes.wa.gov.au</a>	0448 008 653
<b>Shire of Dowerin</b> Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
<b>1st Contact</b> Andrea Selvie – CEO	(08) 9631 1202 <a href="mailto:ceo@dowerin.wa.gov.au">ceo@dowerin.wa.gov.au</a>	0429 311 202
<b>2nd Contact</b> Glen Brigg	(08) 9631 1202 <a href="mailto:gbrigg@dowerin.wa.gov.au">gbrigg@dowerin.wa.gov.au</a>	0429 311 160
<b>Shire of Goomalling</b> Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
<b>1st Contact</b> Peter Bentley - CEO	(08) 9629 1101 <a href="mailto:ceo@goomalling.wa.gov.au">ceo@goomalling.wa.gov.au</a>	0439 496 559
<b>2nd Contact</b> Natalie Bird – Deputy CEO	(08) 9629 1101 <a href="mailto:dceo@goomalling.wa.gov.au">dceo@goomalling.wa.gov.au</a>	0428 881 350
<b>3rd Contact</b> Tahnee Bird – Community Development Officer	(08) 9629 1101 <a href="mailto:cdo@goomalling.wa.gov.au">cdo@goomalling.wa.gov.au</a>	0400 495 173
<b>Shire of Northam</b> Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
<b>1st Contact</b> Brenden Rutter – Community Emergency Service Manager	9622 6137 <a href="mailto:cesm@northam.wa.gov.au">cesm@northam.wa.gov.au</a>	0458 080 818
<b>2nd Contact</b> Chadd Hunt – Executive Manager Development Services	9622 6120 <a href="mailto:emds@northam.wa.gov.au">emds@northam.wa.gov.au</a>	0437 609 120
<b>3rd Contact</b> Jason Whiteaker - CEO	9622 6100 <a href="mailto:ceo@northam.wa.gov.au">ceo@northam.wa.gov.au</a>	0419 927 123
<b>Shire of Quairading</b> Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
<b>1st Contact</b> Graeme Fardon - CEO	(08) 9645 1001 <a href="mailto:shire@quairading.wa.gov.au">shire@quairading.wa.gov.au</a> 0429 451 001	96451001 (24/7) After hours put through to CEO
<b>2nd Contact</b>	(08) 9645 1001	0448 008 653

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Simon Bell Community Emergency Service Manager (CESM)	<a href="mailto:simon.bell@dfes.wa.gov.au">simon.bell@dfes.wa.gov.au</a>	
<b>3rd Contact</b> Jodi Yardley	0437 150672	0429413418
<b>Shire of Tammin</b> Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
<b>1st Contact</b> Sam Pimlott – Community Development Officer	(08) 9637 0300 <a href="mailto:cdo@tammin.wa.gov.au">cdo@tammin.wa.gov.au</a>	0409 869 254
<b>2nd Contact</b> Neville Hale – CEO	(08) 9637 0300 <a href="mailto:ceo@tammin.wa.gov.au">ceo@tammin.wa.gov.au</a>	0458 351 008
<b>Shire of Toodyay</b> Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
<b>1st Contact</b> Suzie Haslehurst - CEO	(08) 9574 2258 <a href="mailto:ceo@toodyay.wa.gov.au">ceo@toodyay.wa.gov.au</a>	0438 972 735
<b>2nd Contact</b> Narelle Rodger – Recovery Coordinator	(08) 9574 9300 <a href="mailto:sfo@toodyay.wa.gov.au">sfo@toodyay.wa.gov.au</a>	0418 950 704
<b>3rd Contact</b> Krystal Stonham – Deputy Recovery Coordinator	(08) 9574 9300 <a href="mailto:eho@toodyay.wa.gov.au">eho@toodyay.wa.gov.au</a>	0421 554 224
<b>Shire of York</b> Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
Chris Linnell – CEO	(08) 9641 2233 <a href="mailto:ceo@york.wa.gov.au">ceo@york.wa.gov.au</a>	0447 884 150
<b>2nd Contact</b> Darren Wallace – A/EM Infrastructure & Development	<a href="mailto:emids@york.wa.gov.au">emids@york.wa.gov.au</a> <a href="mailto:traffic@howson.com.au">traffic@howson.com.au</a>	0438 424 102
<b>3rd Contact</b> Elyna Behan	(08) 9641 2233 <a href="mailto:emccs@york.wa.gov.au">emccs@york.wa.gov.au</a>	
<b>Department of Communities – Disability Services</b> Functions include: Personal Support * Provide strategic policy advice for people with disabilities		
<b>First contact</b>		
<b>Second contact</b>		
<b>Department of Communities – Housing</b> Functions Include:		

## Local Emergency Welfare Plan - Northam District

<b>Personal Support Services * Provide strategic advice for emergency accommodation</b>		
Regional Manager – Atilla Mencshelyi	9690 1901 <a href="mailto:attila.mencshelyi@housing.wa.gov.au">attila.mencshelyi@housing.wa.gov.au</a>	0407 773 977
Manager Housing Services – Reg Stevens	9690 1904 <a href="mailto:graeme.brandis@housing.wa.gov.au">graeme.brandis@housing.wa.gov.au</a>	0427 080 302
Team Leader – Christine Frank	9690 1900 <a href="mailto:Helen.pickford@housing.wa.gov.au">Helen.pickford@housing.wa.gov.au</a>	
Ken Parker – Administration Manager	08 9690 1905 <a href="mailto:Ken.parker@communities.wa.gov.au">Ken.parker@communities.wa.gov.au</a>	0407 771 328
<b>Adventist Development and Relief Agency</b> Functions include: * Assist with the welfare functional area of Emergency Accommodation (short to medium term)		
<b>State Office</b>	Suzanna Cuplovic	93987222
<b>Country Women's Association</b> Function Include Catering * Personal Support * Emergency Clothing/Personal Requisites		
<b>Beverley</b> Janet Bawden	<a href="mailto:isab@westnet.com.au">isab@westnet.com.au</a>	0429 158 469
<b>Bolgart</b> Stephanie Penn		0447160 470
<b>Tammin</b> – Margaret Wheeldon	9637 1041 <a href="mailto:margaretwheeldon@bigpond.com">margaretwheeldon@bigpond.com</a>	
<b>Toodyay</b> Maxine Walker Val Byron	<a href="mailto:douglass.clan@bigpond.com">douglass.clan@bigpond.com</a> <a href="mailto:sales@42ndstreet.com.au">sales@42ndstreet.com.au</a>	0419 379 778 0417 913 556
<b>Department of Health</b> Function Include Medical Services * Personal Support		
<b>First contact</b> Disaster Preparedness & Management Unit can organise a doctor at a welfare centre and/or write out prescriptions	08 9328 0553 Duty Officer 24/7	Emergencies 000 / 112 / 106
Community Health Services	9651 1445	
Wheatbelt Aboriginal Health Service	9690 2888	
Wheatbelt Mental Health Service Northam	9621 0999	
Wheatbelt Public Health Unit – Public Health Nurse – Anne Foyer	<a href="mailto:anne.foyer@health.wa.gov.au">anne.foyer@health.wa.gov.au</a>	9622 4321 0439 827 313
St John of God Hospital	1 Clayton St, Midland	9462 4000

## Local Emergency Welfare Plan - Northam District

Midland		
<b>Department for Human Services Centrelink</b>		
Function Include Financial Assistance * Personal Support		
<b>1st Contact</b> Service Centre Manager Corrin Chard	9621 9000 <a href="mailto:cscm.northam.w@servicesaustralia.gov.au">cscm.northam.w@servicesaustralia.gov.au</a>	0421 506 247
<b>Red Cross</b> <b>Functions include:</b> Registration of evacuees * Manage Inquiry * Personal support (2 <sup>nd</sup> and 3 <sup>rd</sup> contact used for day to day business, EWCG meetings etc - <b>NOT</b> for emergency responses. For emergency responses refer to First Contact		
<b>First contact</b> <b>Emergency Control Centre - 24/7</b> <b>Duty Phone</b>	<b>0408 930 811 – ring to activate local teams</b>	
<b>2nd Contact</b> Erin Fuery State Manager Emergency Services	(08) 9225 8865 <a href="mailto:efuery@redcross.org.au">efuery@redcross.org.au</a>	0448 991 399 Emergency 24/7 DutyPh 0408 930 811
<b>SALVATION ARMY</b> Functions Include Catering * Personal Support		
<b>1st Contact</b> Ben Day - Director of Em Services	(08) 9209 1142 <a href="mailto:Ben.Day@aus.salvationarmy.org">Ben.Day@aus.salvationarmy.org</a>	K0407 611 466
Salvation Army – Avon Valley (Northam and York)	Capt Peter and Katrina Wood	Katrina – 0414 755 Peter – 0458 600 242
Salvation Army – Cunderdin – Darren Beard and Dan Taylor	<a href="mailto:dan@dk.net.au">dan@dk.net.au</a>	0429 454 221
Salvation Army – Kellerberrin – Ray Edwards (Pres) Kevin Smith (Sec)	0418 912 763 9045 4349	0439 429 351
<b>SERVICE CLUBS (e.g. Lions, Rotary, Zonta)</b> Functions Include Catering * Personal Support * Practical Assistance in setting up welfare centre, managing parking of vehicles		
<b>Lions – Cunderdin</b> Dan Taylor	<a href="mailto:dan@dk.net.au">dan@dk.net.au</a>	0429 454 221
<b>Lions – Northam</b> Wayne Morgan El Rewell	<a href="mailto:lionsnortham@westnet.com.au">lionsnortham@westnet.com.au</a>	0427 221 513 0409 576 560



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<b>St. John Ambulance</b> <b>Functions Include:</b> First Aid * Personal Support Services		
<b>St. John Ambulance - Call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA</b>		
<b>First contact</b> Communication Centre – Perth	<b>9334 1234</b> <b>9334 1226</b>	<b>Emergencies</b> <b>000 / 112 / 106</b>
<b>Department Numbers</b> Email accounts are not monitored 24 hrs <b>Life Threatening Emergencies</b> <b>State Operations Centre</b> <b>Event Health Services</b> (Welfare & Standby First Aid) <a href="mailto:eventservices@stjohnambulance.com.au">eventservices@stjohnambulance.com.au</a> <b>Emergency Management Unit</b> (Planning and Exercises) <a href="mailto:emergencymanagementunit@stjohnambulance.com.au">emergencymanagementunit@stjohnambulance.com.au</a> <b>Media and Communications</b> (Media) <a href="mailto:mediarelations@stjohnambulance.com.au">mediarelations@stjohnambulance.com.au</a>		<b>000 (24hrs)</b> <b>9334 1226</b> <b>(24hrs)</b> <b>9334 1311</b> <b>(24hrs)</b>  <b>9373 3820</b> <b>(BH)</b>  <b>0410 341 329</b> <b>(24hrs)</b>
<b>Community Paramedic</b> Goomalling (Bolgart), Morangup Toodyay, Wundowie. (Bullsbrook)	Tana Burgess <a href="mailto:Tana.Burgess@stjohnwa.com.au">Tana.Burgess@stjohnwa.com.au</a>	<b>0475 940 659</b>
<b>Community Paramedic</b> Beverley, Cunderdin, Quairading, York. (Brookton, Pingelly)	Drew Richardson <a href="mailto:cp.centralwbt@stjohnwa.com.au">cp.centralwbt@stjohnwa.com.au</a> <a href="mailto:Drew.richardson@stjohnambulance.com.au">Drew.richardson@stjohnambulance.com.au</a>	0437 524 088
<b>Community Paramedic</b> Tammin (Kellerberrin, Merredin, Mt Marshall (Bencubbin and Beacon), Mukinbudin, Nungarin, Trayning Westonia, Yilgarn (Marvel Loch))	Relief Paramedic from Metro <a href="mailto:cp.easternwbt@stjohnwa.com.au">cp.easternwbt@stjohnwa.com.au</a>	<b>0418 378 948</b>
<b>Community Paramedic</b> Dowerin (Dalwallinu, (Kalannie) Koorda, Wongan-Ballidu, Victoria Plains (New Norcia), Wyalkatchem)	Relief Paramedic from Metro <a href="mailto:cp.northeastwbt@stjohnwa.com.au">cp.northeastwbt@stjohnwa.com.au</a>	<b>0438 059 257</b>
<b>Paramedic</b> Northam Station	Neil Robinson	0429 107 483
<b>SJA Wheatbelt Regional Office</b> <b>Northam</b> Craig Spencer – Regional Manager Matthew Guile – Assistant Regional Manager	29 Tamplin St, Northam <a href="mailto:craig.spencer@stjohnambulance.com.au">craig.spencer@stjohnambulance.com.au</a> <a href="mailto:Matthew.guile@stjohnambulance.com.au">Matthew.guile@stjohnambulance.com.au</a>	9621 1613 <b>0429475704</b> 0420 312 049
<b>Regional Sub Centre Coordinator –</b> <b>North</b> Hayley Moore	<a href="mailto:Rsc.northwheatbelt@stjohnambulance.com.au">Rsc.northwheatbelt@stjohnambulance.com.au</a>	9621 4117 0408 028 455
<b>Regional Sub Centre Coordinator –</b> <b>South</b> Claire Dadd	<a href="mailto:Rsc.southwheatbelt@stjohnambulance.com.au">Rsc.southwheatbelt@stjohnambulance.com.au</a>	0448 278 570
<b>Regional Sub Centre Coordinator –</b>	<a href="mailto:Rsc.eastwheatbelt@stjohnambulance.com.au">Rsc.eastwheatbelt@stjohnambulance.com.au</a>	0448 278 570

## Local Emergency Welfare Plan - Northam District

East Matthew Guile	<a href="http://nambulance.com.au">nambulance.com.au</a>	
<b>Western Australian Police Force</b> (can ring 131 444 but quicker to ring local Station numbers below) Function Include Maintain public order at Evacuation centres as required		
Beverley - 57 Hunt Rd	9646 3333	Emergency Call 000/112/ 106
Cunderdin - Lot 390 Lundy Ave	9635 1000	
Dowerin - 5-7 Goldfields Rd	9631 1100	
Goomalling - 14 Quinlan St	9629 1200	
Northam - 7 Gairdner St	9622 4260	
Quairading - 25 Avon St	9645 1001	
Toodyay - 118 Stirling Tce	9574 9555	
York - 4 Ford St	9693 1000	

## Appendix 4 – Organisational Responsibilities

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

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

## Local Emergency Welfare Plan - Northam District

Agency / Organisation Name	Normal role if engaged
	(4) Assist with other welfare functional areas where agreed.
<b>Department of Communities - Housing</b>	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available; (3) Provide strategic policy advice regarding the provision of emergency accommodation; (4) Assist with other welfare functional areas where agreed.
<b>ADRA - Adventist Development and Relief Agency</b>	(1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of emergency short to medium term accommodation; (3) Provide regular updates to Communities, including a list of all emergency accommodation organised for evacuees; (4) Assist with other welfare functional areas where agreed.
<b>Australian Red Cross</b>	(1) Provide a Support Agency Officer/s as required; (2) Assist with Registration at Welfare Centres; (3) Manage and operate the Register.Find.Reunite. system; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
<b>Country Women's Association</b>	(1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Emergency Catering at Welfare Centres; (3) Assist with the provision of Personal Support Services; (4) Assist with the provision of Emergency Clothing and Personal Requisites; (5) Assist with other welfare functional areas where agreed.
<b>Department of Education</b>	(1) Provide a Support Agency Officer/s as required ; (2) Provide access to facilities for Emergency Accommodation where available; (3) Provide access to facilities for Emergency Catering where available; (4) Provide access to staff to assist with Personal Support Services, including School Psychology Service where agreed and available; (5) Assist with other welfare functional areas where agreed.
<b>Department of Fire and Emergency Services (DFES) Community Liaison Unit</b>	(1) Provide a Support Agency Officer/s as required; (2) Engage "face to face" two way communication and liaison with affected communities through a point of public interface e.g. at a welfare centre distributing relevant incident information such as traffic management information, and support the facilitation of public meetings and other community based communications.

## Local Emergency Welfare Plan - Northam District

Agency / Organisation Name	Normal role if engaged
<b>Department of Health</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide a comprehensive response to mental health effects of an emergency, as outlined in the Mental Health Disaster Subplan;</li> <li>(3) Provide health response as outlined in the State Health Emergency Response Plan;</li> <li>(4) Assist with the provision of Personal Support Services at Welfare Centres;</li> <li>(5) Assist with other welfare functional areas where agreed.</li> </ul>
<b>Department of Human Services – Centrelink</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide Financial Assistance to people affected by the emergency in accordance with DHS Centrelink guidelines, policies and the Social Security Act;</li> <li>(3) Provide support services or referral advice to appropriate agencies;</li> <li>(4) Assist with other welfare functional areas where agreed.</li> </ul>
<b>Department of Local Government, Sport &amp; Cultural Industries, including Office of Multicultural Interests Divsn</b>	<p><i>Negotiate at the local level how the Department of Local Government, Sport and Cultural Industries could assist;</i></p> <ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework;</li> <li>(3) Assist with other welfare functional areas where agreed.</li> </ul>
<b>GIVIT – online donation management system</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer as required to be a reference source regarding donated goods.</li> </ul>
<b>Legal Aid Western Australia</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide relevant legal information for emergency impacted persons and/or communities;</li> <li>(3) Assist with other welfare functional areas where agreed.</li> </ul>
<b>Local Churches/ Church Ministers Fellowship</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Liaison Officer/s as required;</li> <li>(2) Assist with the provision of Personal Support Services;</li> <li>(3) Assist with other welfare functional areas where agreed.</li> </ul>
<b>Local Government Welfare Support</b>	<p><i>Negotiate at the local level with individual Local Governments any additional responsibilities eg Ranger Services.</i></p> <ul style="list-style-type: none"> <li>(1) Provide a Local Government (LG) Welfare Liaison Officer as required;</li> <li>(2) Assist with the welfare functional area of Emergency Accommodation by utilising LG facilities as Welfare Centres, and where not available have alternative privately owned facilities listed in their LEMAs;</li> <li>(3) Assist Communities to provide the initial welfare response to evacuating community members. See above 2.3 Local Government Welfare Support Response.</li> </ul>

## Local Emergency Welfare Plan - Northam District

Agency / Organisation Name	Normal role if engaged
	(4) Assist with other welfare functional areas where agreed.
<b>Salvation Army</b>	(1) Provide a Support Agency Officer/s as required; (2) Provide Emergency Catering at Welfare Centres; (3) Provide Emergency Clothing and Personal Requisites such as toiletries and other incidentals to those affected as required; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
<b>St John Ambulance</b>	<b>Please call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA. If an ambulance is required please call 000/112/106.</b> (1) Provide a Support Agency Officer /s as required; (2) Provide qualified First Aiders at Welfare Centres, where required and available; (3) Assist with other welfare functional areas where agreed.
<b>Wheatbelt Volunteering WA</b>	(1) Provide a Support Agency Officer/s as required; (2) Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment; (3) Assist with other welfare functional areas where agreed.
<b>Western Australian Police Force</b>	(1) Provide a Support Agency Officer/s as required; (2) Maintain public order where required; (3) Assist with other welfare functional areas where agreed.
<b>YouthCare</b>	(1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Personal Support Services at Welfare Centres where available including practical support, emotional support and pastoral care support. (3) Assist with other welfare functional areas where agreed

### Appendix 5 – Emergency Accommodation

The provision of temporary shelter for persons rendered homeless by an emergency, or due to evacuation from an emergency, ranging from short to medium term accommodation, is coordinated and assessed by Communities.

**Please note** - in the event of an evacuation, people may make their own accommodation arrangements eg stay with family or friends locally (if this is safe) or in another town.

#### Points of clarification:

##### 5.1 Establishment of welfare centres

As per State EM Policy -

- (a) 5.7.3 - The Controlling Agency is responsible for the management of evacuation during an incident, and this continues during an emergency response.
- (b) 5.7.4 - Local governments, HMAs, relevant EMAs (i.e. Support Organisations and Controlling Agencies), in consultation with relevant Local Emergency Management Committees (LEMCs), must identify and advise of refuge site and welfare centres including evacuation centres appropriate for the hazard. The welfare centres should be documented in the LEMA, and are also recorded on the State Welfare Centre Database which HMAs and Controlling Agencies have access to.
- (c) 5.9.5.5 - LEMCs must ensure that LEMA identify appropriate facilities and existing infrastructure within their boundaries are available for use by EMAs or note where there are no facilities.

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

##### 5.2 Welfare centres definition

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

##### 5.3 Safety considerations

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

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

##### 5.4 Children, organisations, educational and care facilities

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

## Local Emergency Welfare Plan - Northam District

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Children and vulnerable people in Evacuation Centres

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

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

If it is necessary to evacuate to a welfare centre, supervisory staff or members with responsibility for the care, supervision or provision of services to children and their clients must remain at the centre and continue to supervise and provide services until such time as alternative arrangements are made. This may include children being returned to parents or other responsible adult approved by that agency, organisation or educational and care facility.

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

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

### **5.5 Animals in welfare centres**

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

### **5.6 Responsibility for the welfare centre premises**

Communities will take responsibility for the premises utilised as welfare centres from the time of their operations until their closure. Communities shall exercise reasonable care in the conduct of its activities, and agree to replace or reimburse for supplies used in the operation of welfare centres.

As Communities operate welfare centres on behalf of the relevant HMA/Controlling Agency, in the event of any claim for unusual damage incurred as a result of the use of a facility as a welfare centre, Communities will facilitate processes with the HMA/Controlling Agency to respond to the claim. The owner/s of the facilities agrees to utilise their building insurance in the event of damage resulting from the actual disaster event to the structure of the building.

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

### **5.7 School evacuations**

If a school needs to evacuate upon receiving advice/instructions from the Incident Controller or HMA, they should try to evacuate to another school as a first option, or self-



## Local Emergency Welfare Plan - Northam District

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manage in a Communities designated welfare centre. Schools can evacuate to the community welfare centre with the schools' students under the duty of care and responsibility of the evacuated school.

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

### 5.8 State Welfare Centres

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

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

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### Appendix 5A - List of Pre-Determined Welfare Centres

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

NAME-Primary/Secondary Centre	ADDRESS	CONTACT	CAPACITY STATUS	COVID Capacity 2m <sup>2</sup> / 4m <sup>2</sup>	LONGITUDE LATITUDE	NOTES
<b>WELFARE CENTRES IN THE SHIRE OF BEVERLEY</b>						
Beverley Town Hall (Primary)	138 Vincent St (Hunt Rd), Beverley	Shire 9646 1200, CESM 0427 057 719/Stephen Gollan 0429 461 200	220/75	180 / 90 Advised by Sshire		Air Con Yes Short term
Beverley Recreation Centre (Secondary)	Forrest St, (John St) Beverley	Stephen Gollan 0429 461 200	90/30	62 / 31 Advised by Shire		Air Con Yes Short term
Beverley Bowling Club (Secondary)	68 Forrest St, (Smith St) Beverley	Jo Copping 0438972335	120/50	60 / 30		Air Con No Short term Shire of Beverley(Owned building but subleased)
<b>WELFARE CENTRES IN THE SHIRE OF CUNDERDIN</b>						
Cunderdin Community & Recreation Centre (Primary)	Lundy Ave, Cunderdin	Shire 9635 2700 CESM 0448 008 653 CEO 0458 351 008	TBC			Air Con Yes Short term
Cunderdin Town Hall (Secondary)	Main St, (Cubbine St) Cunderdin	Shire 9635 2700 CESM 0448 008 653 CEO 0458 351 008	TBC			Air Con No Short term
WA College of Agriculture – Cunderdin (Secondary)	3kms North of Cunderdin	School 9635 1302/9635 2100/9635 1334 (Residential and Day School)	TBC			Air Con No Short term Availability to be confirmed if required
Meckering Town Hall (Primary)	Cnr Vanzetti and Snooke Sts, Meckering	Shire 9635 2700 CESM 0448 008 653 CEO 0458 351 008	TBC			Air Con No Short term
Meckering Sport Club (Secondary)	Dempster St (Clifton St), Meckering	Sports Club 9625 1271 CESM 0448 008 653 CEO 0458	TBC			Air Con No Short term

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NAME-Primary/Secondary Centre	ADDRESS	CONTACT	CAPACITY STATUS	COVID Capacity 2m <sup>2</sup> / 4m <sup>2</sup>	LONGITUDE LATITUDE	NOTES
		351 008				
<b>WELFARE CENTRES IN THE SHIRE OF DOWERIN</b>						
Dowerin Town and Lesser Hall (Primary)	11 Cottrell St, Dowerin	Shire 9631 1202, CEO 0429 311 202, Works Mgr 0429 311 160	TBC			Air Con No Short term
Dowerin Recreation Centre (Secondary)	Cnr Memorial Ave & Maisey St	Shire 9631 1202, CEO 0429 311 202, Works Mgr 0429 311 160	TBC			Air Con No Short term
<b>WELFARE CENTRES IN THE SHIRE OF GOOMALLING</b>						
Goomalling Recreation Centre	47Quinlan Cnr Lockyer Sts	Goomalling Shire 9629 1101/CEO 0439 496 559/ Michelle Jenna Tavern 9623 2273	300/100	150 / 75		Air Con No Short term
Goomalling War Memorial Hall	34 Quinlan Cnr Hoddy Sts	Goomalling Shire 9629 1101/ CEO 0439 496 559	150/50	75 / 37		Air Con Yes Short term
<b>WELFARE CENTRES IN THE SHIRE OF NORTHAM</b>						
Northam Recreation Centre (Primary)	44 Peel Tce, Northam	Shire 96226100, Jack Little Ctr Mgr 9622 5153, 0447 242 186	1000/300	500 / 250		Air Con Yes Long term
Northam Senior High School (Primary)	Kennedy St, Northam	9621 0000 (Principal Terry Martino)	600/200	300 / 150		Air Con Yes Short term
<b>WELFARE CENTRES IN THE SHIRE OF QUAIRADING</b>						
Quairading Community building (Primary)	Lot 190 McLennen St Quairading Greater sports ground area	Shire 96451001 CEO Graeme Fardon 0429 451 001 Emergency Services Manager – 0448 008 653	200 / 66	100 / 50		Air Con Yes Short term  (Ability to plug in external Generator)
Quairading Town Hall & Lesser Hall (Primary)	Jennaberrin g Rd (next to Shire office)	Shire 96451001 CEO Graeme Fardon 0429 451 001 Emergency Services Manager – 0448 008 653	420 / 140	210 / 105		Air Con Yes Long term Ability to plug in external Generator No Showers. Showers

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NAME-Primary/Secondary Centre	ADDRESS	CONTACT	CAPACITY STATUS	COVID Capacity 2m <sup>2</sup> / 4m <sup>2</sup>	LONGITUDE LATITUDE	NOTES
						available at the Community Building
Quairading Community Resource & Cultural Arts Centre (Secondary)	1 Parker St, Quairading	Manager 9645 0096, Environmental Officer 9645 1605, 0427 450 236	200	100 / 25		Air Con Yes Short term
Quairading Bowling Club	Greater Sports Ground, Quairading 6383 (off Mclennan St)	Shire 96451001 CEO Graeme Fardon 0429 451 001	TBA			Air Con TBA Short Term
<b>WELFARE CENTRES IN THE SHIRE OF TAMMIN</b>						
Tammin Town Hall (Primary)	1 Donnan Street, (Gt Eastern Hwy)	Shire of Tammin 08 9637 0300 (W) CEO 0458 351 008	300/93	150 / 75		Air Con Yes Long term
Donnan Park Pavilion (Secondary)	70 Tammin-Wyalkatchem Rd, Tammin	Shire of Tammin: 9637 0300, CEO 0458 351 008	70/28	35 / 17		Air Con Yes Short term
<b>WELFARE CENTRES IN THE SHIRE OF TOODYAY</b>						
Toodyay Memorial Town Hall (Primary)	117 Stirling Tce, Toodyay	Shire of Toodyay: 9574 9300 Ranger services 9574 9370 Emergency Services Manager – (Rob Koch) 0458 042 104, CEO (Stan Scott) 0419 958 924	200/60	100 / 50		Air Con No Short term
Toodyay Sports Pavilion (Primary)	No 1 Toodyay St, Toodyay (Crn Telegraph Rd and Toodyay Sts)	Shire of Toodyay: 9574 9300 Ranger services 9574 9370 Emergency Services Manager – (Rob Koch) 0458 042 104, CEO (Stan Scott) 0419 958 924	100/30	50 / 25		Air Con No Short term

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NAME-Primary/Secondary Centre	ADDRESS	CONTACT	CAPACITY STATUS	COVID Capacity 2m <sup>2</sup> / 4m <sup>2</sup>	LONGITUDE LATITUDE	NOTES
<b>WELFARE CENTRES IN THE SHIRE OF YORK</b>						
York Recreation Centre (New Building, Primary)	Lot 292 South St, York	Suzi Haslehurst – 9641 2233/ 0438 972 735	375/125	187 / 93		Air Con Yes Short term
York Recreation Centre (Old Building, Secondary)			300/100	150 / 75		
York Town Hall (Secondary)	27 Joaquina St, York	Suzi Haslehurst – 9641 2233/ 0438 972 735	300/100	150 / 75		Air Con No Short term

**See Appendices 15,16 and 17 for:**

- Welfare Centre Safety Inspection Report
- Welfare Centre Condition Report
- Welfare Centre Handover Report

## Appendix 5B – Alternative Temporary Accommodation Services

In the event of an evacuation, people may make their own accommodation arrangements eg stay with family or friends locally (if this is safe) or in another town.

If a small number of people were required to evacuate, or there is extenuating circumstances for some individuals and families, Communities Emergency Services would explore alternative arrangements, depending upon the situation at the time. This may include a range of options such as commercial facilities. **Note: accommodation providers requiring payment need to have ABNs** – providers cannot receive payment without one.

**Contact the Emergency Services On Call Duty Officer to seek approval for use of commercial accommodation – 0418 943 835.**

In a larger emergency Communities Emergency Services may need assistance in organising accommodation for evacuees and ADRA can assist with this in designated areas. If additional help is required please contact the **Emergency Services On Call Duty Officer – 0418 943 835** and the Officer will activate ADRA if appropriate.

Name	Address	Contact Details	After Hours Contact
<b>SHIRE OF BEVERLEY</b>			
Beverley Bed & Breakfast	131 Forrest St, Beverley	(08) 9646 0073	
Beverley Hotel	137 Vincent St, Beverley	(08) 9646 1190	
Beverley Freemasons Tavern	104 Vincent St, Beverley	(08) 9646 1094	0476 616 377
<b>SHIRE OF CUNDERDIN</b>			
Cunderdin Caravan Park	74 Olympic Ave, Cunderdin	(08) 9635 1258	
Ettamogah Pub	75 Main Street, Cunderdin	(08) 9635 1777 (0800 – 2000)	
<b>SHIRE OF DOWERIN</b>			
Dowerin Hotel	3 Stewart St, Dowerin Steve and Cherie	(08) 9631 1206	0428 647 441
Dowerin Caravan Park and Motel	9 Goldfields Rd Dowerin	(08) 9631 1135 (0500 to 2000)	
Dowerin Short Stay Accomodation	Corner of Fraser and East Streets, Dowerin	(08) 9631 1202	
<b>SHIRE OF GOOMALLING</b>			
Goomalling Tavern	61 Railway Tce, Goomalling	(08) 9629 1100	
Goomalling Caravan Park	Throssell Street (Northam-Puthara Rd) <a href="mailto:Caravanpark@goomalling.wa.gov.au">Caravanpark@goomalling.wa.gov.au</a>	(08) 9629 1183	
Mystique Maison	10 Forrest St, Goomalling	(08) 9629 1673	0427 549 732
Jennacubbin Tavern and Caravan Park	24 Collins St, Jennacubbine Brett Trew jennapub@classicit.net	9623 2273	
<b>SHIRE OF NORTHAM</b>			

## Local Emergency Welfare Plan - Northam District

Name	Address	Contact Details	After Hours Contact
Dukes Inn	197 Duke St, Northam WA 6401 Cindy Admin@dukesinn.com.au	(08) 9622 2324 0409 418 664	0418 873 614
Northam Motel	13 John St, Northam	(08) 9622 1755	0700 – 2100 Only
Northam Self Contained Apartments	237 Duke St (Cnr Parker St), Northam resourcesmg@gmail.com	0412 288 285	
Riverside Hotel	322 Fitzgerald St, Northam	(08) 9622 1023	1100 – 2200 Only
Northam Caravan Park	150 Yilgarn Ave, Northam	(08) 9622 1620	(Diverts AH)
Killara Respite Centre (Aged or Inferred only)	2 Burgoyne Street, Northam	(08) 9622 5765	(Diverts AH)
Northam Visitor Centre	tourist@notham.wa.gov.au	9622 2100	BH only
<b>SHIRE OF QUAIRADING</b>			
Quairading Hotel	43 Heal St, Quairading	(08) 9645 1929	0439 815 929 Amanda
Quairading Motel	55 Jennaberring Rd, Quairading	(08) 9645 1054	
Quairading Caravan Park & Railway Barracks	Off Parker St, Quairading Operated by the Shire	(08) 9645 1001	
<b>SHIRE OF TAMMIN</b>			
Tammin Hotel	23 Donnan St, Tammin	(08) 9637 1777	0419 831 603 Rolley
<b>SHIRE OF TOODYAY</b>			
Avalon Homestead	381 Julimar Rd West Toodyay Delveen and Peter <a href="mailto:info@avalonhomestead.com.au">info@avalonhomestead.com.au</a>	9574 5050	
Freemasons Hotel	125 Stirling Tce, Toodyay John Pearce <a href="mailto:fawlytowers@westnet.com.au">fawlytowers@westnet.com.au</a>	(08) 9574 2201 0427 742 248	0427 742 248
Toodyay Holiday Park & Chalets	188 Racecourse Rd, Toodyay Lesley and Kevin Hug <a href="mailto:enquiries@toodyayholidaypark.com.au">enquiries@toodyayholidaypark.com.au</a>	(08) 9574 2534	
Black Wattle Catering	248 Black Wattle Rd, Toodyay <a href="mailto:blackwattle@cmmails.com">blackwattle@cmmails.com</a>	(08) 9574 4086	
Limes Orchard & Farm Stay	57 Clarkson St, West Toodyay	(08) 9574 4810	0400 502 935
<b>SHIRE OF YORK</b>			
The Imperial Hotel	83 Avon Tce, York	(08) 9641 1255	

## Local Emergency Welfare Plan - Northam District

<b>Name</b>	<b>Address</b>	<b>Contact Details</b>	<b>After Hours Contact</b>
The York Hotel	145 Avon Tce, York	(08) 9641 2188	
The Olive Branch	Lot 21, 4458 Great Southern Hwy, York	(08) 9641 1320	
York Cottages	2 Morris Edwards Dve, York	(08) 9641 2125	

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### Appendix 6 – Welfare function of Registration and Reunification

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

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

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



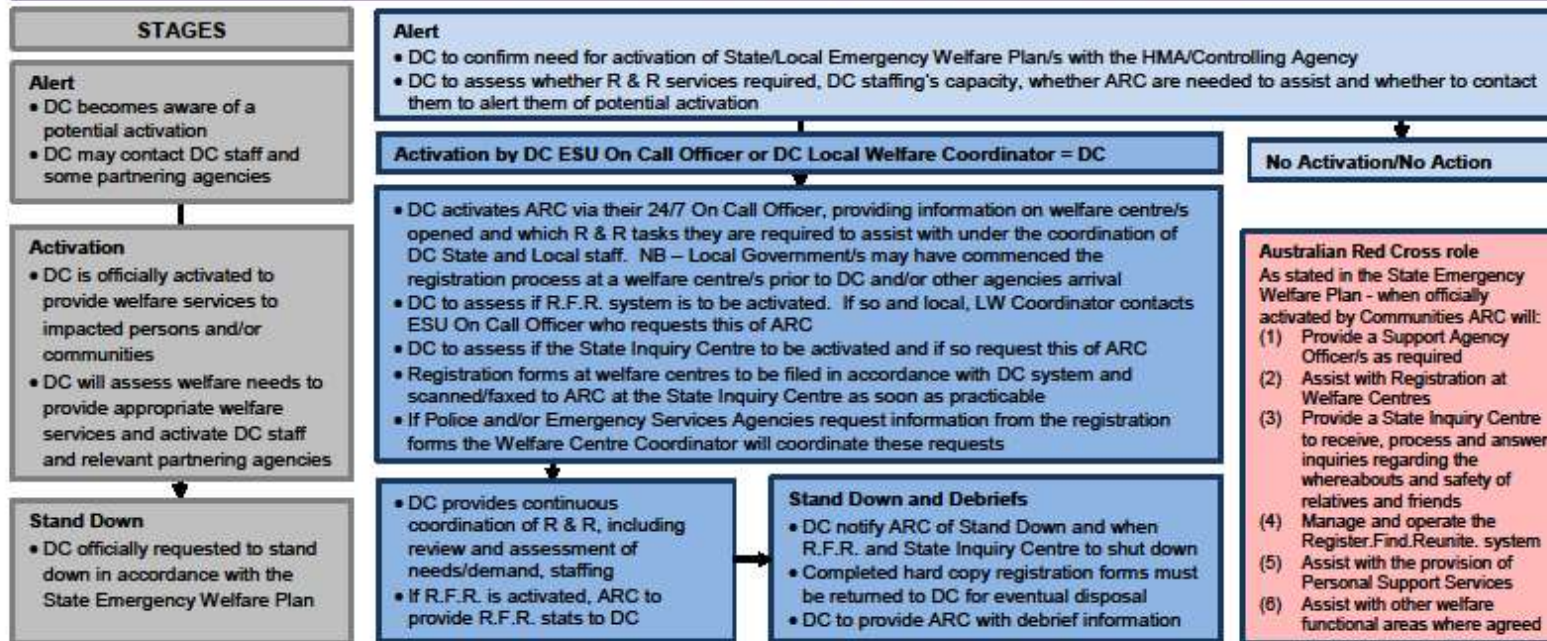
Government of Western Australia  
Department of Communities



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

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

### Registration and Reunification Standard Operating Procedures – State and Local Levels





## Appendix 7 – Emergency Catering Services

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

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

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

Name	Address	Contact Details	After Hours Contact
<b>SHIRE OF BEVERLEY</b>			
Country Kitchen	111 Vincent St, Beverley	(08) 9646 1524	
Beverley Bakery	123 Vincent Street, Beverley	08 9646 1839	0405983378
Red Vault Restaurant	115 Vincent Street , Beverley	08 9646 0008	08 9646 1240 Debbie Eastwell
Hotel Beverley	137 Vincent St, Beverley	(08) 9646 1190	
Beverley Footy Club		0448 979 234	Justin M
<b>SHIRE OF CUNDERDIN</b>			
Dougies Roadhouse	Lot 6 Great Eastern Highway, Cunderdin	(08) 9635 1151	
<b>SHIRE OF DOWERIN</b>			
Dowerin Hotel	4 Stewart St, Dowerin	(08) 9631 1206	0428 647 161 Steve
Dowerin Bakery	Stewart St, Dowerin	(08) 9631 1031	No A/H but they are open from 0400 to 1630 M to F and until 1230 on Sat
Dowerin Roadhouse	12 Goldfields Rd, Dowerin	(08) 9631 1135	No A/H but they are open from 0500 to 1900
<b>SHIRE OF GOOMALLING</b>			
BP Roadhouse	42 Main St, Goomalling	(08) 9629 1245	No A/H but they are open from 0800-1700
Goomalling IGA	Railway Tce, Goomalling	(08) 9629 1140	0800-1700
DJ's Shell Roadhouse	17 Throssel St, Goomalling	(08) 9629 1550	



Name	Address	Contact Details	After Hours Contact
Goomalling Tavern	61 Railway Tce, Goomalling	(08) 9629 1110	
Goomalling Recreation Ctr	55 Railway Tce 6450	(08) 9629 1889	No A/H but they are open from 0800-1700
Jennacubbine Tavern and Units	24 Collins St, Jennacubbine jennapub@classicit.net	(08) 9623 2273	Brett (0400 932 273)
<b>SHIRE OF NORTHAM</b>			
Lucy's Tearooms	122 Fitzgerald St, Northam	(08) 9622 8628	Jess (0409 082154)
Subway	Shop 4 Northam Blv, Northam	(08) 9622 8200	
Chicken Treat	115 Fitzgerald St, Northam	(08) 9881 4144	Travis Armstrong (store owner) 0451 391 064
Dukes Inn	197 Duke St, Northam WA 6401	(08) 9622 2324	
Northam Hotel	13 John St, Northam	(08) 9622 1755	0410 160 354 A/H contact - Sharon
Riverside Hotel	322 Fitzgerald St, Northam	(08) 9622 1023	24/7
Northam Tavern	75 Fitzgerald St, Northam	(08) 9622 1041	
Bridgely Community Centre (food, etc)	91/93 Wellington St, Northam WA	(08) 9622 3981	No A/H but they are open from 0900-1700
Bakers Hill Pie Shop	4629 Great Eastern Hwy, Bakers Hill WA 6562	(08) 9574 1133	Open 0700-1630 but closed Sat arvo & Sun
El Caballo Truck Stop	3349 Great Eastern Hwy, Wooroloo WA 6558	(08) 9573 3777	24/7
Wundowie IGA Express	46/48 Baronie Ave, Wundowie. Des and Lisa Biglin	(08) 9573 6229	Lisa 0407 440 573 Des 0417 933 097
<b>SHIRE OF QUAIRADING</b>			
BP Roadhouse	Lot 6 York Rd, Quairading	(08) 9645 1230	Note: large amounts of food such as wraps, sandwiches, etc needs to be preordered
Quairading Hotel	43 Heal St, Quairading	(08) 9645 1929	
Quairading IGA/Farmers Co-op	29-37 Heal St Quairading		Club Sec – Kelli Brown (0429 497 039)
Quairading Tennis Club	Jo Hayes - Catering	(08) 9646 6219	
<b>SHIRE OF TAMMIN</b>			
Tammin Hotel	23 Donnan St, Tammin	(08) 9637 1777	0419 831 603 Rolley
Puma Service Station	Lot 2 Great Eastern Hwy, Tammin	(08) 9637 1200	



Name	Address	Contact Details	After Hours Contact
<b>SHIRE OF TOODYAY</b>			
Toodyay Road House	143 Stirling Tce, Toodyay	(08) 9574 2252	a/h contact - 0400 359 444
IGA Toodyay	Piesse St, Toodyay	(08) 9574 2872	Dean & Sharon Carter (Owners) 0418909742 Taryn (Store Manger) 0428 161 669
Amy's Cafe	110 Stirling Terrace, Toodyay WA 6566	(08) 9574 2246	
Cola Cafe	128 Stirling Tce, Toodyay Michael and Bec Kay 0400 359 444 <a href="mailto:thecolacafe@bigpond.com">thecolacafe@bigpond.com</a>	(08) 9574 4407	
Freemasons Hotel	John pearce <a href="mailto:fawlyttowers@westnet.com.au">fawlyttowers@westnet.com.au</a>	W: 9574 2201 M: 0427 742 248	
Toodyay Bakery	JASON MARION E: <a href="mailto:jason@toodyaybakery.com.au">jason@toodyaybakery.com.au</a>	W: 9574 2617 M: 0439 911 550	
Toodyay Pizza	Shop 4/4 Piesse St	(08) 9574 2462	Open 1600-2000 and closed Mon
<b>SHIRE OF YORK</b>			
Grandma's Kitchen	104 Avon Tce, York	(08) 9641 2553	
Castle Hotel	95 - 97 Avon Tce, York	(08) 9641 1007	
Settlers House	125 Avon Tce, York	(08) 9641 1884	
Jules Café	121 Avon Tce, York	(08) 9641 1832	
York Pizza	135 Avon Tce, York	(08) 9641 1222	

### WATER SUPPLIERS

Name	Type of Supplies	Contact Details	After Hours Contact
Water Corporation Manager Control Centre Operations (MCCO)	Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	1300 483 514	1300 483 514
Neverfail Springwater Ltd	Bottled and bulk spring water - Patrick Davis, WA Reg Manager Stefan Thomas, State Mgr		0411 407 120 0408 285 005



	Brian Kennedy, WA Prod Mgr		0401 100 282
Hills Water Cartage	Lot 81 West Toodyay Rd, Toodyay	0418 948 973	Number disconnected
AQUARIUS	Toodyay	0427 742 043	
Peter Mclerie		9574 5331	0428 928 086
Bruce Cleasby		9574 2272	

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## Appendix 8 – Emergency Clothing and Personal Requisites

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

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

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

### SUPERMARKETS/GENERAL STORES

Name	Address	Contact Details	After Hours Contact
<b>SHIRE OF BEVERLEY</b>			
IGA	122 Vincent St, Beverley - Jason Pepper	9646 1005	
<b>SHIRE OF CUNDERDIN</b>			
Cunderdin Co-op (IGA)	69/73 Main St, Cunderdin	9635 1304	
Meckering General Store	Gabbedy Pl, Meckering	9625 1243	
<b>SHIRE OF DOWERIN</b>			
IGA Express	5 Stewart St, Dowerin	9631 1052	
<b>SHIRE OF GOOMALLING</b>			
The Goomalling Grocer (IGA Express)	11-13 Railway Tce, Goomalling	9629 1140	
<b>SHIRE OF NORTHAM</b>			
Aldi	10 Beamish Ave, Northam	13 25 34	
Coles	Cnr Gairdner & Wellington Sts, Northam	9587 5700	
Woolworths	165 Fitzgerald St, Northam	9621 9400	
Wundowie IGA Express	46/48 Baronia Ave, Wundowie. Des and Lisa Biglin	9573 6229	Lisa 0407 440 573 Des 0417 933 097
<b>SHIRE OF QUAIRADING</b>			
Farmers Co-op/IGA	29-37 Heal St, Quairading	9645 1205	
<b>SHIRE OF TOODYAY</b>			
IGA	Shop 1, 4 Piesse St, Toodyay	574 5468	
Toodyay Op Shop	120c Stirling Cres, Toodyay	9574 5928	
<b>SHIRE OF YORK</b>			



IGA	138 Avon Tce, York	9941 1006	
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**FUEL**

<b>SHIRE OF BEVERLEY</b>			
Dome Roadhouse	Cnr Hunt Rd (Great Southern Hwy) & Vincent Street, Beverley	9646 1304 Brian Groves	0427 341 057
Richard Jas Mechanic	Railway Pde, Beverley (Mechanical and Fuel for welfare needs not general public)	9646 1396	
<b>SHIRE OF CUNDERDIN</b>			
Dougies Roadhouse	Lot 6 Great Eastern Highway, Cunderdin	9635 1151	
Meckering Roadhouse	Lot 57 Great Eastern Highway, Meckering	9625 1339	
<b>SHIRE OF DOWERIN</b>			
Dowerin Roadhouse	12 Goldfields Rd, Dowerin	9631 1135	
<b>SHIRE OF GOOMALLING</b>			
BP Roadhouse	42 Main St, Goomalling	9629 1245	
Shell Roadhouse	17 Throssell St, Goomalling	9629 1550	
<b>SHIRE OF NORTHAM</b>			
BP	16-18 Great Eastern Highway, Northam	9622 1744	
Dunnings	50 Old York Rd, Northam	9622 3039	Head Office
Dunnings Caltex	29 Peel Tc, Northam	9622 8952	
Shell	11 Newcastle Rd, Northam	9622 2768	
Coles Express	Cnr Wellington St & Gairdner St, Northam	9622 8952	
Woolworths Caltex	5/86 Wellington St, Northam	9622 7912	
<b>SHIRE OF QUAIRADING</b>			
BP Roadhouse	Lot 6 York Rd, Quairading	9645 1230	
Quairading Tyre and Battery	5 Jennaberring Rd, Quairading WA 6383	9645 1206	
<b>SHIRE OF TAMMIN</b>			
Puma Service Station	Lot 2 Great Eastern Hwy, Tammin	9637 1200	
<b>SHIRE OF TOODYAY</b>			
Toodyay Road House	143 Stirling Tce, Toodyay	9574 2252	
Toodyay Junction Road House	28 Stirling Tce, Toodyay	9574 2478	





<b>SHIRE OF YORK</b>			
Shell	86 Avon Tce, York	9641 1224	
Gull	63 Avon Tce, York	9641 1026	

### **MATTRESSES, BEDDING, CLOTHING ETC**

<b>Communities Emergency Services</b>	Mattresses from stores in Perth. <b>Allow 4-5 hours</b>	<b>ON CALL PH</b>	<b>0418 943 835</b>
<b>SHIRE OF GOOMALLING</b>			
Ash Fashions	9 Railway Tce, Goomalling	9629 1926	
<b>SHIRE OF NORTHAM</b>			
Australian Red Cross Op Shop	70/72 Fitzgerald St, Northam	9622 7748	
Best and Less	12/14 Gardiner St, Northam	9658 2100	
Cadds Fashions Surf and Sport	184 Fitzgerald St, Northam	9622 2042	
Good Sammy	140 Fitzgerald St, Northam	9622 3047	
Northam Furniture and Bedding	142-144 Fitzgerald St, Northam	9621 2255	
Northam Retravisision	67 Fitzgerald St, Northam	9622 3066	
Rockmans	Shop 19, Northam Boulevard Shoping Centre, Fitzgerald St, Northam	9622 7086	
The Salvation Army Thrift Shop	3 Elizabeth Place, Northam	9622 1228	
Target	187 Fitzgerald St, Northam	9621 7200	
Wheat Belt Safetywear	84 Fitzgerald St, Northam	9621 1852	
<b>SHIRE OF TOODYAY</b>			
Toodyay Op Shop	120c Stirling Cres, Toodyay	9574 5928	
<b>SHIRE OF YORK</b>			
Norm Reynolds Retravisision and York Cycles	113 Avon Tce, York	9641 1018	

### **HARDWARE STORES**

<b>Cunderdin</b>		
Macs Agencies (Farmshop hardware)	9 Main St – West, Cunderdin	(08) 9635 1232



<b>Dowerin</b>		
JK Williams & Co - Mitre 10	6 Stewart St, Dowerin	(08) 9631 1105
<b>Goomalling</b>		
Ash Fashions	9 Railway Tce, Goomalling	(08) 9629 1926
<b>Quairading</b>		
Quairading Quality Meats	1 Heal St, Quairading	(08) 9645 1064
<b>Northam</b>		
Northam Feed & Hire <small>*has sml petrol 8KVa generator available</small>	43 Old York Rd, Northam	(08) 9622 3637
Northam Home Hardware	136 Fitzgerald St, Northam	(08) 9622 5087
Northam Furniture and Bedding	142-144 Fitzgerald St, Northam	(08) 9621 2255
Northam Retravision	67 Fitzgerald St, Northam	(08) 9622 3066
Northam Betta Electrical	211 Fitzgerald St, Northam	(08) 9622 1229
Wundowie Produce and Hardware	50 Baronia Ave, Wundowie Peter Broad broadie@wundowiehardware.net.au	(08) 9573 6967 0419 802 047
<b>Toodyay</b>		
Makit Hardware	119 Stirling Tce, Toodyay	(08) 9574 2970
Home Hardware	126 Stirling Terrace	(08) 9574 2232
<b>Wundowie</b>		
Wundowie IGA Express	46/48 Baronia Ave, Wundowie. Des and Lisa Biglin	(08) 9573 6229 AH Lisa 0407 440 573 Des 0417 933 097
<b>York</b>		
Norm Reynolds Retravision and York Cycles	113 Avon Tce, York	(08) 9641 1018
York Home hardware	138 Avon Tce, York	(08) 9641 1993
York Building Supplies	50 Avon Tce, York	(08) 9641 1218



## Appendix 9 – Personal Support Services

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

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

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

A list of relevant agencies and services is included below.

### Advocacy and Counselling Services

Communities Psychological Services	Contact Communities Emergency Services	On Call phone	0418 943 835
DC Psychology Services	Contact DC Emergency Services Unit	ON CALL PHONE	0418 943 835
Service Centre Manager Corrin Chard	9621 9000 <a href="mailto:cscm.northam.w@humanservices.gov.au">cscm.northam.w@humanservices.gov.au</a>	0421 506 247	
North Metropolitan Alcohol & Drug Team			
Silver Chain Nursing Association		1300 650 803	
Rural Link	Dept of Health Statewide Services	1800 552 002 1800 720 101 -TTY	
School Psychologists Dept of Education	Wheatbelt Regional Education Office – PO Box 394 Northam 6401	9622 0200	
Wheatbelt Mental Health Service	Dept of Health	9621 0999	

### Telephone Help Services

Beyondblue Support Service	24 hour telephone service Chat online (3pm - 12am) - <a href="https://www.youthbeyondblue.com">https://www.youthbeyondblue.com</a>	1300 22 4636
HealthDirect		1800 022 222
Lifeline Crisis support, suicide prevention	24 hour telephone service Crisis support chat 7.00pm – midnight (Sydney time) 7 days. Outside of these hours call Lifeline -	13 11 14



	<a href="https://www.lifeline.org.au/get-help/online-services/crisis-chat">https://www.lifeline.org.au/get-help/online-services/crisis-chat</a>	
Rural Link Dept of Health Statewide Services	Availability 4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays. During business hours connected to local community mental health clinic	1800 552 002 1800 720 101 -TTY
Samaritans Crisis Line Anonymous Crisis Support	24 hour telephone service	135 247
Suicide Call Back Service Telephone, video and online professional counselling	For at risk, carers and the bereaved Online chat and video counselling – <a href="https://www.suicidecallbackservice.org.au/need-to-talk/">https://www.suicidecallbackservice.org.au/need-to-talk/</a>	1300 659 467

### YouthCARE – Chaplains

Lance	Matthew	Area Chaplain	<a href="mailto:Matthew.Lance@youthcare.org.au">Matthew.Lance@youthcare.org.au</a>	0428 802 258
Bradbury	Emma	Northam	<a href="mailto:emmab@youthcare.org.au">emmab@youthcare.org.au</a>	Woorloo PS
Diver	Michelle	Cunderdin	<a href="mailto:michelled@youthcare.org.au">michelled@youthcare.org.au</a>	Kellerberrin DHS
Footer	Chris	Northam	<a href="mailto:christopherf2@youthcare.org.au">christopherf2@youthcare.org.au</a>	Beverley DHS
Hagboom	Shirley	Dowerin	<a href="mailto:shirleyh@youthcare.org.au">shirleyh@youthcare.org.au</a>	Dowerin
Lance	Matt	Northam	<a href="mailto:matthewl@youthcare.org.au">matthewl@youthcare.org.au</a>	Cunderdin
Manning	Catherine	Northam	<a href="mailto:catherinem@youthcare.org.au">catherinem@youthcare.org.au</a>	Goomalling PS
McGhee	Doug	Bindoon	<a href="mailto:doug@youthcare.org.au">doug@youthcare.org.au</a>	ToodyayDHS Bindoon PS
O'sullivan	Sheryl	Northam	<a href="mailto:sherylo@youthcare.org.au">sherylo@youthcare.org.au</a>	West Northam PS

### Chaplains – Toodyay Anglican

Bourne	Peter		<a href="mailto:peter.bourne@westnet.com.au">peter.bourne@westnet.com.au</a>	(08) 9574 2203 0421 704 429
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### Chaplains – Anglican

Jeff	Sturman		<a href="mailto:jandasturman@westnet.com.au">jandasturman@westnet.com.au</a>	(08) 9574 2507
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## MEDICAL TREATMENT

HealthDirect		1800 022 222
Poisons Information Centre	24hr advice on all exposures to poisons, medicines, plants, bites/stings	13 1126
Royal Flying Doctor Service (RFDS)	Medical Emergency Calls (24 hours) Satellite phone calls Admin	1800 625 800 9417 6389 9417 6300
St John Ambulance	Emergency Calls Refer page 21/22 for Community Paramedic contacts	000
Wheatbelt GP Network	25 Holtfreter Ave, (PO Box 781) Northam WA	9621 4400

## Hospitals, General Practice and Nursing Posts

<b>Beverley District Hospital</b>	Sewell St, Beverly	(08) 9646 3200	
<b>Beverley Medical Practice</b>	106 Forrest St, Beverly	(08) 9646 1241	
<b>Beverley Pharmacy</b>	112 Vincent St, Beverley	(08) 9646 1134	
<b>Cunderdin District Hospital</b>	Cubbine St, Cunderdin	(08) 9635 2222	
<b>Cunderdin Medical Practice</b>	2 Cubbine St, Cunderdin	(08) 96351352	
<b>Cunderdin Pharmacy</b>	59 Main St, Cunderdin	(08) 9635 1497	
<b>Dowerin</b>	No Medical Services Available Nearest Goomalling or Wyalkatchem		
<b>Goomalling District Hospital</b>	Forrest St, Goomalling	(08) 9629 0100	
<b>Goomalling Medical Surgery</b>	13 High St, Goomalling	(08) 9629 1166	
<b>WA Country Chemist, Goomalling</b>	37 Railway Tce, Goomalling	(08) 9656 7170	
<b>Northam Regional Hospital</b>	50 Robinson Rd, Northam	(08) 9690 1300 Mgr Health Services Jennifer Lee	0407 631 373
<b>Grey St Surgery, Northam</b>	16 Grey St, Northam	(08) 9622 1599	
<b>Northam Family Practice</b>	33 Wellington St, Northam	(08) 9621 1757	
<b>Wheatbelt Health Network, Northam</b>	25 Holtfreter Ave, Northam	(08) 9621 4444	



<b>Northam Discount Drug Store</b>	Shop 17, Northam Boulevard Shopping Ctr, Fitzgerald St, Northam	(08) 9622 1521	
<b>Stewarts Pharmacy, Northam</b>	1224 Fitzgerald St E, Northam	(08) 9622 1644	
<b>Wheatbelt Health Centre Pharmacy, Northam</b>	5/25 Holtfreter Ave, Northam	(08) 9622 7905	
<b>Quairading Hospital</b>	Harris St, Quairading	(08) 9645 2222	
<b>Quairading Medical Practice</b>	19 Harris St, Quairading	(08) 9645 1210	
<b>Quairading Pharmacy</b>	29 Heal St, Quairading	(08) 9645 1061	
<b>Toodyay Dental Clinic</b>	94 Stirling Tce, Toodyay	(08) 9574 2333	
<b>Wheatbelt General Practice, Toodyay</b>	81 Stirling Tce, Toodyay	(08) 9574 2300	
<b>Terry White Chemist, Toodyay</b>	110 Stirling St, Toodyay	(08) 9574 2393	
<b>York Hospital and Health Services</b>	Trews Rd, York	(08) 9641 0200	
<b>York General Practice</b>	6 Howick St, York	(08) 9641 0000	
<b>York Pharmacy</b>	105 Avon Tce, York	(08) 9641 1044	
<b>Wheatbelt mental Health Services</b>	210 Fitzgerald St E, Northam	(08) 9621 0999	
<b>Silver Chain</b>	<b>Claire Wall</b>	<b>9622 5915</b>	<b>0457 763 959</b>
	Northam		1300 650 803
<b>Silver Chain – Wheatbelt Community Manager</b>	Toodyay Amy Flaherty		1300 650 803 0475 826 587

### Chemists/Pharmacists

Name	Address	Contact Details
<b>Beverley</b>		
Beverley Pharmacy	112 Vincent, Beverley	(08) 9646 1134
<b>Cunderdin</b>		
Cunderdin Pharmacy	59a Main St, Cunderin	(08) 9635 1497
<b>Goomalling</b>		



Goomalling Pharmacy	37 Railway Tce, Goomalling	(08) 9629 1088
<b>Northam</b>		
Stewarts Pharmacy	124 Fitzgerald St, Northam	(08) 9622 3777
Northam Pharmacy	Shop 17 Northam Blv, Northam	(08) 9622 1521
<b>Quairading</b>		
Pharmacy and Gift Shop	31 Heal St, Quairading	(08) 9645 1061
<b>Toodyay</b>		
Toodyay Pharmacy	110 Stirling Tce, Toodyay	(08) 574 2393
<b>York</b>		
York Pharmacy	105 Avon Tce, York	(08) 9641 1044

<b>Cunderdin</b>		
Macs Agencies (Farmshop hardware)	9 Main St – West, Cunderdin	(08) 9635 1232
<b>Dowerin</b>		
JK Williams & Co - Mitre 10	6 Stewart St, Dowerin	(08) 9631 1105
<b>Goomalling</b>		
Ash Fashions	9 Railway Tce, Goomalling	(08) 9629 1926
<b>Quairading</b>		
Quairading Quality Meats	1 Heal St, Quairading	(08) 9645 1064
<b>Northam</b>		
Northam Feed & Hire <small>*has sml petrol 8KVa generator available</small>	43 Old York Rd, Northam	(08) 9622 3637
Northam Home Hardware	136 Fitzgerald St, Northam	(08) 9622 5087
Northam Furniture and Bedding	142-144 Fitzgerald St, Northam	(08) 9621 2255
Northam Retravisio	67 Fitzgerald St, Northam	(08) 9622 3066
Northam Betta Electrical	211 Fitzgerald St, Northam	(08) 9622 1229
Wundowie Produce and Hardware	50 Baronia Ave, Wundowie Peter Broad broadie@wundowiehardware.net.au	(08) 9573 6967 0419 802 047
<b>Toodyay</b>		
Makit Hardware	119 Stirling Tce, Toodyay	(08) 9574 2970
Home Hardware	126 Stirling Terrace	(08) 9574 2232
<b>Wundowie</b>		
Wundowie IGA Express	46/48 Baronia Ave, Wundowie. Des and Lisa Biglin	(08) 9573 6229 AH Lisa 0407 440 573 Des 0417 933 097



<b>York</b>		
Norm Reynolds Retravisision and York Cycles	113 Avon Tce, York	(08) 9641 1018
York Home hardware	138 Avon Tce, York	(08) 9641 1993
York Building Supplies	50 Avon Tce, York	(08) 9641 1218

### Child Care Services

<b>Toodyay Day Care Centre</b>		P: 9574 2922
<b>Three Little Monkeys Family Day Care</b>	Tracey Hunter	P: 9574 5642 M: 0418 102 429
<b>Little Ducklings Family Day Care</b>	Casandra Duckworth	P: 9574 2850 M: 0400 514 981
<b>Little Bumble Bees Family Day Care</b>		P: 9572 9914 M: 0447 710 493

### Community Resource Centres

Beverley CRC 132 Vincent St, Beverley 9646 1600	Cunderdin CRC 57 Main St, Cunderdin 9635 1784
Dowerin CRC 13 Stewart St, Dowerin 9631 1662	Goomalling CRC 110 Barrack St, Merredin 9041 1041
Quairading CRC 1 Parker St, Quairading 9645 0096	Toodyay CRC 111 Stirling Tce, Toodyay 9574 5357
York CRC 89 Avon Tce, York 9047 2150	

### Residential Care Facilities

<b>SHIRE OF Northam</b>			
Juniper	Tony Carter	9622 3466	Tony.cater@juniper.org.au
<b>SHIRE OF</b>			
<b>SHIRE OF</b>			





### Special Needs Interest Groups

Disability Services Commission		Freecall – 1800 998 214	TTY - 9426 9315

### Translation, Interpretive and Hearing (AUSLAN) Services

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

- Immediate phone interpreting including ATIS phone interpreting: 131 450 - 15mins @ \$34.22 - 4.1.18
- Pre booked Service – 1300 655 081 - 30mins @ \$82.89 – 4.1.18

**Text Emergency Calls TTY – Dial 106**

### Taxi Services – HMAs/Controlling Agency are responsible for transporting evacuees to and from Welfare Centres




## Appendix 10 – Key Contact Lists

Organisation	Name	Work contact	After hours contact
<b>Department of Communities - Northam</b>	- Local Welfare Coordinator	Phone: 9621 0400	Crisis Care 1800 199 008
District Director	Julie MaKenzie	9621 0400	Crisis Care 1800 199 008
District Emergency Services Officer	Jo Spadaccini	0429102614	Crisis Care 1800 199 008
Aboriginal Practice Leader	Lorna Yarran	9621 0473	Crisis Care 1800 199 008
Communities Emergency Services	Kim Dean Director	6217 8194 Fax: 9221 6065	
<b>Communities ES On Call Phone – all hours</b>	<b>Emergency Services</b>	<b>0418 943 835</b>	
Department of Communities	Crisis Care	9223 1111/ 1800 199 008	<b>0418 943 835</b>
Steve Worner Manager	Media Relations/Corporate Communications	0418 918 299	9223 1111/ 1800 199 008  0418 918 299
<b>Local Government/s</b>	Refer Appendix 3		
<b>Local Police Force</b>	Refer Appendix 3		<b>Emergency Calls 000 / 112 / 106</b>
DFES Community Liaison Unit - CLU	Team Leader <a href="mailto:CLU@dfes.wa.gov.au">CLU@dfes.wa.gov.au</a>	0408 296 320	0408 296 320
DFES Regional Office Goldfields Midlands	79 Newcastle St, Northam	9690 2300	9690 2300 24/7 Duty Ph
Volunteering WA	Jen Wyness 9482 4315	0422 941 483	

### Lifelines

LIFELINES – PUBLIC INFORMATION	PHONE/FAX
<b>Life threatening emergency</b>	<b>Emergencies 000 / 112 / 106</b>
DFES Public Information Line	13 DFES (13 3337) <a href="http://www.dfes.wa.gov.au/Pages/default.aspx">www.dfes.wa.gov.au/Pages/default.aspx</a>



Emergency WA website for emergency warnings	<a href="https://www.emergency.wa.gov.au/">https://www.emergency.wa.gov.au/</a>
Bureau of Meteorology website WA Tropical Cyclone Information WA Land Weather and Flood Warnings WA Coastal Marine Warnings Australian Tsunami Threat Information (1300 TSUNAMI)	<a href="http://www.bom.gov.au/index.php">http://www.bom.gov.au/index.php</a> 1300 659 210 1300 659 213 1300 659 223 1300 878 6264
Main Roads Western Australia (MRWA) - Primary public contact point for road closure information	Phone: 138 138 Fax: 9323 4400 <a href="http://www.mainroads.wa.gov.au">www.mainroads.wa.gov.au</a>
Alinta Gas	13 13 58
ATCO Gas Australia	Faults (public no) – 13 13 52 Head Office 6163 5000
National Broadband Network (NBN)	No phone number listed on the NBN website <a href="https://www.nbnco.com.au/">https://www.nbnco.com.au/</a> <a href="https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html">https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html</a>
DBP Dampier Bunbury Pipeline	Faults – 1800 019 919 Head Office – 942 3800
Horizon Power	Faults – 13 23 51 Residential – 1800 267 926
Optus	131 344
Public Transport Authority	Emergency (public no) – 9220 9999 Head Office – 136 213
SES – Public assistance Communities making requests to SES go through the DFES Communication Centre (COMCEN) – 9395 9210 or 9395 9209. NB – SES may have limited capacity to assist due to other DFES operational requirements	132 500
Telstra	Faults – 13 20 00 Head Office – 13 22 03
Water Corporation Inter-agency Emergency Management Coordinator – Alf Fordham - 9420 3964 / 0472 869 491 <a href="mailto:Alf.Fordham@watercorporation.com.au">Alf.Fordham@watercorporation.com.au</a> 629 Newcastle St, LEEDERVILLE WA 6007 PO Box 100, LEEDERVILLE WA 6902 Out of hours operational issues - 1300 483 514 <a href="mailto:OC.Statewide OPS Mgr@watercorporation.com.au">OC.Statewide OPS Mgr@watercorporation.com.au</a> Can assist with water and waste water	Public assistance – General – 9420 2420 Faults (public no) -13 13 75 if urgent Translation and Interpreter Service - <ul style="list-style-type: none"> <li>• 13 13 85 - account enquiries</li> <li>• 13 13 75 - faults, emergencies and security</li> <li>• 13 13 95 - building services</li> </ul> Hearing or speech impaired –



infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	13 36 77

DRAFT



## Appendix 11 – Sanitary, Waste Disposal, Hire Services:

Name	Type of Supplies	Contact Details	After Hours Contact
Local Government	Waste disposal, sanitary and disposal management		
Water Corporation Manager Control Centre Operations (MCCO)	Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	1300 483 514	1300 483 514
Coates Hire	Hire portable toilets, ablution blocks, generators	13 15 52	
Sita-Medi Collect	All clinical waste, Perth	9356 5737	
SUEZ medical and clinical waste specialist division – Perth	1-7 Felspar Street, Welshpool	13 13 35	

### CLEANING SERVICES

Name	Contact Details	After Hours Contact



**Appendix 12 – Security Companies:**

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

Name	Address	Contact Details Day & After Hours

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## Appendix 13 – Activation Kits:

Northam Communities Office		
Store Room near Toilets and Bottom Exit		
7 Tubs:		
Tub 1	Admin and paperwork	
Tub 2	Admin and paperwork	
Tub 3	Personal requisites – Small first aid kit, kitchen supplies, toiletries	
Tub 4	Personal requisites – Bathroom, soap, towels, toothpaste	
Tub 5	Personal requisites – Toiletries, power boards	
Tub 6	Baby items	
Tub 7	Cords, chargers and radios	
No bedding at this stage.		
Additional Items	Bull Horn	
	Drink Dispenser	
	Urn	
	Vests	
	Laptop Bag	
	Red Cross Tub	
	Green Metal Evacuation Centre Sign	
	Catering Utensils Box	
	Trolley	
Full list available on Sharepoint <a href="http://dcpworkspace.ad.dcd.wa.gov.au/Workspaces/cbs/esu/Lists/Kit%20and%20trailer%20location/AllItems.aspx">http://dcpworkspace.ad.dcd.wa.gov.au/Workspaces/cbs/esu/Lists/Kit%20and%20trailer%20location/AllItems.aspx</a>		
XXX	XXX	XXX



## Appendix 14 – Distribution List:

This plan has been distributed electronically to:

### Department of Communities

- **Local Office/s name** Staff titles  
plus X hard copies – located in the **Communities Local Office name - eg**
  - o Local Emergency Welfare Plan – red file
  - o Local Welfare Centre Coordinator Pack
- Emergency Services SharePoint site
- **District name** District Emergency Services Officer  
plus a hard copy stored in DESO vehicle

### Local Emergency Management Committee

- **Name of Local Government/s** Local Emergency Management Committee **s** (Edited version for any copies the public have access to – Appendices not included as contain personal names and phone numbers. This is for people's confidentiality and particularly Department of Communities staff)

**DESOs – it is up to you whether you distribute this plan to your Welfare Coordination Group/Partnering Agencies – see Appendix 3.**





## Appendix 15 – Welfare Centre Safety Inspection

### Facility Name & Address

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

Areas to check at a minimum	
<b>1. Facility access</b> <ul style="list-style-type: none"> <li>• How many entrances/exits to the centre are there?</li> <li>• Are any entrances/exits a hazard for children/people with special needs?</li> <li>• Do any entrances/exits need to be blocked off or better sign posted? Are any of them fire exits?</li> <li>• Is the car park able to be accessed? Is suitable access for people with disabilities available e.g. ramps/rails etc.</li> <li>• Stage/side halls – are these safe for children?</li> </ul>	<input type="checkbox"/>
<b>2. Slips, trips and fall from height hazards</b> <ul style="list-style-type: none"> <li>• Floors, stairs and ramps - are these free from obstructions that may cause a person to trip or fall – do any need to be barricaded?</li> <li>• Drains, plumbing and wet areas – are these leaking causing a slip hazard – check under sinks, dishwasher.</li> <li>• Are floor surfaces free from uneven surfaces/potholes/other hazards?</li> <li>• Are stair/steps barricaded from children?</li> <li>• Are heavy/frequently used items stored away from top shelves and/or steps/safety ladders available if needing to reach heights (to be secured away at all other times)?</li> </ul>	<input type="checkbox"/>
<b>3. Drowning hazards</b> - Is there a drowning hazard e.g. swimming pool/spa etc? If so have these been barricaded?	<input type="checkbox"/>
<b>4. Electrical hazards</b> <ul style="list-style-type: none"> <li>• Is the switchboard free of any obstructions and switchboard components are clearly marked?</li> <li>• Are plugs, sockets, extension leads, power boards and/or electrical installations in good condition and protected (e.g. covered from damage and not overloaded)?</li> <li>• Are flexible cords and extension cords being used in a safe manner (e.g. not lying across walkways and no use of multiple extension cords)</li> <li>• Heaters – are these a hazard that needs to be barricaded?</li> <li>• Kitchen – is this barricaded from children?</li> <li>• Urns/Kettles – have these been barricaded from children?</li> <li>• Other electrical equipment / hazards?</li> </ul>	<input type="checkbox"/>
<b>5. Hazardous substances</b> <ul style="list-style-type: none"> <li>• Are all potentially dangerous hazardous substances e.g. and chemicals including cleaning products etc locked away?</li> </ul>	<input type="checkbox"/>
<b>6. Other</b> <ul style="list-style-type: none"> <li>• Please include an outline of other areas checked for hazards/risks.</li> </ul>	<input type="checkbox"/>

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



Identified hazard / risk	Resolved/ Barricaded?
1.	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	Yes <input type="checkbox"/> No <input type="checkbox"/>
7.	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.	Yes <input type="checkbox"/> No <input type="checkbox"/>
9.	Yes <input type="checkbox"/> No <input type="checkbox"/>
10.	Yes <input type="checkbox"/> No <input type="checkbox"/>

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

**Safety Inspection completed by:**

**Date:** \_\_\_\_\_

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE
	Local Government		
	Department of Communities		



## Appendix 16 – Welfare Centre Condition Report

### Facility Name & Address

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

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

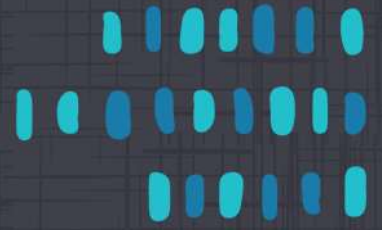
Identified damage or wear and tear	Photo/video taken?	Safety Issue?
1.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
7.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

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

### Condition report completed by:

Date: \_\_\_\_\_

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE	
	Local Government			
	Department of Communities			



## Appendix 17 – Welfare Centre Handover Report

Facility Name & Address

Report Date/Time: \_\_\_\_\_

Name:		Address:	
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### Facility Coordinators

Local Government Welfare Coordinator:	
DC Local Welfare Coordinator:	

### Facility Handover Info

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

Areas to consider as a minimum	
<b>1. Has a Safety Inspection and Condition Report been completed? Are there any concerns</b>	<input type="checkbox"/>
<hr/> <hr/> <hr/>	
<b>2. How many Evacuees have been registered? Where are the Registration Forms? Have they been faxed?</b>	<input type="checkbox"/>
<hr/> <hr/> <hr/>	
<b>3. Has hospitality been provided? Have any Meals been organised for the Evacuees? Have any meals or food has already been served?</b>	<input type="checkbox"/>
<hr/> <hr/> <hr/>	
<b>4. Have you assigned any Liaison Officers to work in the centre? How Long? Have you arranged any rosters for on-going support?</b>	<input type="checkbox"/>
<hr/> <hr/> <hr/>	

5. Are other community members/groups going to be utilising the centre whilst it is open as a Welfare Evacuation Centre and will disturb its current purpose? Has the community been made aware of this centre being used as a Welfare Evacuation Centre? Have alternative plans been made for activities?

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6. Are there any other concerns or issues that have arisen since the opening of the centre or any that you foresee being an issue whilst the centre is open as a Welfare Evacuation Centre?

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7. Other Notes?

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

**Handover report completed/acknowledged by:**

**Date:** \_\_\_\_\_

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE
	Local Government		
	Department of Communities		