

Local Emergency Management Committee Meeting

9 February 2022

Minutes

To: Local Emergency Management Committee Meeting Members and Councillors.

Here within are the Meeting Minutes of the Local Emergency Management Committee Meeting, held on the above-mentioned date in the Shire of Toodyay Council Chambers, 15 Fiennes Street, Toodyay WA 6566.

A handwritten signature in black ink, appearing to read 'Suzie Haslehurst', is written over a light blue wavy background element.

Suzie Haslehurst

CHIEF EXECUTIVE OFFICER



CONTENTS

1	DECLARATION OF OPENING.....	1
1.1	ANNOUNCEMENT OF VISITORS	1
1.2	RECORD OF ATTENDANCE AND APOLOGIES.....	1
1.3	DISCLOSURE OF INTEREST.....	1
2	MINUTES AND ADDITIONAL INFORMATION	2
2.1	CONFIRMATION OF MINUTES.....	2
	Minutes of Special Meeting held on 2 February 2022.....	2
	Minutes of Special Meeting held on 10 November 2021.....	2
2.2	REVIEW OF STATUS REPORT	3
2.2.1	Review of Status Report	3
2.3	INWARD/OUTWARD CORRESPONDENCE.....	4
2.3.1	Notification of Incoming Correspondence	4
5	OTHER BUSINESS / NEW BUSINESS OF AN URGENT NATURE.....	6
5.1	CONTACT LIST	6
5.2	RISK MANAGEMENT	6
5.3	PRESENTATIONS OR EVENTS.....	6
5.4	INCIDENT/EXERCISE REPORTS	6
5.5	PROJECTS AND GRANT FUNDING.....	7
5.6	STRATEGIC REVIEW / PLANNING	7
5.7	ROUNDTABLE DISCUSSION AND AGENCY UPDATES	7
6	CONFIRMATION OF NEXT MEETING.....	13
7	CLOSURE OF MEETING.....	13

Preface

When the Chief Executive Officer approves these Minutes for distribution they are in essence "Unconfirmed" until the next Committee Meeting, where the Minutes will be confirmed subject to any amendments made by the Committee.

The "Confirmed" Minutes are then signed off by the Presiding Person.

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

Unconfirmed Minutes

These minutes were approved for distribution on 11 February 2022.



Suzie Haslehurst

CHIEF EXECUTIVE OFFICER

Confirmed Minutes

These minutes were confirmed at a meeting held on 11 May 2022.

Signed: 

Note: The Presiding Member at the meeting at which the minutes were confirmed is the person who signs above.

1 DECLARATION OF OPENING

Cr S Pearce, Chairperson, declared the meeting open at 5.59pm.

1.1 ANNOUNCEMENT OF VISITORS

Mr S Cope Environmental Health Officer

1.2 RECORD OF ATTENDANCE AND APOLOGIES

Members

Cr S Pearce	Councillor/Chair
Cr C Duri	Councillor/Deputy
K French	Police Officer in Charge - Toodyay
D Hobley	Local Recovery Coordinator
R Koch	Deputy 2 CBFCO / CESM
C Stewart	Chief Bush Fire Control Officer (CBFCO)
T Prater	Deputy Local Recovery Coordinator
K Maddrell	Morangup St John Ambulance
F Cossart	A/Senior Project Officer Great Southern & Wheatbelt (State Welfare Incident Coordination Centre) Department of Communities – <i>arrived at 6.11pm.</i>

Staff

Mr J Augustin	Manager Infrastructure and Assets
Mrs M Rebane	Executive Assistant

Visitors

Nil

Apologies

D Ball	Toodyay District High School Principal
J Spadaccini	District Emergency Services Officer - Wheatbelt
J Corrigan	Acting DFES District Officer
Y Grigg	District Emergency Management Advisor (DEMA)
I MacGregor	Toodyay Volunteer Fire & Rescue
Cr McKeown	Councillor

1.3 DISCLOSURE OF INTEREST

The Chairperson advised that no disclosures of interest in the form of a written notice had been received prior to the commencement of the meeting.

2 MINUTES AND ADDITIONAL INFORMATION

2.1 CONFIRMATION OF MINUTES

2.1.1 Minutes of Special Meeting held on 2 February 2022

OFFICER'S LEMC001/02/22	RECOMMENDATION/LEMC	RESOLUTION	NO.
MOVED	R Koch		
SECONDED	Cr C Duri		
That the Unconfirmed Minutes of the Special Local Emergency Management Committee Meeting held on 2 February 2022 be confirmed.			
MOTION CARRIED 8/0			

2.1.2 Minutes of Meeting held on 10 November 2021

OFFICER'S LEMC002/02/22	RECOMMENDATION/LEMC	RESOLUTION	NO.
MOVED	K Maddrell		
SECONDED	R Koch		
That the Unconfirmed Minutes of the Local Emergency Management Committee Meeting held on 10 November 2021 be confirmed subject to an amendment as follows:			
<ul style="list-style-type: none">• Under Section 5.6 Roundtable discussion and agency updates the words "Emergency Manager" should read "Emergency Management"; and• Under Section 5.6 Roundtable discussion and agency updates made by Morangup St John Ambulance the words "47,000 tank" should read "47,000 litre tank" and not dollars.			
MOTION CARRIED 8/0			

2.2 REVIEW OF STATUS REPORT

2.2.1 Review of Status Report

Attachments:	1. Status Report
--------------	------------------

The Status Report was reviewed.

2.3 INWARD/OUTWARD CORRESPONDENCE

2.3.1 Notification of Incoming Correspondence

Date of Report:	9 February 2022
Applicant or Proponent:	Local Emergency Management Committee
File Reference:	FIR27
Author:	M Rebane – Executive Assistant
Responsible Officer:	S Haslehurst – Chief Executive Officer
Attachments:	<ol style="list-style-type: none"> 1. Correspondence from District Emergency Management Advisor, Wheatbelt and Goldfields-Esperance Districts, Department of Fire and Emergency Services 2. Discussion Points for LEMCs giving consideration to COVID 19 preparations 3. Correspondence from District Emergency Service Officer – Wheatbelt, Emergency Services Unit 4. District Emergency Services Officer – Wheatbelt Update: January 2022 5. COVID-19 Welfare Centre Guide 6. LEWP Northam District
<p>Via email these attachments were forwarded to the LEMC Members on 9.2.22.</p>	<p>Attachments</p> <ol style="list-style-type: none"> 1 DESO February Update 2 COVID Signage - Alternate Accommodation 3 COVID Signage - Minimal Screening Requirements

Y Grigg, District Emergency Management Advisor | Wheatbelt and Goldfields-Esperance Districts, Department of Fire and Emergency Services has sent in correspondence, a copy of which is contained in the attachments to this Agenda.

Jo Spadaccini, District Emergency Service Officer – Wheatbelt, Emergency Services Unit has sent in correspondence, a copy of which is contained in the attachments to this Agenda.

Note:

Cr Pearce advised at the meeting that some of the contacts were not up-to-date within the Welfare Plan.

K Maddrell noted that on page 17 of 47 the listing of the St John Coordinator is incorrect.

K French noted that the Officer detail in Police Stations is incorrect also.

Action: All members to email any corrections directly to the Author, Jo Spadaccini, who will update the document.

D Hobley arrived at 6.08pm.

VOTING REQUIREMENTS

Simple Majority

OFFICER'S RECOMMENDATION/LEMC RESOLUTION NO. LEMC003/02/22

MOVED T Prater

SECONDED C Stewart

That the Local Emergency Management Committee receives and notes the attached correspondence.

MOTION CARRIED 9/0

3 BUSINESS LEFT OVER FROM PREVIOUS MEETING (IF ADJOURNED)

Nil.

4 OFFICER REPORTS

Nil.

5 OTHER BUSINESS / NEW BUSINESS OF AN URGENT NATURE

5.1 CONTACT LIST

CESM advised that the contact list had not been circulated however he will circulate it out of session.

5.2 RISK MANAGEMENT

CESM asked that any pandemic matters be discussed during the roundtable discussion.

5.3 PRESENTATIONS OR EVENTS

CESM advised as follows:

Events that unfolded further east in the Wheatbelt over the weekend and the last couple of days are a good reminder why LEMC's exist. What happened there could have easily happened to any Wheatbelt town.

Those local governments are holding an ISG and recovery meetings.

We should keep an eye on the reporting of those events and what those local governments do if there are any outcomes from it. I will be keeping an eye on the media as well for updates.

Cr Pearce sought clarification as to whether they would provide reports.

CESM proposed that Y Grigg, when next she is at a meeting, might be able to give us some insights as she is deeply involved at the moment and we should put an apology in on her behalf in light of those circumstances, in hindsight.

Fiona Cossart arrived at 6.11pm.

5.4 INCIDENT/EXERCISE REPORTS

CESM advised the following:

While we are currently due for an exercise before the end of the financial year it is highly likely that the SEMC will do what they did in 2020 with the rising COVID case numbers; possibly providing an exemption to all local governments given the current climate. That is not confirmed yet but that is what I believe may happen. I will keep an eye on that situation and whether we need to put one in place before the end of the year or whether we do not need to.

5.5 PROJECTS AND GRANT FUNDING

CESM advised the following:

There was a Federal Government Grant released about building resilience within communities. This has come out of some of the major events that have happened on the east coast in the last couple of years and the government has realised that there is a number of actions that they can be taking.

The Shire of Toodyay put in a grant application for the provision of a back-up generator at the Toodyay Recreation Centre. Ideally in terms of risk management, we want to be using that facility for our evacuation centre efforts which is the reason for submitting the grant. I do not know the timelines of when they will be announcing it but I will keep the LEMC up to date.

We did get a grant last year for the installation of 6 stand installations. Essentially they are back up Sky Muster Installations for the NBN and a few key sites. I am aware of 4 of those installations having been installed at the Morangup Colocation Emergency facility, the Toodyay colocation Emergency facility, the new Julimar fire station we have yet to move into and the Coondle-Nunile fire station. There is also one slated for this facility here (the Admin building) and the Town Hall.

I will need to check whether installations have happened as they were the responsibility of another Officer to liaise with NBN contractors.

5.6 STRATEGIC REVIEW / PLANNING

CESM advised the following:

Our LEMA document that we worked on towards the end of last year was endorsed by the SEMC in December. An email did go round informing the LEMC of that. The 2021 dated LEMA is now our current LEMA. Thank you for your efforts in getting it across the line.

Cr Pearce commented that the workshop was well attended and the input that Yvette had as facilitator of the workshop did make it very easy to update the document and get it sent off and endorsed.

5.7 ROUNDTABLE DISCUSSION AND AGENCY UPDATES

Toodyay Police

Thank you to everyone who made the meeting last week which was an eye opener for the ever changing situation and plans to be in place. WA Police, moving forward, are still heavily involved in the COVID situation. With the omicron cases it is likely a few changes will be made. As soon as any changes are made aware to myself I will pass them on to the committee as well so that the committee can stay on top of the latest information that we have.

From a policing perspective there has not really been a lot going on. There has been a focus on COVID checks and the like to make sure people are still quarantining but there has not been any emergency management issues that have arisen since the last meeting.

Cr Pearce sought clarification as to whether questions raised at the Special Meeting had been followed up.

K French's responded as follows:

As mentioned in the Special Meeting I did sent an email through to our District Office to the Department of Health but as yet I have received no reply back to the questions posed; mainly centering around how and where the testing will be done. I know there has been a little bit brought out by the media and the government at the moment in regards to the RAT test that there is a requirement for any positive cases to be uploaded through the healthy WA website.

Through local knowledge with some of the recently returning people it appears that they are happy with screen shots of negative tests, date stamped as well. There is still some confusion as to where it goes and how it should be reported. This was the information I wanted to get from the Department of Health

Environmental Health Officer (EHO)

I am the EHO for the Shire of Toodyay and a member of the Pandemic Working Group made approximately 3 weeks ago. I have emailed Rob (CESM), Jo (Department of Communities) and Kevan (Toodyay Police) some details on the Shire's knowledge from the Department of Health in terms of close testing sites and one of the best low contact ones being at the Midland Sport Complex for people who can drive through and as well as the ones based in Northam; together with a few of the other guidance notes from the Department of Health that have been passed across to the Shire including some details of the current activities of the Shire of Toodyay in regards to mainly staffing and provision of the Shire services and communications with the shire residents in the future and what we have been currently working on.

Clarification was sought about the Pandemic Working Group.

I can update in terms of some of the provisions that we have acquired so far. The Shire has 1000 regular masks available for the shire buildings which, when people enter, they can request them if they do not have one when they come in. Those are a free supply that has come to the Shire and until otherwise told we should be able to get and give those standard masks at no cost. We have got 600 KN95 masks on order for the DFES guys as well as 500 RAT orders but they are likely not getting into the Shire until February 28, so we have found some other suppliers who can get us those antigen tests for about a week away, or so. We should have a supply of at least 200 on top of what is coming later in the month. We are putting in place procedures of how they will be used by the shire staff and potentially how they could be released to important priority people in the community who run the two service stations and the IGA. At the moment we do not have a system in place of how many and when and what cases those could be released to the IGA staff or service station members or if there would be any cost involved. That has been brought up as a potential service in an emergency.

Clarification was sought about storage at the Shire.

They will be stored at the Shire. At the moment we have not received any so it is at least a week away before we get the 200 and towards the end of the month before we have them. They would be stored purely in the Shire building rather than distributed out so we can manage how many we are going through. This way we can put in place when we need to order more and how many because the 700 may be more than enough. It may be far fewer than we need. The only way to tell is to keep good track of how we are getting them out.

CESM provided clarification in relation to the above as follows:

Those quantities that have been spoken about also include consideration for the Shire's volunteers as well which actually far eclipses the paid staff in numbers. We are treating our Shire volunteers as Shire workers in this case.

Department of Communities

In terms of communities and COVID management Jo has given you a report. A couple of the points out of there is circulating the information about providing COVID support. My role is actually in COVID welfare support. As people have to isolate either at home or, as directed by the Department of Health, if they cannot support themselves at home there is a process to be assessed for support in accommodation; leading to hotel accommodation (whether that is local or if local options are unavailable it would be in the metropolitan area). That is just something there for people that possibly do not have the means to put themselves into quarantine. That is changing all the time. For people returning to the state the quarantine period is now down from 14 to 7 days, based on negative test at day 7. As that changes it might decrease the need to move people into accommodation as well as managing COVID at home.

Information coming out of the fire event in Corrigin, Jo has reported that that was the first test of opening an evacuation centre in the Wheatbelt for COVID. In terms of accepting people in to an Evacuation Centre we do not have any situation in which we are checking vaccination certificates. That is important to note. That has come up a few times where people are not sure. We will just be asking the questions of whether they are currently waiting for a COVID test or whether they have been in an exposure location and whether they are having any symptoms. From assessing that there might be a need to hold people in a different area to the main evacuation centre and then triage those that need it. Whether that is in partnership with the Department of Health or people being moved into accommodation or being able to have alternate accommodation somewhere else. That is the main update in that emergency evacuation sense.

St John Ambulance & SES

In Morangup over the last week or two there has been a very marked increase in ambulance activity. Toodyay has as well. This is to do with people being concerned about Omicron coming and needing to be tested for things. I am aware that St Johns are putting out new protocols every day and it is fairly hard keeping up with them. Nothing more to add.

CBFCO

We have had several incidents in the last couple of weeks. We had five from that storm on Saturday a couple of weeks ago and that was challenging. Since then, Bushfire and Fire and Rescue were called to support out at Corrigin, Bruce Rock, and Chittering yesterday. We had great support from Northam. They came across for that storm event because they got triggered to come so we got great support from them on that day.

Something that has come out of the wheatbelt fires and down south. It has been looked at and spoken about at several LEMC's and anyone to do with first response is the lack of power at Telstra Towers when they go down and everyone loses comms. I understand that this caused a lot of grievance over the last few days and it is common to almost every incident. It happened in the Wundowie fire event last year. The comms tower went down at Wundowie and there were no phone-calls, or anything even though we were 20 minutes from the top of the hill.

Telstra firmly are under the spotlight for providing standby and backup power to provide continuity of communications for not only first responders, and emergency people but also just for the citizens to be able to glean information as we live in a communication world so I know that on the state level there have been multiple approaches and there are high level meetings with Telstra to get some idea of how these things can be overcome. IT comes back to the mighty dollar and the will to do it. Unfortunately the incidents on the weekend in the southwest and also in the wheatbelt highlights that so with any luck there will be action on providing the standby power including the ability for the local people to perhaps connect stand by power to Telstra facilities. At the moment it is not possible. It may be a quick fix in some places but understandably Telstra does not want anyone touching their gear that is not part of their network.

It is a multifaceted discussion with a view to try and overcome the obstacles so people can at least get several hours of communications should the district power be challenged by an incident, whatever that is (e.g. fire, flood storm and tempest). The media will highlight this in the next few days. All of us ought to consider it as well when incidents occur.

St Johns advised as follows:

Toodyay SES attended storm damage in Boyagerring this last week and also sent a crew to the fire at Corrigin way to manage some welfare.

Question from K French

In relation to the Committee and any potential IMT buildings, will we still have comms with this back up system that you are aware of?

CESM responded as follows:

I need to include into our LEMA document what the actual back up systems are and on what buildings they will be. To keep our documentation up to date these systems provide an NBN service which would then give us ability to communicate outwards via any VOIP type set up or teams, skype and other set ups. It may not be through regular mobile phones but should allow us to have meetings in those locations.

Question from K French

Are you aware if they are wireless NBN or satellite because the wireless NBN towers may go down as well as the regular phone towers.

CESM response:

Yes the wireless NBN towers are at the same vulnerability as the mobile phone towers. This is where the sky muster is better. All 6 sites that the Shire selected; all have back up power so the sky muster does not go down with the power outage. This is why the Toodyay Recreation Centre was not included at that time because we are still chasing back up power there. It does give us some options. Here and a few key fire stations around the place does give us some options for holding meetings.

Community Development Officer / Local Recovery Coordinator

I have been liaising with EHO through my role as Community Development Officer. I want to concentrate today on a recent chat I had with the IGA, obviously our local food and shopping source. I was interested to get a template done and completed. I also approached Toodyay Locals Care because as you can appreciate we are all moving as a pack as Omicron is coming. We were wanting to know where our most vulnerable groups in Toodyay stand and how they are prepared in the most honest fashion and how the local government is supporting that; and where are they just honestly sitting with their thoughts on the whole process because as we know the older clientele of our community are at a higher risk.

The IGA was approached because I wanted to know for my perspective being part of this Pandemic Working Group under Community Support; where they were fitted with the plans for delivering groceries to people that are having to isolate and I was informed that the IGA staff will be delivering to local people that are in isolation so that they are not going to be without goods and services. They are also in a position of where they will be taking orders if the situation does get bad, via emails and also allowing the simple nature of a PDF document to be downloaded which will have prices of their catalogue and specials, etc. It is going to be a more computer based communications and mobile app type of arrangement for communications if people cannot come into the shop to buy and purchase. From that perspective we will gain understanding from the community groups however as you would understand, I am moving at the pace of everyone else to ensure that we are all on the same page delivering the same information and being very considered doing the things we can do to keep things ticking along from a community perspective.

Our Australia Day event went well. I have brought that event up because it was a gathering. Going forward with events I have spoken with a number of people who are key personnel involved in future events and they have not been bombarded with information. I have just been giving them concise updates provided from the EHO perspective in regards to COVID planning and COVID checklists and where we do fit moving forward as the squeeze will be getting tighter if the Omicron does arrive within the community. We are keeping an eye on that to ensure that we do not have to cancel events and they can still be taking place within our community because we need things to be going to and we also need things to look forward to.

Clarification was sought in relation to the Music Festival.

CDO responded as follows:

A little over three weeks ago they informed me that as an organisation they had ceased and the Music Festival will no longer run; just due to the age of the group and also that the people running it had other commitments and other family stuff so they were not going to continue and were not returning.

There was also another update with the Fibre Festival. It will be returning in 2023. They are having a year off. They deemed it too risky in their opinion to put the event on with the omicron variant coming across to the Wheatbelt. They are making that decision. I have not received any other updates.

We are keeping our eye on the Moondyne Festival as well because there are normally 5,000 people attending that event. The roads are closed, etc. The festival committee is powering ahead and this event is a major drawcard for the Toodyay Community. We will be making sure we tick every box to ensure when the event does go ahead that it is a safe event purely because of the amount of people that will be attending.

Kevan French advised as follows:

I have been in consultation with the organiser who had concerns about how to best police checking people's status entering into the event. Moving forward we will be working together and will advise when or if the regime will change. We will be available if there are any issues that arise.

Cr Pearce sought clarification as to whether contact had been made with Silver Chain?

CDO response as follows:

I was instructed to approach Toodyay Locals Care first so that the template would be written using them as an example. Silver Chain has not been approached as yet but they are on the list to be approached. When I say template it is more about the gathering of direct information from our most vulnerable and seeing where they are at so that then I know for a fact that down the line we will be approaching them.

Eventually we will be approaching other groups as time passes however we wanted to gather as much direct information as we could from the most vulnerable sectors of our community.

CESM

Following on from the LEMC Special Meeting last week at which time it was proposed that we consider our preparedness in regard to fuel stocks and how they ought to be higher than usual in case we get hit with supply issues. This is not only for the benefit of the Shire but also for any other essential service vehicle. I have liaised with the Manager Infrastructure and Assets who will be placing an interim order and will be keeping the stocks up above normal limits and defending the use of the supply.

6 CONFIRMATION OF NEXT MEETING

The next meeting of the Local Emergency Management Committee Meeting is scheduled to be held on 11 May 2022 commencing at 5.00pm.

7 CLOSURE OF MEETING

The Chairperson closed the meeting at 6.41pm.



ATTACHMENTS

**Local Emergency Management
Committee Meeting**

Wednesday, 9 February 2022

Table of Contents

2.2.1	Review of Status Report	
	Attachment 1 Status Report	1
2.3.1	Notification of Incoming Correspondence	
	Attachment 1 Correspondence from District Emergency Management Advisor, Wheatbelt and Goldfields-Esperance Districts, Department of Fire and Emergency Services	2
	Attachment 2 Discussion Points for LEMCs giving consideration to COVID 19 preparations	3
	Attachment 3 Correspondence from District Emergency Service Officer – Wheatbelt, Emergency Services Unit.....	5
	Attachment 4 District Emergency Services Officer – Wheatbelt Update: January 2022	7
	Attachment 5 COVID-19 Welfare Centre Guide	8
	Attachment 6 LEWP Northam District	28
	Attachment 7 Tabled Attachment - DESO February 2022	75
	Attachment 8 Tabled Attachment - COVID Signage - Alternate Accommodation ..	76
	Attachment 9 Tabled Attachment - COVID Signage - Minimal Screening Requirements.....	77

LEMC STATUS REPORT
 Local Emergency Management Committee

Supporting Officers
 CESM / CEO



Meeting Date	Purpose	Resolution / Action	Target date for completion	Actioned by	Completion Date	Meeting Commentary

Email from Y Grigg regarding discussion points for LEMCS giving consideration to Pandemic preparations.

From: GRIGG Yvette

Sent: Friday, 28 January 2022 8:55 AM

Subject: FW: Discussion points for LEMCs giving consideration to COVID 19 preparations

Hello all,

Please find attached some information and discussion points from WA Country Health Services to assist you in your COVID 19 preparations and LEMC discussions.

Other items that have been raised for consideration at recent exercises and workshops that you may also find useful to consider include;

- Understanding that as the Hazard Management Agency, Health are in charge however may need the support of all LEMC members should a major outbreak occur. Calling an ISG or special COVID 19 meeting when an outbreak occurs will assist provide clear messaging to all organisations. Ensure your meetings have appropriate membership, ie they may include key services including your local grocery store and/or pharmacy etc..
- Welfare needs
 - Accommodation while quarantining
 - Delivery of groceries and medications etc.
- Preparedness and business continuity planning. A basic plan if you and/or your staff have to quarantine or are ill. Particularly for those delivering key services.
- Communications: timely and accurate. Health will provide all communications around the health side of the pandemic, however there may be many other community issues that need sharing, ie where to source assistance, opening and closing of facilities etc.. If possible provide feedback loops so people can ask questions and clarify issues.
- Lastly there is a need for calm and to lessen any fear and panic that may occur in your communities. While the Omicron variant is much more infectious it is less severe than other variants.

A representative from the Wheatbelt Health Regional Emergency Operations Centre (REOC) will endeavour to attend your LEMCs, however with the large number occurring over the next few weeks this may not always be possible.

Please consider making teleconference facilities available.

As always please don't hesitate to contact me if you have any queries.

Regards

Yvette

Yvette Grigg

District Emergency Management Advisor | Wheatbelt and Goldfields-Esperance Districts

Department of Fire and Emergency Services | 79 Newcastle Street Northam WA 6401

P. +61 8 9690 2313 | M: 0488 907 187 | E: yvette.grigg@dfes.wa.gov.au

www.dfes.wa.gov.au



Government of Western Australia
Department of Fire & Emergency Services



Discussion Points for LEMCs giving consideration to COVID 19 preparations

Wheatbelt Regional Emergency Operations Centre- WA Country Health Service

The WA Country Health Service (WACHS) has been preparing for community cases in the regions. Omicron is here despite the border opening being delayed and numbers will continue to grow. We will also see community transmission in other regional locations such as the SouthWest and have a few people in Wheatbelt who are in isolation having been to exposure sites or are contacts.

Please get tested if you have any symptoms or have been to an [exposure site](#) and encourage your family and friends to do the same. Controlling infection spread is dependent upon early case identification. Continue to check the list of potential [exposure sites](#) and follow the relevant health advice - given the increasing number of COVID cases, everyone needs to be vigilant.

If you have cold or flu like symptoms (eg sore throat, cough, headache, temp above 37.5), **get tested, isolate and do not attend work or the shops or other community events until you've got a negative test result.** If you test positive, advice about how to manage COVID-19 [is available on HealthyWA](#).

Omicron is much more infectious than other previous variants but scientific evidence is increasing worldwide that **having a booster vaccine dose (3rd dose) is more effective at managing symptoms** as builds up the antibodies again. It also means if you catch it you'll be less infectious as have lower 'viral load' than someone who's not vaccinated. You're also much less likely to need hospital care but may feel unwell for a few days managed with Panadol and fluids – just like a bad cold or flu. You will be infectious though hence why its important to stay at home.

Get together your own and your family's COVID preparedness pack. Masks, panadol, thermometer, 2 weeks of your usual prescription medication and other non-prescription meds/vitamins etc on hand, tissues. Work out who will be support your support person and ring you and get you food and drinks.

Stepping up the WA Health and Wheatbelt health system response

The increasing number of COVID cases has led to changes for our hospitals and services.

1. **Masks** are now a mandatory requirement for [staff and visitors](#) to all WA Health hospitals, health services, aged care facilities and other workplaces.
2. WACHS teams, including emergency departments, are finalising plans to start using routine **rapid antigen tests (RATs)**. Additional infrastructure will be needed in some places to manage this. We have currently no definitive advice on when or how RATs will be available to the general community or how they will be used in health services but we know 40million have been ordered by the WA government and 1.5million are currently in WA.
3. **Proof of vaccination requirements** in the community are being [expanded statewide](#) on January 31. This includes visitors to hospitals and aged care facilities.
4. **A Home Monitoring Service** run by Medibank Private and Calvary has been procured by WA Health to monitor and support people with COVID at home if they wish (its an Opt In service). They will call the person every day and give people at home a small machine called a pulse oximeter which you put your finger into and it measure blood oxygen levels and pulse rates. If it dips below a certain level you need to go to hospital.

5. **COVID telehealth readiness.** WACHS outpatient and community services should be via telehealth (videoconferencing) including into the home where possible, from 31 January 2022. This isn't always possible as patients need to be seen face to face but where possible Telehealth is being ramped up like in early 2020.
6. Wheatbelt has plans in place to **surge up staffing for ensuring the essential health services** (EDs, inpatient care, aged care and mental health and public health) continue even if other services and programs have to temporarily reduce or cease. We will only enact these if lots of staff get sick or have to stay at home as they're contacts of positive cases.
7. **25 WACHS sites across the Wheatbelt can test people for COVID.** Silver Chain nursing posts can also do tests in business hours. If the testing demand increases beyond what the hospital or health centre can do we have plans for six surge testing locations at Northam, Narrogin, Merredin, Moora, Jurien Bay and Southern Cross. We need more people trained to be COVID swabbers and support admin processes such as taking people's details and printing of labels for COVID swab specimen tubes or traffic management. Anyone can train to be a swabber.
8. **22 of the 25 sites can care for people with COVID** but we will aim to transfer people as quickly as possible to Narrogin or Northam where they have more nurses, doctors and specialised equipment to support people with respiratory problems due to COVID. There is no ICU in the Wheatbelt so if people need critical ICU care they will have to be transferred to Perth. There is a special COVID ambulance in the Wheatbelt (stripped out for easier cleaning) but if that's not available a normal ambulance can be used. We may have to transport medically stable but unwell patients ourselves from a small hospital to Northam or Narrogin with a nurse escort in the car.
9. **If there's a local COVID outbreak in your area the LEMC would be stood up** as the local Incident Support Group (ISG). Health would be the lead agency led by the local health service manager supported by their Operations Manager, the REOC and the Operational Area Support Group (DEMC) members. Health will be calling on local LEMC/ISG members to help practically if needed including if surge testing is needed locally and we need help with equipment, traffic controllers, providing meals/water and even people to do swabbing (we can train you!).

From: Jo Spadaccini
Sent: Thursday, 27 January 2022 11:22 AM
To: Maria Rebane
Cc: Rob Koch
Subject: IAM82284/ OAM59934 – RE Report for LEMC

Thank you,

I am hoping to be able to attend the meeting, it will depend on any restrictions that the Department may bring in if the community spread increases.

The report is the main one as it has the 13 COVID Hotline number for anyone who is isolating and needs welfare assistance.

There has been some changes in the COVID-19 Welfare Centre guide, with the most important being the questions that are asked at the Meet and Greet stage of accepting people into a welfare centre.

The LEWP is not as important and can be left till the actual LEMC, which is in a couple of weeks (I think?)

Regards,
Jo Spadaccini
District Emergency Service Officer – Wheatbelt
Emergency Services Unit

Department of Communities
W: communities.wa.gov.au

From: Jo Spadaccini
Sent: Thursday, 27 January 2022 10:21 AM
To: Maria Rebane
Subject: [External]-Report for Next weeks LEMC

Hi Maria,

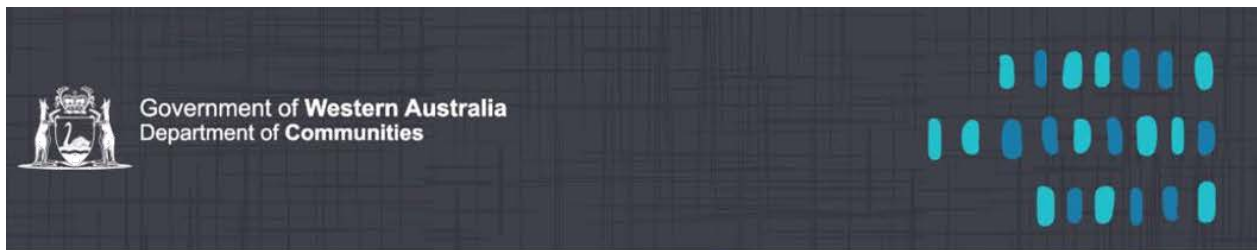
Please find attached my report for the upcoming meeting.

I plan to attend, but in case I am diverted, could you please also reference the Local Emergency Welfare Plan (LEWP) and the COVID – 19 Welfare Centre Guide (that were sent through recently) and send them out with the minutes? There is no need to print them as they are quite large but to request that people have a look through the LEWP and let me know if there are any changes required, especially with the local contacts for shops and services listed throughout the plan.

Thank you for your assistance with this and am happy for you to call if there are any questions.

Regards,
Jo Spadaccini
District Emergency Service Officer – Wheatbelt
Emergency Services Unit

Department of Communities
W: communities.wa.gov.au



District Emergency Services Officer – Wheatbelt Update: January 2022

Welfare Assistance for People Isolating due to COVID

People who are self isolating due to COVID and are needing welfare assistance (accommodation, food or personal support) can contact the Department through the:

13 COVID Hotline (13 26843) section 5, then 2

This information can be distributed to your community through the Shire's website and Facebook page as required.

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

Change of afterhours contact details for activation of Department of Communities. In an emergency, if welfare support services are required after business hours, please contact the **Emergency Services On Call Officer on 0418 943 835.**

During business hours, please contact the Department of Communities office listed in your Local Emergency Welfare Plan.

Changes to LG contacts

If there are any changes to the contact numbers or details from those listed on the LEWP, could you please advise any changes to joanne.spadaccini@communities.wa.gov.au

Increased Response Capacity in the District

There is now a response trailer positioned at Northam containing 70 sets of bedding and equipment to assist in the setup and running of an evacuation centre. Larger locations are also being set up with 20 sets of bedding.

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 overcrowding 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 (V1.07 Jan 2022) has been distributed to the LGs in the Wheatbelt in preparation should a Welfare Centre be required. COVID status will be confirmed with Department of Health on activation and required actions will be notified at the time.

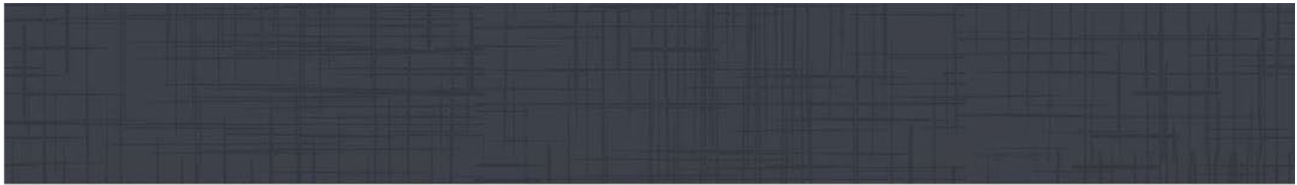
The key points:

- 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

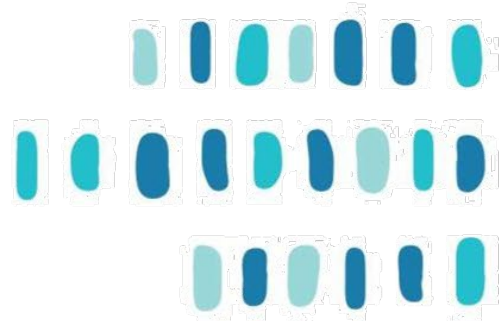
If you would like any further information please call my mobile 0429 102 614 or email joanne.spadaccini@communities.wa.gov.au.

Kind regards

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



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



COVID – 19 Welfare Centre Guide



COVID-19 Welfare Centre Guide

Table of contents

1	Background	4
2	Scope.....	4
3	Overarching principles	5
4	Planning Considerations	6
5	Locally Driven Planning and Preparedness	7
	Welfare Centre facilities	8
	Physical/logistical considerations	8
	Human-social considerations	9
	PPE requirements	9
6	Welfare Centre Operations.....	10
	Arrival at the Centre - COVID-19 Screening.....	10
	Registration	11
	Evacuees requiring isolation	11
	General population	12
	Community meetings	12
7	Roles and responsibilities.....	12
8	References and related documents	15

COVID-19 Welfare Centre Guide

Document control

Publication date	March 2021
Review date	Due to the changing nature of the pandemic situation and associated risks, this guideline will be reviewed on a two monthly basis or as required to incorporate relevant changes as the situation evolves.
Owner	Executive Director – Stuart Cowie
Custodian	Director, Emergency Services – Matt McNally

Amendments

Version	Date	Author	Description
1.01	17 Dec 2020	Senior Planning and Project Officer	Initial draft for review
1.02	23 Dec 2020	Senior Planning and Project Officer	Minor editorials and statement of fact changes - DFES/SEMC BU, WALGA
1.03	22 Jan 2021	Senior Planning and Project Officer	Update to PPE directions
1.04	08 March 2021	Director- Emergency Services Unit	Minor edits and formatting
1.05	October 2021	Executive Director Emergency Management	Minor edits and formatting
1.06	December 2021	Principal Project Officer	Minor edits and addition of Infection Prevention & Control Considerations
1.07	January 2022	Principal Project Officer	Approved by Executive Director of Emergency Services

COVID-19 Welfare Centre Guide

1 Background

The World Health Organization (WHO) declared the outbreak of COVID-19 a Public Health Emergency of International Concern on 30 January 2020.

On 15 March 2020, the Minister for Emergency Services WA declared a State of Emergency with effect from 16 March 2020 in respect of the pandemic caused by COVID-19.

Since that time Western Australia has worked through an array of border control measures and social distancing and hygiene strategies to suppress the virus within the State; and the roll out of the COVID-19 vaccination program in WA commenced on 22 February 2021.

Preventing community transmission has allowed the State to continue to operate with significant levels of normalcy both socially and economically compared with other jurisdictions around the globe.

On 6 August 2021, a national plan was agreed to by all states and territories that outlines a transition to managing COVID-19 consistently with public health management of other infectious diseases – a living with COVID future.

Continuing towards this goal needs to be considered in the context of other hazards and emergencies. Each year the State responds to an array of hazards, particularly natural hazards over the summer months. Management of these events often leads to the establishment of evacuation and welfare centres whereby numbers of people can congregate.

To that end, this guide has been established to help agencies continue to best manage such situations in concurrence with COVID-19. It should be read as an adjunct to the already established principles and practices under the State Emergency Management Framework and read in conjunction with the [State Support Plan – Emergency Welfare \(Interim\)](#) and the [Western Australia Community Evacuation in Emergencies Guideline](#), both of which provide in-depth content related to emergency management, emergency welfare provisions and emergency evacuation provisions.

2 Scope

The purpose of this document is to provide the Department of Communities (Communities) staff and other key agencies a guide to assist in managing the operation of welfare centres, whilst mitigating COVID-19 risks to the community. It provides some practical COVID-19 considerations for when undertaking an evacuation.

For the purposes of this guide, the term **Welfare Centre** will refer to both welfare and evacuation centres. Under the State Emergency Management Framework these are defined as follows:

- Evacuation centre - provides affected people with basic human needs including accommodation, food and water. In addition, to enhance the recovery process, other welfare/recovery services may also be provided.

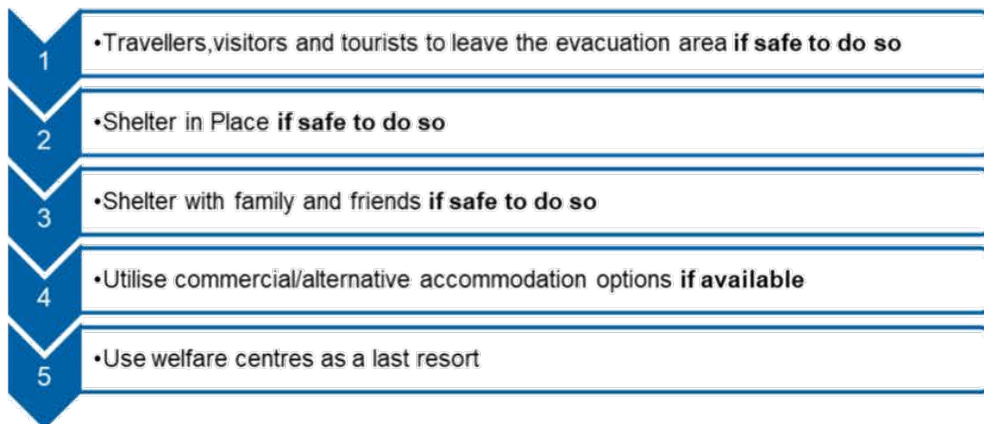
COVID-19 Welfare Centre Guide

- Welfare centre - is a facility that may provide for evacuation, reception, accommodation and relief and recovery. Welfare centres may continue the extended provision of services into the recovery phase.

3 Overarching principles

The Controlling Agency/Hazard Management Agency (HMA) is responsible for all decisions and actions taken to protect the safety of the community, including any evacuation. Under this guide the recommended approach for an incident or emergency requiring evacuation **during COVID-19** is listed below. These principles should be viewed as a COVID-19 adjunct to evacuation arrangements already pre-standing in the State Emergency Management Framework.

In all circumstances the **protection and preservation of life will be the priority**.



- Alternate accommodation and other options will be considered before the opening of a welfare centre. As far as practicable, a welfare centre should be considered as a staging area only. The movement of people away from the area, if safe to do so, can help facilitate greater physical distancing (that is keeping at least 1.5 metres, or two arms lengths from each other) and maintaining good personal hygiene standards which are important measures to prevent disease transmission.
- Specific arrangement will be considered for individuals under mandatory quarantine and self-isolation to ensure health directions and requirements continue to be fulfilled; notwithstanding the priority to preserve and protect life.
- COVID-19 safety plans (and physical distancing is) expected to be followed, where practicable and possible.
- Local governments and Local Emergency Management Committees (**LEMCs**) will review Local Emergency Management Arrangements, including emergency evacuation plans, that incorporate COVID-19 considerations.

COVID-19 Welfare Centre Guide

- Emergency evacuation recommendations/directions will override any COVID-19 directions requiring individuals to remain in a location for the purposes of isolation or quarantine.
- A multi-agency commitment will be required to effectively minimise risk to the community within a welfare centre.
- Operational arrangements will align with current [Western Australia COVID-19](#) directions and guidelines as far as possible.
- Significant issues that cannot be resolved locally will be escalated to the HMA, via the Incident Controller.

4 Planning Considerations

- Facilities identified to be used as welfare centres will have a COVID-19 Safety Plan in place. See the [COVID Safety Guidelines](#) for more information.
 - Welfare centre operations will adhere to these plans as far as practicable.
 - In some emergency events it is recognised that physical distancing may be unable to be achieved, however other infection prevention and control measures are to be used as much as practicable to mitigate COVID-19 risk.
 - The level of screening on arrival at a welfare centre will be dependent on the current state COVID-19 risk level and health advice.
 - Immediate protection and preservation of life will always be the priority.
- Local Government will utilise this *COVID-19 Welfare Centre Guide* if opening a centre prior to the arrival of Communities staff.
- Where possible registration for contact tracing purposes will be undertaken for individuals entering a welfare centre utilising the SAFEWA app, suitable electronic or a paper based alternative - [COVID-19 coronavirus: SafeWA \(www.wa.gov.au\)](#).
- It should be noted that not all evacuees will have access to a smart-phone or mobile phone and mobile/internet coverage could also be poor or interrupted.
- Signage/barriers and other physical/visual prompts will be used within the centre to enhance hygiene and promote physical distancing such as access and egress channels, areas for vulnerable groups and those that present with respiratory symptoms.
- Individuals will be subject to a general COVID-19 screening upon arrival at a welfare centre. Those that show signs of illness, or respond yes to screening questions, will be isolated immediately and further advice sought from the Department of Health.
- Individuals refusing to be screened will be required to isolate at a safe alternative location.

COVID-19 Welfare Centre Guide

- The level and intensity of infection prevention and control measures to be implemented within the welfare centre will be based on the level of COVID-19 risk at the time and at the locality/region as determined by the Chief Health Officer.
- Animals will accompany many evacuees. DPIRD has responsibilities under the State Emergency Management Framework for coordinating animal welfare in emergencies and may need to provide assistance. For more information refer to State Support Plan – Animal Welfare in Emergencies.
- Shortage of commercial accommodation in the local area may require evacuees to travel. Communities is able to provide financial assistance to facilitate this travel if required.

Community Warnings and Messaging

- As per Emergency WA website warnings
 - If you have been personally directed to self-isolate or quarantine due to COVID-19 and plan to leave given your current place of residence is under **threat**:
 - Leave now, find alternative suitable premises and wear a mask.
 - If you are unable to return to your quarantine location within one hour, telephone WA Police on 131 444 to advise them you have had to leave due to an emergency.
 - Regardless of your location, continue to follow COVID-19 precautions and maintain appropriate physical distancing.
- Emergency evacuation advice overrides COVID-19 isolation/quarantine directions.
- If alternative options are unavailable and attending a welfare centre is unavoidable, COVID-19 precautions are to be maintained by individuals including; appropriate physical distancing, wearing of a mask, and immediately identify themselves on arrival.

5 Locally Driven Planning and Preparedness

Emergency management preparedness is a multi-agency responsibility. Planning with relevant stakeholders is essential to ensure emergency management plans consider local conditions and region-specific challenges.

The **Western Australia Community Evacuation in Emergencies Guideline** recognises Local Governments are best placed to conduct emergency evacuation planning prior to an emergency utilising their local knowledge, experience, community understanding and existing community relationships. As such, Local Emergency Management Committees (**LEMCs**) should consider including emergency evacuation planning in their Local Emergency Management Arrangements (**LEMAs**).

COVID-19 Welfare Centre Guide

Communities' District Emergency Service Officer's (**DESOs**) develop and maintain Local Emergency Welfare Plan's (**LEWP**), in consultation with the Local and District Emergency Management Committees (**LEMC/DEMC**). These plans outline agreed emergency welfare arrangements for each local government region.

LEWPs should be reviewed taking into consideration the general principles and recommendations within this guide, and the current state COVID-19 situation.

Welfare Centre facilities

Facilities identified and listed in a LEWP as being suitable for use as a welfare centre, should be re-evaluated, using a COVID-19 lens.

The following should be considered:

- The maximum capacity of each facility and whether physical distancing and infection control requirements can be satisfied. Refer to facility 'COVID-19 Safety Plan' for maximum numbers. If during an incident or emergency it appears capacity will be exceeded, this must be escalated to the HMA, via the Incident Controller.
- Which facilities have capacity to allow the isolation/separation of individuals/groups.
- The layouts of facilities to identify separate entry and exit points.
- The feasibility of opening of more than one centre if required.
- Use of separation partitions/barriers if available/where possible.
- Identifying what/any alternate evacuation accommodation options that may be available locally for individuals who are considered a COVID-19 risk.
- Other regions/towns in the area that can be used to move on/accommodate people.

Physical/logistical considerations

The level of screening on an arrival at a welfare centre will be dependent on the current state COVID-19 risk level and health advice at the time. Given the heightened sanitation and hygiene needs of COVID-19, the following needs to be considered:

- Use of signage and barriers erected throughout the welfare centre displaying current physical distancing requirements.
- Signage and posters on appropriate hand washing techniques upon entry and throughout the centre as well as appropriate techniques for PPE/masks.
- Single use disposable items to be used where possible such as bedding, eating and drinking utensils.
- Queue management established with bollards and ropes if available/where appropriate.
- Single direction of pedestrian flow managed through floor markings and bollards/ropes.

COVID-19 Welfare Centre Guide

- Appropriate waste disposal/laundry facilities and processes.
- Welfare centre staffing levels required to ensure infection prevention and control tasks are performed. Additional staffing required to:
 - oversee general hygiene and cleanliness levels. Note: If level of risk is high, this role may need to be filled by a person qualified in infection prevention and control practices.
 - supervise/control of physical distancing/key sanitation points.
 - cleaning: regular wipe down of all surfaces and equipment to occur every few hours, and for shared equipment (e.g. chairs, public use toilet, toilet) after each use. A contract cleaner arrangement with the owner of the facility – generally the Local Government – may be an option and will be funded by Department of Communities.

Human-social considerations

Individuals involved in an emergency evacuation generally have raised levels of stress, which will be heightened further by the risk of COVID-19, and the associated restrictions and requirements. This may exacerbate existing mental health issues, family issues/domestic violence and increase the potential for security and disturbance incidents within the welfare centre. Consider agreement/arrangements with WA Police Force or other security agencies to assist.

PPE requirements

PPE supplies are being planned for distribution to hubs for utilisation at Welfare Centres as required, including:

- Single use surgical style masks
- Non latex single use glove
- Aprons/gowns
- Face shields/safety glasses
- Alcohol based hand sanitiser

PPE is to be single use, disposable and kept in a secure location.

The Western Australian advice on the requirement for use of PPE by may change from time to time depending on COVID-19 circumstances. Thus, PPE utilisation at welfare centres will be dependent on risk to the community at the time and in line with health advice. This health advice will be relayed through SHICC/SWICC. Welfare centre staff are to wear PPE as a precaution if undertaking initial screening/triage or registration tasks. Minimum PPE requirements will be a mask and safety glasses, other requirements will be in line with current health advice.

Local Governments should retain some initial usage PPE (e.g. Emergency evacuation kits) should their staff open a centre prior to the arrival of Communities staff.

COVID-19 Welfare Centre Guide

Any concerns around the availability of PPE for welfare centres before an event should be raised through SWICC and during an incident or emergency event should be immediately escalated to the HMA, via the Incident Controller.

See [Appendix 1: Infection Prevention and Control in a Welfare Centre](#) and detailed cleaning instruction is available at the following link: [Infection control advice for COVID-19 environmental cleaning in non-healthcare settings \(home and workplace\)](#).

6 Welfare Centre Operations

Arrival at the Centre - COVID-19 Screening

The level of screening on an arrival at a welfare centre will be dependent on the current state COVID-19 risk level and health advice. A contact register of all people entering a welfare centre, including staff, is required to be maintained. Wherever possible the SafeWA app should be used, with an alternative electronic or paper format available if required. More information relating to these requirements is available on the WA.gov.au website.

If COVID-19 full medical health screening is required, Communities may consult with the relevant local health agency to determine what resources are available to assist. If minimal warning is received prior to the opening of a welfare centre, it is acknowledged that appropriately qualified staff may not be available to support a COVID-19 full medical health screening process.

Staff undertaking both the meet and greet and initial screening function, should be stationed outside and some distance away from the welfare centre entry. As a precaution these staff are to wear a mask and eye protection as the minimum PPE requirements, other requirements will be in line with current health advice.

Signage advising individuals at heightened COVID-19 risk to identify themselves early is to be located in this vicinity. Where practicable these individuals will be directed to an isolated area in the first instance (e.g. their vehicle if suitable and safe) whilst safe alternatives for them are arranged. **A handout including contact phone numbers and further advice will be developed and available to assist with the information sharing.**

The following questions will be asked as the minimum general screening requirements before allowing an individual to enter a welfare centre:

- Are you currently under an isolation/quarantine direction?
- Have you visited any exposure site listed on the [HealthyWA](#) website?
- Do you have any symptoms of respiratory illness with or without fever; or cold and flu-like symptoms?
- Are you awaiting a COVID test result?

COVID-19 Welfare Centre Guide

As part of the screening process evacuees are to be advised that if they become symptomatic during their stay, to advise staff immediately. If this occurs, welfare centre staff are to isolate the individual and consult with local health authorities as a matter of priority.

Registration

The normal Register.Find.Reunite (RFR) process and the SafeWA will be available for all evacuees.

- QR code information related to the SafeWA registration process is to be displayed at appropriate entry locations at the Welfare Centre. Resources are available through the WA.gov.au website. The SafeWA application gives businesses and venues a unique QR code that individuals can scan on entry, registering with their contact details.
- Welfare Centre registration staff are to oversee an alternative electronic or paper-based contact tracing registration process for those individuals who may not have the required phone application. Registration staff are to wear PPE whilst performing this role (minimum requirements will be a mask and eye protection).
- Registration lists to be kept secure and provided to owner of the welfare centre facility for storage post the event. Records can be kept electronically or in hard copy and must be kept for 28 days.

Upon receiving advice from the HMA to open an evacuation centre, the responsible Department of Communities staff member will monitor the situation, and when appropriate will contact Australian Red Cross to activate the incident or emergency event on the RFR website.

- Evacuees are to be encouraged to self-register online via website utilising their own electronic devices.
- Paper based RFR documentation will be filled out by welfare centre registration staff on behalf of the evacuee.

Evacuees requiring isolation (suspect or actual cases)

Despite efforts to make alternative arrangements for individuals under an isolation/quarantine direction to attend a welfare centre, there may be circumstances where attendance by a person who is a close contact, suspected case or an actual case is unavoidable.

Entry of these individuals into the welfare centre, for example through the provision of signage and instructions outside the centre and undertaking initial screening outside and some distance away from the welfare centre entry where possible. These individuals should be moved on as soon as practicable to another safe location, including to paid accommodation where isolation can be maintained. A change of address to 'current isolation/quarantine direction' may be required by individual.

COVID-19 Welfare Centre Guide

If this is not possible, identify the most suitable strategies to manage the isolation of these individuals within the welfare centre, for example, utilising a separate room or space, barriers, physical distancing etc.

Individuals under isolation/quarantine directions, or who have answered 'yes' to any of the screening questions, or individuals who have refused to be screened, are to wear a mask at all times and change it as it becomes moist, in line with infection prevention and control best practice. Advice may be sought at the time from an authorised agency or officer for enforcement of this.

Where possible, consider specific toilet/wash facilities for staff/those who have answered "yes" to screening questions. If this is not possible, extra cleaning is to occur.

Medical escalation

If the health of a COVID-19 suspected, or actual case declines whilst in or presenting at a welfare centre, immediately contact 000.

General population

Welfare centre operations are to align with government restrictions, health advice and the level of community COVID-19 risk at the time of an event. The following strategies may be required:

- Families to remain in segregated groups and to not move from their sleeping area unless using bathroom facilities
- Human-social support and entertainment activities to be made available to each segregated group in location
- If family separation areas are not possible, separate evacuees into larger groups and maintain separation of groups
- Food should be delivered to areas allocated to each group/family.

Community meetings

The HMA may utilise welfare centres for community meetings, in line with the current level of COVID-19 restrictions. Where restrictions prevent utilisation of the welfare centre, alternate arrangements will need to be made.

7 Roles and responsibilities

The following summarises some key roles and responsibilities of agencies related to emergency evacuations. Further details are available through the Western Australia Community Evacuation in Emergencies Guideline.

COVID-19 Welfare Centre Guide

Agency	Responsibility
<p>Hazard Management Agency (HMA)</p>	<p>Where an evacuation is being undertaken for a hazard for which an agency or individual is prescribed as the HMA, the HMA can access powers provided in the <i>Emergency Management Act 2005</i> to direct the movement of people and animals if they make a formal declaration of an emergency situation.</p> <p>In most circumstances, the HMA will be same as the Controlling Agency for an emergency arising from that hazard however, the HMA is responsible for the management of a directed evacuation under the <i>Emergency Management Act 2005 and potentially other legislative authority should this be required</i>, as this action requires the utilisation of legislative powers.</p>
<p>Hazard Management Officers (HMO)</p>	<p>Where an evacuation is being undertaken for a hazard for which an HMO is authorised to utilise section 67 of the <i>Emergency Management Act 2005</i>, the HMO can direct the movement of people and animals.</p>
<p>Department of Communities (Communities)</p>	<p>The Department of Communities will coordinate welfare and support for evacuees at agreed evacuation centres by accessing a number of organisations and volunteer groups.</p> <p>During an incident, the Department of Communities will:</p> <ul style="list-style-type: none"> • Consult with the Controlling Agency or HMA to determine the number and location of evacuation centres to be opened; • Coordinate the set up and running of evacuation centres and welfare centres; • Provide PPE for utilisation at the welfare centre as appropriate; • Coordinate and provide welfare resources used during emergencies including: emergency accommodation; emergency food provision; emergency clothing and personal requisites; personal support services; registration and reunification; financial assistance.
<p>Local Government</p>	<p>During an incident, local government, will be responsible for:</p> <ul style="list-style-type: none"> • in consultation with the HMA, making available suitable municipal buildings to be established as

COVID-19 Welfare Centre Guide

Agency	Responsibility
	<p>evacuation centres by the Department of Communities, to coordinate welfare support during the emergency;</p> <ul style="list-style-type: none"> • in consultation and where possible open and staff the welfare centre/s until such time as Department of Communities staff can arrive and assume responsibility; • providing relevant local information with regard to the communities at risk; and • keeping informed during the response phase in order to affect a smooth transition to recovery when appropriate. • assume assigned responsibilities as required as per <i>State Support Plan – Animal Welfare in Emergencies</i>
The Department of Health (WA Health)	<p>WA Health will coordinate medical support, including the services of organisations such as St John Ambulance and the Royal Flying Doctor Service, for those evacuees requiring medical care, in accordance with the State Health Emergency Response Plan.</p>
Western Australia Police Force (WA Police Force)	<p>WA Police Force are commonly requested to assist a Controlling Agency or HMA with an evacuation.</p> <p>The WA Police Force will:</p> <ul style="list-style-type: none"> • establish and maintain an appropriate cordon to the emergency area, as requested. • support the orderly evacuation of persons to the nominated evacuation centre(s). • maintain road safety in the access and egress routes for the withdrawal and around the evacuation centre. • assist with security of the evacuated area, and welfare centre • Under COVID-19 WA Police Force has responsibility for directions to persons to isolate/quarantine
Department of Fire and Emergency Services (DFES)	<p>Provide a Support Agency Officer/s as required;</p> <p>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</p>

COVID-19 Welfare Centre Guide

Agency	Responsibility
	management information; and support the facilitation of public meetings and other community-based communications in relation to natural hazards
Australian Red Cross	Assist with Registration at Welfare Centres; <ul style="list-style-type: none"> • Provide a State Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends; • Manage and operate the RFR system;

8 Infection Prevention & Control Considerations

Welfare Centres should be considered a transit area, with all attendees encouraged to move on to other evacuation/accommodation options where possible.

Practice	Consideration	Reference Material
Facility	Consideration to facility: <ul style="list-style-type: none"> • capacity to enable appropriate distancing/isolation/segregation of individuals and groups, • layout to identify separate entry and exit points, • the use of partitions/barriers where available/appropriate. 	
PPE	<ul style="list-style-type: none"> • Single use surgical style masks. • Non latex single use gloves. • Aprons/gowns. • Safety glasses/face shields. • Alcohol based hand sanitiser. • Signage on appropriate use of PPE. • PPE donning & doffing areas. • Use will be dependent on risk to the community at the time of the event and in line with health advice. 	<p>Department of Health Advice: Advice for use of personal protective equipment for nonhealthcare workers in community settings</p> <p>Instruction Video: Donning & Doffing</p> <p>Instruction Sign: How to put on and take off your face mask</p> <p>Instruction Sign: Donning & Doffing</p>

COVID-19 Welfare Centre Guide

Practice	Consideration	Reference Material
Physical Distancing	<ul style="list-style-type: none"> • Minimum 1.5m physical distancing in all areas of the welfare centre. • Consider maximum capacity of each facility and physical distancing requirements. • Signage, barriers, notices, announcements, and staff may be required to encourage physical distancing. • Use of laundry, entertainment and meal area may need to be staggered to maintain physical distancing. • Physical distancing to be observed by all staff including break times. 	<p>Instruction Sign: Physical distance</p>
Hand Hygiene	<ul style="list-style-type: none"> • 60-80% alcohol-based hand sanitiser to be used. • Hand sanitiser to be available at all entry and exit points, frequently touched areas, toilets and eating areas. • Hand sanitisers must be stored below 25° and not left in vehicles as potential high temperatures can damage the efficacy of the product. • Hand washing facilities should have running water, soap, paper hand towels and waste bin. • Consider stock levels required in relation to the welfare centre venue capacity. • Signage to be placed throughout the centre to encourage effective hand hygiene. 	<p>Instruction Sign: How to wash your hands</p>
Cleaning	<ul style="list-style-type: none"> • A cleaning schedule must be maintained for all activated Welfare Centres for frequently and minimally touched surfaces. • Cleaning products must have a disinfectant base. • Consider frequency of routine cleaning and disinfection in line with frequently and minimally touched surfaces. 	<p>Document: Welfare Centre cleaning schedule</p> <p>Department of Health Advice: Infection prevention and control advice for environmental cleaning</p>

COVID-19 Welfare Centre Guide

Practice	Consideration	Reference Material
	<ul style="list-style-type: none"> • Spraying (sometimes called misting or fogging) a surface or area should be avoided. • Consider allocating dedicated staff/tasks to ensure cleaning is achieved and maintained. 	<p>in non-healthcare settings (home and workplace)</p> <p>Department of Health Advice: Infection prevention and control advice for environmental cleaning of a site following COVID-19 exposure (PDF 250KB)</p>
Laundry Management	<ul style="list-style-type: none"> • Clean and used/soiled items should be stored separately. • Used/soiled items should be placed into a plastic bag and emptied directly into a washing machine or discarded into general waste. • Consider engagement of local laundry services (including the provision of containers for soiled items). • Where limited or no commercial laundry services available, consider increasing/replacing supplies with disposable items. 	
Waste Management	<ul style="list-style-type: none"> • Ensure there are adequate waste disposal bins. • Consider hands free bins so there is minimal contact with the bin • Anyone handling waste must have access to hand hygiene facilities to perform hand hygiene immediately after handling/removing rubbish. • Consider signage near the bins to encourage increased hand hygiene. • Waste should be emptied regularly. Double bags can be used to minimise possible transmission. Bags should be tied off completely prior to removal. 	<p>Department of Health Advice: Standard for non-State quarantine facilities providing accommodation for guests in quarantine or isolation</p>

COVID-19 Welfare Centre Guide

Practice	Consideration	Reference Material
Food Safety	<ul style="list-style-type: none"> • Meals may be delivered to individuals or families to reduce the number of people using the meals area. • The kitchen and meals area should have increased cleaning. • A staggered rostered approach may be considered to ensure these areas do not become overcrowded. • Consider single use/disposable plates and cutlery. If these are not available, dishes are to be washed in dishwasher (preferred), or in hot soapy water. 	<p>Department of Health Advice: Food safety and COVID-19</p>
Alternate Accommodation	<ul style="list-style-type: none"> • Identifying what/any alternate evacuation accommodation options may be available for individuals who are considered a COVID-19 risk. • Consider if other regions/towns in the area can be used to move on/accommodate people. 	
Managing COVID-19 suspected / positive evacuees / staff	<ul style="list-style-type: none"> • Consider having a plan in place outlining how to manage evacuees or staff who fall ill whilst in a welfare centre. This may include a separate accommodation area. • In the event of community transmission of COVID, all evacuees may be required to wear some sort of mask. Surgical masks are preferred. 	<p>Department of Health Advice: COVID-19 preparation and response guidelines for congregate living settings</p>
Additional Resourcing / Roles	<p>IPC Team Leader</p> <ul style="list-style-type: none"> • Consider a dedicated welfare centre officer to have the responsibility of ensuring all recommended infection control measures are in place and maintained. This officer may be a Communities or Local Government staff member. 	

COVID-19 Welfare Centre Guide

Practice	Consideration	Reference Material
	<p>Meet and Greet Staff</p> <ul style="list-style-type: none"> • Update process to reflect reduction of triage questions to 2 only to ascertain if under a WAPOL Quarantine/Isolation Direction Order (or other relevant Direction such as Health Direction). • Consider alternate triage methods / location / area away from welfare centre for those under WAPOL Quarantine/isolation Direction Order including: <ul style="list-style-type: none"> ○ wait in vehicle with windows up ○ wait in cordoned off marque. • Record mobile number for remote contact. • Consider additional resourcing of triage team to increase rotation frequency. • Further consideration of impact to regional resourcing and ability to meet additional requirements as above. <p>COVID-19 On Call Duty Officer</p> <p>Metro</p> <p>Potential for COVID-19 On Call Duty Officer to attend metro welfare centre upon activation:</p> <ul style="list-style-type: none"> • To coordinate the provision of welfare support (incl alternate accommodation) for those under WAPOL Quarantine/Isolation Direction Orders <p>Regional</p> <ul style="list-style-type: none"> • Potential appointment of Communities staff for role similar to metro role as above. 	

COVID-19 Welfare Centre Guide

9 References and related documents

- Attorney General's Department Handbook 4 Evacuation Planning Handbook 2013
- Attorney General's Department Australia's Emergency Warning Arrangements 2013
- Emergency Management Act 2005 and Regulations 2006
- Local Emergency Management Arrangements Guideline
- Australasian Fire and Emergency Services Authorities Council (AFAC) Position on Bushfires and Community Safety 2012

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

- State Emergency Management Policy (State EM Policy);
- State Emergency Management Plan (State EM Plan);
- Relevant State Hazard Plans (Westplans);
- Relevant State Support Plans
- State Emergency Management Procedures (State EM Procedures);
- Relevant State Emergency Management Guidelines (State EM Guidelines); and
- State Emergency Management Glossary (State EM Glossary)
- Local Emergency Management Plans



Government of Western Australia
Department of Communities



Local Emergency Welfare Plan

Northam DISTRICT

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

(Version Update June 2021)

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 e.g. 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

DURING OFFICE HOURS: NORTHAM OFFICE on 6277 4141

AFTER HOURS: EMERGENCY SERVICES ON CALL OFFICER on

0418 943 835

Local Emergency Welfare Plan - Northam District

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

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	February 2021	COVID Update	Jo Spadaccini
3	August 2021	Update	Jo Spadaccini
4			
5			
6			

Provided in draft to the LOCAL EMERGENCY MANAGEMENT COMMITTEES in the Shires of:

Beverley on 09/12/21

Cunderdin on 7/12/21

Dowerin on 09/12/21

Goomalling on 09/12/21

Northam on 09/12/21

Quairading on 02/12/21

Tammin on 09/12/21

Toodyay on 9/12/21/21

York on 9/12/21

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

Contents

1.	Introduction.....	4
1.1	Outline.....	4
1.2	Exercise and review period.....	4
1.3	Welfare services definition.....	4
2.	Preparedness and Operation of this Plan.....	4
2.1	Organisational responsibilities.....	4
2.2	Special considerations.....	4
2.3	Resources – Preparedness and Operational.....	5
2.4	Training.....	7
2.5	Plan Activation Procedures.....	7
2.6	Plan Activation Stages.....	8
2.7	Public Information Management.....	9
2.8	Exchange of Information.....	9
2.9	Debriefs and Post Operation Reports.....	9
3	Recovery.....	9
3.1	Recovery Definition.....	9
3.2	Emergency relief and assistance in recovery.....	9
3.3	Financial Assistance in recovery.....	9
3.4	Cessation of recovery.....	10
3.5	Review of recovery activities.....	10
	Appendix 1 – Department of Communities Standard Operating Procedures.....	11
	Appendix 2 – Local Emergency Welfare Coordination.....	12
	Appendix 3 –Emergency Welfare Coordination Group/Partnering Agencies.....	13
	Appendix 4 – Organisational Responsibilities.....	19
	Appendix 5 – Emergency Accommodation.....	22
	Appendix 5A - List of Pre-Determined Welfare Centres.....	24
	Appendix 5B – Alternative Temporary Accommodation Services.....	27
	Appendix 6 – Welfare function of Registration and Reunification.....	28
	Appendix 7 – Emergency Catering Services.....	30
	Appendix 8 – Emergency Clothing and Personal Requisites.....	33
	Appendix 9 – Personal Support Services.....	36
	Appendix 10 – Key Contact Lists.....	40
	Appendix 11 – Sanitary, Waste Disposal, Hire Services:.....	41
	Appendix 12 – Security Companies:.....	42
	Appendix 13 – Activation Kits:.....	42
	Appendix 14 – Distribution List:.....	42
	Appendix 15 – Welfare Centre Safety Inspection.....	43
	Appendix 16 – Welfare Centre Condition Report.....	45
	Appendix 17 – Welfare Centre Handover Report.....	46

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:

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
<p>Communities State Welfare Coordinator (SWC)</p>	<p>The title "State Welfare Coordinator" used throughout this plan is the Communities representative appointed by the Communities Director General (DG). This role is delegated to the Director Emergency Services. Responsibilities include:</p> <ul style="list-style-type: none"> (a) Coordination of all emergency welfare support services at the State level; (b) Represent the DG on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required; (c) Act as the DG's representative on the following: <ul style="list-style-type: none"> • SEMC Response and Capability Subcommittee; • SEMC Recovery Subcommittee; • SEMC Community Engagement Subcommittee; • Other State and national level committees as appropriate. (d) Chairing the State Welfare Emergency Committee (SWEC); (e) Coordination of all partnering agencies within the State Welfare Coordination Centre.
<p>Communities Emergency Services Coordinator (ESC)</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"> (a) Establish the State Welfare Coordination Centre and manage centre functions during operation; (b) Activate responses to emergency situations, authorise emergency expenditure and utilise resources to meet those responses; (c) Assist the State Welfare Coordinator with their functions as required; (d) Manage emergency welfare services functions as required; (e) Provide support to country staff/offices involved in emergencies; (f) Represent Communities on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required.

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
Communities District Welfare Representatives	<ul style="list-style-type: none"> (a) Represent Communities on District Emergency Management Committees (DEMCs) to address emergency welfare support matters (Communities District Director or proxy); (b) Ensure the arrangements of this plan are clearly understood at the district level; (c) Clarify Communities policy on emergency welfare matters where required; (d) Refer matters of a contentious nature to Communities Emergency Services for resolution; (e) Ensure development, testing and maintenance of Local Emergency Welfare Plans for the district in which the Local Government (LG) areas fall; (f) Appointing Local Welfare Coordinators for each Local Emergency Management Committee (LEMC); (g) Represent Communities on Operational Area Support Groups (OASGs) as required.
District Emergency Services Officer (DESO)	<ul style="list-style-type: none"> a) As a local emergency management resource, develop local arrangements, procedures and resources e.g. EM Kits; b) Develop, test and maintain the Local Emergency Welfare Plans for the district in which the LG areas fall; c) Ensure staff and volunteers of Communities and partnering agencies are trained and exercised in their welfare responsibilities by conducting training sessions and exercises annually; d) Liaise and establish networks and partnerships with agencies; e) Assist with activations if available; f) Assist and support the District Welfare representatives and Local Welfare Coordinators to carry out their roles.
Communities Local Welfare Coordinators (LWC)	<p>Local Welfare Coordinators (LWCs) shall be nominated officers of Communities within an LG area/s.</p> <p>A Communities LWC responsibilities include:</p> <ul style="list-style-type: none"> (a) Establish and manage the activities of the local Emergency Welfare Coordination Groups (EWCG), where determined appropriate by the District Director; (b) Represent Communities and the emergency welfare function on LEMCs and Local Recovery Committees; (c) During activation, manage and coordinate emergency welfare services, including establishing and managing welfare centres, and if further welfare assistance is required request for additional support services via the Communities Emergency Services; (d) Represent Communities on the Incident Support Group (ISG) when required.
Communities Welfare Centre Coordinator (WCC)	<p>In some circumstances Welfare Centre Coordinators (WCCs) are appointed. They shall be nominated officers of Communities and the WCC responsibilities include:</p> <ul style="list-style-type: none"> (a) Establish and manage the operations of the welfare centre/s, including coordinating staff and partnering agencies staff and volunteers, to provide appropriate welfare services to the evacuees in the welfare centre. (b) Communicate regularly with the LWC, and if further welfare assistance is required request for additional support services via the LWC; (c) Remaining at the centre to manage the centre operations.

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
<p>Local Government Welfare Support</p>	<p>a) When an emergency event takes place within the boundaries of an LG, they may be activated by the HMA or by Communities to provide the initial welfare response to evacuating community members. This is primarily due to their close proximity to the emergency event and their ability to quickly identify and open a pre-determined welfare centre. If the activation request is from the HMA the LG should contact Communities to inform and consult with them of the activation to open a welfare centre. The role of the LG in these early stages would be to ensure that evacuees have a safe location to relocate to, and that they can be provided with basic needs and services until such time as Communities can arrive to take on the coordination role of the welfare centre. Basic needs and services may include refreshments, registration, basic information, and personal support. On arrival of Communities, the LG would then provide a handover to the designated Communities Welfare Coordinator, and take on the LG Welfare Liaison Officer role as a support to Communities.</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, LGs are responsible for their own costs.</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 number	Stage	Activation Stage name and actions
Stage 1		<p>Alert: By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided from within Communities.</p> <ul style="list-style-type: none"> (a) Partnering agencies are alerted by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies alert their own personnel; (c) Additional information allowing partnering agencies time to arrange preliminary preparations is provided; (d) Key personnel are briefed on action to be taken; (e) Establish liaison as appropriate with the HMA/Controlling Agency and/or Emergency Coordinator.
Stage 2		<p>Activation: By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided internally and/or externally.</p> <ul style="list-style-type: none"> (a) On behalf of the HMA/Controlling agency, and in consultation with the welfare centre owners, the Local Welfare Coordinator organises for the designated welfare centre to be opened if required. The safest and most appropriate centre needs to be agreed on by the HMA, LG and Communities; (b) Required partnering agencies are activated by the SWC/ESC or Local Welfare Coordinator and proceed to the welfare centre; (c) Welfare services are provided under the coordination of the Local Welfare Coordinator with partnering agencies assisting as required; (d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Local Welfare Coordinator and partnering agencies; (e) Welfare services requirements are continuously monitored and reviewed by the Local Welfare Coordinator and adjusted accordingly. (f) If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/ESC.
Stage 3		<p>Stand Down: HMA/Controlling Agency to officially notify Communities to Stand Down; or SWC/ESC or Local Welfare Coordinator to request of HMA/Controller Agency to Stand Down if they assess welfare services no longer required.</p> <ul style="list-style-type: none"> (a) Partnering agencies are informed of the Stand Down by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies stand down in accordance with relevant procedures for their agency; (c) Partnering agencies are to advise the SWC/ESC or Local Welfare Coordinator when stand down has been completed; (d) Communities to officially hand back the welfare centre facility to the owner and coordinate cleaning and any repairs required whilst the facility operated as a welfare centre; (e) The SWC/ESC or Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible; (f) Post operation reports to be written by Communities – see 2.9.

2.7 Public Information Management

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

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

2.8 Exchange of Information

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

2.9 Debriefs and Post Operation Reports

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

3 Recovery

3.1 Recovery Definition

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

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

3.2 Emergency relief and assistance in recovery

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

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

3.3 Financial Assistance in recovery

Sourced from State EM Plan 6.10 –

Through 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:-

- **Services Australia – Centrelink, Medicare and Child Support** – 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

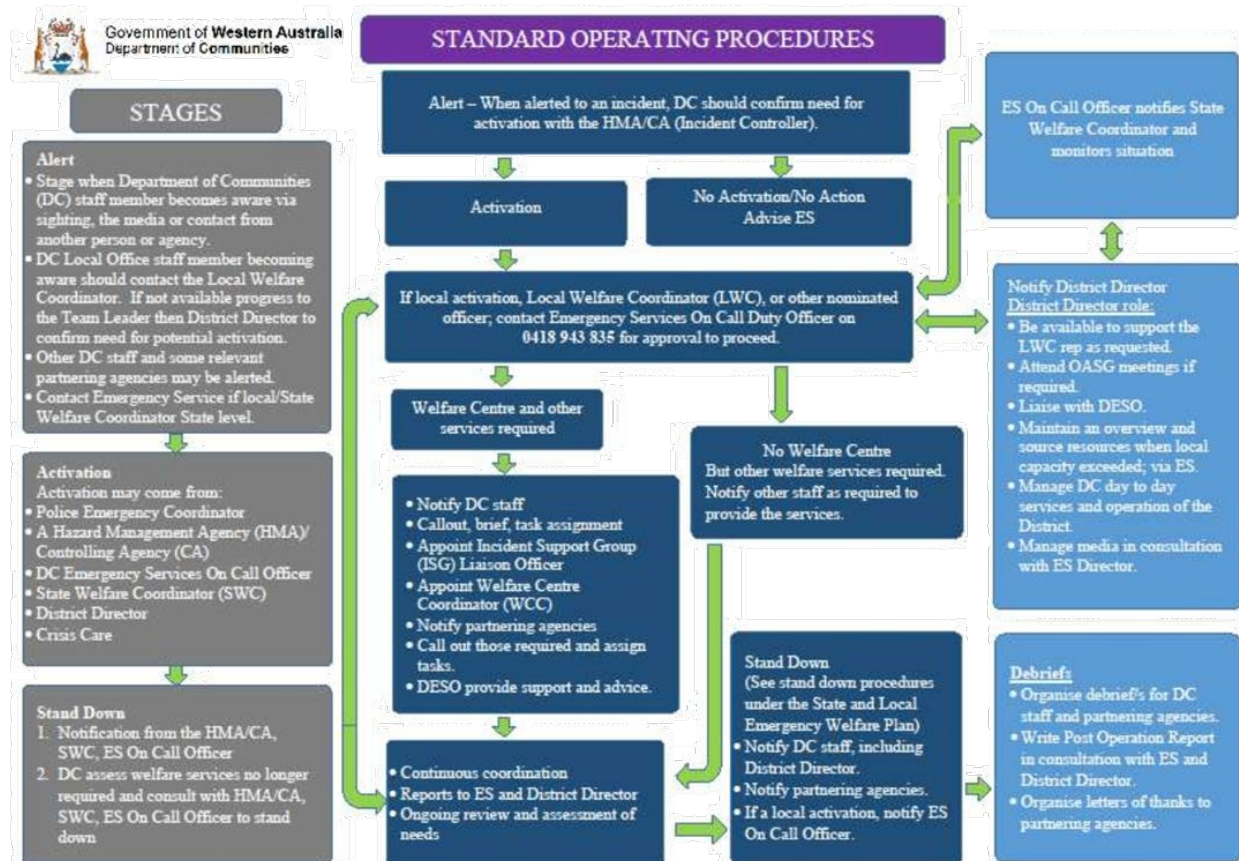
Communities cessation of welfare services in recovery will be dependent on community needs, access to existing community services, and individuals’ and communities’ resilience. Accordingly Communities cessation may vary from other recovery services.

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.

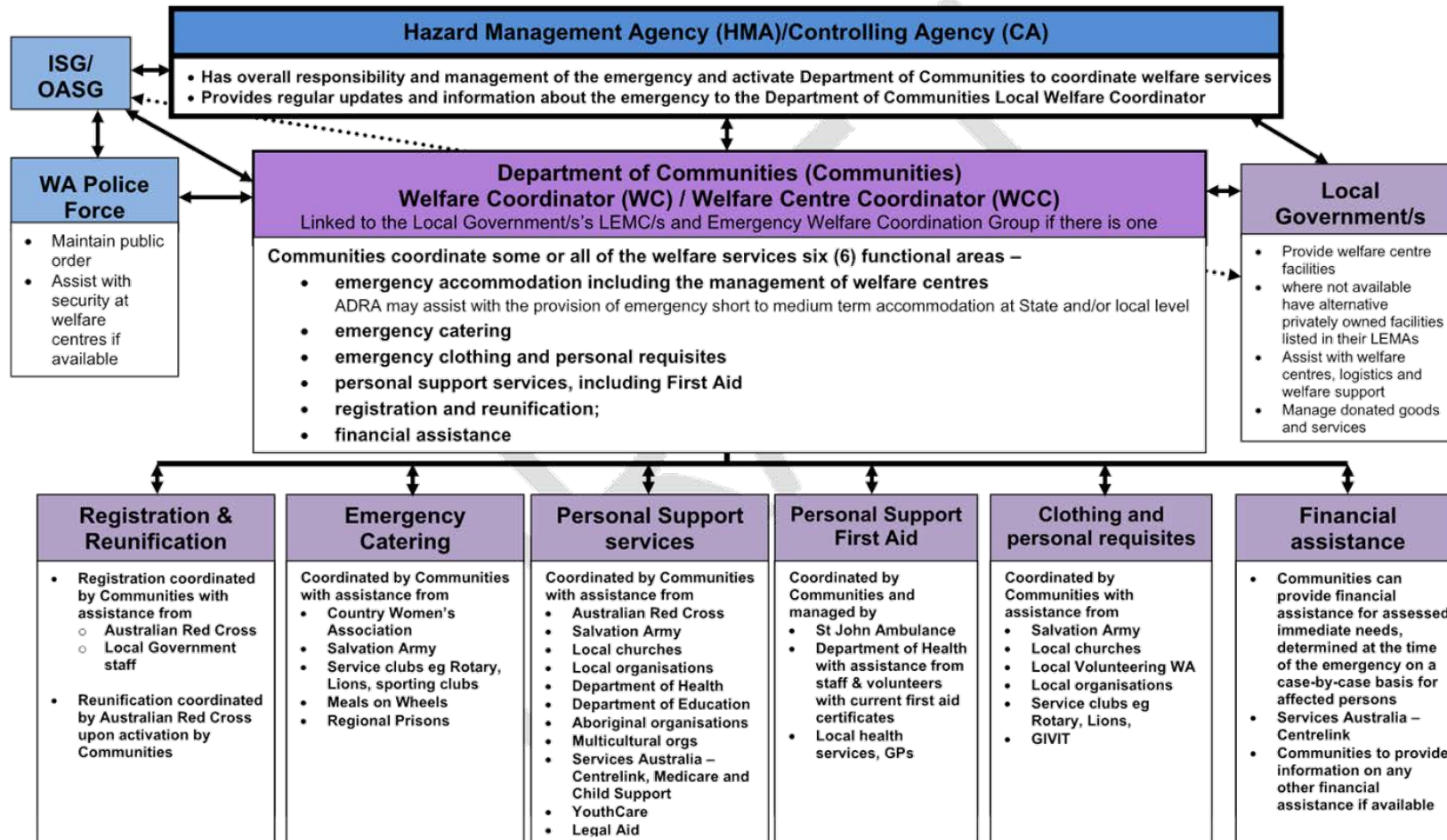
DRAFT

Appendix 1 – Department of Communities Standard Operating Procedures



Appendix 2 – Local Emergency Welfare Coordination

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



Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
 Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

Appendix 3 –Emergency Welfare Coordination Group/Partnering Agencies

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

Department of Communities (Communities) Functions include: Overall Coordination * Accommodation * Financial Assistance * Counselling Personal Support * Personal Requisites * Registration		
Name/Position	Work Contact	After Hours Contact
1st Contact Team Leader/ Local Welfare Coordinator, Northam Office	6277 4141	ESU On Call Officer
2nd Contact Julie McKenzie Wheatbelt District Director	6277 4141 Julie.Mckenzie@communities.wa.gov.au	0418 943 835
3rd Contact ESU On Call Officer	emergencyservices@communities.wa.gov.au	0418 943 835
Shire of Beverley Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Stephen Gollan - CEO	(08) 9646 1200 ceo@beverley.wa.gov.au	0429 461 200
2nd Contact Simon Marshall DCEO	(08) 96461200 dceo@beverley.wa.gov.au	0415 953 251
3rd Contact Troy Granville Community Emergency Service Manager (CESM)	(08) 9646 1200 troygranville@dfes.wa.gov.au	0427 057 719
Shire of Cunderdin Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Stewart Hobley	(08) 9635 2700 ceo@cunderdin.wa.gov.au	0458 351 008
2nd Contact Hayley Burns	(08) 9635 2700 dceo@cunderdin.wa.gov.au	0448 049 584
3rd Contact Simon Bell Community Emergency Service Manager (CESM)	(08) 9635 2700 simon.bell@dfes.wa.gov.au	0448 008 653
Shire of Dowerin Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Rebecca McCall – CEO	(08) 9631 1202 ceo@dowerin.wa.gov.au rmccall@dowerin.wa.gov.au	0429 311 202

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

2nd Contact Glen Brigg	(08) 9631 1202 gbrigg@dowerin.wa.gov.au	0429 311 160
Shire of Goomalling Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Peter Bentley - CEO	(08) 9629 1101 ceo@goomalling.wa.gov.au	0439 496 559
2nd Contact Natalie Bird – Deputy CEO	(08) 9629 1101 dceo@goomalling.wa.gov.au	0428 881 350
3rd Contact Tahnee Bird – Community Development Officer	(08) 9629 1101 cdo@goomalling.wa.gov.au	0400 495 173
Shire of Northam Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact TBA - Community Emergency Service Manager	9622 6137 cesm@northam.wa.gov.au	0458 080 818
2nd Contact Chadd Hunt – Executive Manager Development Services	9622 6135 emds@northam.wa.gov.au	0437 609 120
3rd Contact Jason Whiteaker - CEO	9622 6100 ceo@northam.wa.gov.au	0419 927 123
Shire of Quairading Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Nicole Gibbs - CEO	(08) 9645 1001 shire@quairading.wa.gov.au 0429 451 001	96451001 (24/7) After hours put through to CEO
2nd Contact Simon Bell Community Emergency Service Manager (CESM)	(08) 9645 1001 simon.bell@dfes.wa.gov.au	0448 008 653
3rd Contact Jodi Yardley	0437 150672	0429413418
Shire of Tammin Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Sam Pimlott – Community Development Officer	(08) 9637 0300 cdo@tammin.wa.gov.au	0409 869 254
2nd Contact Neville Hale – CEO	(08) 9637 0300 ceo@tammin.wa.gov.au	0458 351 008
Shire of Toodyay Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Suzie Haslehurst - CEO	(08) 9574 2258 ceo@toodyay.wa.gov.au	0438 972 735
2nd Contact	d.hobley@toodyay.wa.gov.au	P: 9574 9392

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

Daniel Hobley Recovery Coordinator (Inc. LG Welfare Liaison)		M: 0438 759 086
3rd Contact Tobie Prater Deputy Rec Coord (Inc. LG Welfare Liaison)	t.prater@toodyay.wa.gov.au	P: 9574 9342 M: 0418 918 689
Shire of York Function Include Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Chris Linnell – CEO	(08) 9641 2233 ceo@york.wa.gov.au	0447 884 150
2nd Contact Sinead McGuire – EM Infrastructure & Development Services	Sinead.mcguire@york.wa.gov.au	0438 424 102
3rd Contact Alina Behan	(08) 9641 2233 emccs@york.wa.gov.au	
Department of Communities – Housing Functions Include: Personal Support Services * Provide strategic advice for emergency accommodation		
Regional Manager – Atilla Mencshelyi	9690 1901 atilla.mencshelyi@housing.wa.gov.au	0407 773 977
Manager Housing Services – Reg Stevens	9690 1904 Reg.stevens@housing.wa.gov.au	0427 080 302
Team Leader – Christine Frank	9690 1900 christine.frank@housing.wa.gov.au	
Ken Parker – Administration Manager	08 9690 1905 Ken.parker@communities.wa.gov.au	0407 771 328
Department of Fire and Emergency Services Functions include:		
DFES Regional Office Goldfields Midlands	79 Newcastle St, Northam	9690 2300 24/7 Duty Phone
DFES Community Liaison Unit - CLU	Team Leader CLU@dfes.wa.gov.au	0408 296 320
DFES Public Information Line	13 DFES (13 3337) www.dfes.wa.gov.au/Pages/default.aspx	
Department of Health Function Include Medical Services * Personal Support		
First contact 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	anne.foyer@health.wa.gov.au	9622 4321 0439 827 313
St John of God Hospital Midland	1 Clayton St, Midland	9462 4000
Adventist Development and Relief Agency		

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

Functions include: * Assist with the welfare functional area of Emergency Accommodation (short to medium term)		
State Office	Suzanna Cuplovic	93987222
Country Women's Association Function Include Catering * Personal Support * Emergency Clothing/Personal Requisites		
Beverley Janet Bawden	jsab@westnet.com.au	0429 158 469
Bolgart Stephanie Penn		0447160 470
Tammin – Margaret Wheeldon	9637 1041 margaretwheeldon@bigpond.com	
Toodyay Maxine Walker Val Byron	douglass.clan@bigpond.com sales@42ndstreet.com.au	0419 379 778 0417 913 556
Red Cross Functions include: Registration of evacuees * Manage Inquiry * Personal support (2 nd and 3 rd contact used for day to day business, EWCG meetings etc - NOT for emergency responses. For emergency responses refer to First Contact		
First contact Emergency Control Centre - 24/7 Duty Phone	0408 930 811 – ring to activate local teams	
2nd Contact State Manager Emergency Services	(08) 9225 8865	0448 991 399 Emergency 24/7 DutyPh 0408 930 811
Salvation Army Functions Include Catering * Personal Support		
1st Contact Ben Day - Director of Em Services	(08) 9209 1142 On Call 24/7 Ben.Day@aus.salvationarmy.org	0407 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	dan@dkt.net.au	0429 454 221
Salvation Army – Kellerberrin – Ray Edwards (Pres) Kevin Smith (Sec)	0418 912 763 9045 4349	0439 429 351
Services Australia – Centrelink, Centrelink, Medicare and Child Support Function Include Financial Assistance * Personal Support		
1st Contact Service Centre Manager Corrin Chard	9621 9000 cscm.northam.w@servicesaustralia.gov.au	0421 506 247
SERVICE CLUBS (e.g. Lions, Rotary, Zonta) Functions Include Catering * Personal Support * Practical Assistance in setting up welfare centre, managing parking of vehicles		
Lions – Cunderdin Dan Taylor	dan@dkt.net.au	0429 454 221
Lions – Northam Wayne Morgan El Rewell	lionsnortham@westnet.com.au	0427 221 513 0409 576 560

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

St. John Ambulance Functions Include: First Aid * Personal Support Services		
St. John Ambulance - Call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA		
First contact Communication Centre – Perth	9334 1234 9334 1226	Emergencies 000 / 112 / 106
Department Numbers Email accounts are not monitored 24 hrs Life Threatening Emergencies State Operations Centre Event Health Services (Welfare & Standby First Aid) eventservices@stjohnambulance.com.au Emergency Management Unit (Planning and Exercises) emergencymanagementunit@stjohnambulance.com.au Media and Communications (Media) mediarelations@stjohnambulance.com.au		000 (24hrs) 9334 1226 (24hrs) 9334 1311 (24hrs) 9373 3820 (BH) 0410 341 329 (24hrs)
Community Paramedic Goomalling (Bolgart), Morangup Toodyay, Wundowie. (Bullsbrook)	Tana Burgess Tana.Burgess@stjohnwa.com.au	0475 940 659
Community Paramedic Beverley, Cunderdin, Quairading, York. (Brookton, Pingelly)	Drew Richardson cp.centralwbt@stjohnwa.com.au Drew.richardson@stjohnwa.com.au	0437 524 088
Community Paramedic Tammin (Kellerberrin, Merredin, Mt Marshall (Bencubbin and Beacon), Mukinbudin, Nungarin, Trayning Westonia, Yilgarn (Marvel Loch))	Scott Rastall scott.rastall@stjohnwa.com.au cp.easternwbt@stjohnwa.com.au	0418 378 948
Community Paramedic Dowerin (Dalwallinu, (Kalannie) Koorda, Wongan-Ballidu, Victoria Plains (New Norcia), Wyalkatchem)	Natalie Osmetti Natalie.osmetti@stjohnwa.com.au cp.northeastwbt@stjohnwa.com.au	0438 059 257
Paramedic Northam Station	Neil Robinson Neil.robinson@stjohnwa.com.au	0429 107 483
SJA Wheatbelt Regional Office Northam Craig Spencer – Regional Manager Matthew Guile – Assistant Regional Manager	29 Tamplin St, Northam	9621 1613
	craig.spencer@stjohnwa.com.au	0429475704
	Matthew.guile@stjohnwa.com.au	0420 312 049
Regional Sub Centre Coordinator – North Hayley Moore	Rscn.northwheatbelt@stjohnwa.com.au	9621 4117 0408 028 455
Regional Sub Centre Coordinator – South Claire Dadd	Rscn.southwheatbelt@stjohnwa.com.au	0448 278 570
Regional Sub Centre Coordinator – East Matthew Guile	Matthew.guile@stjohnwa.com.au Rscn.eastwheatbelt@stjohnwa.com.au	0448 278 570
Volunteering WA		
Jen Wyness	9482 4315 State Office	0422 941 483

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

Western Australian Police Force (can ring 131 444 but quicker to ring local Station numbers below) Function Include Maintain public order at Evacuation centres as required		
Wheatbelt District Office	A/Superintendent – Jack LEE Assistant District Officer – Inspector Mark TWAMLEY Assistant District Officer – Inspector Alyson BRETT	9622 4240 Business Hours
Northam Police Station CAD desk	9622 4281	24hrs
1st Contact Officer in Charge – Beverley Darrell Hagan 57 Hunt Rd, Beverley	9646 3333 Beverley.Police.Station@police.wa.gov.au	Emergency Call 000/112/ 106
1st Contact Officer in Charge – Cunderdin Ray Hillier 390 Lundy Rd, Cunderdin	9649 8111 Cunderdin.Police.Station@police.wa.gov.au	Emergency Call 000/112/ 106
1st Contact Officer in Charge – Dowerin Adrian Bailey 5 – 7 Goldfields Rd, Dowerin	9619 9120 Dowerin.Police.Station@police.wa.gov.au	Emergency Call 000/112/ 106
1st Contact Officer in Charge – Goomalling Bernie Hush 14 Quinlan St, Goomalling	9626 6100 Goomaling.Police.Station@police.wa.gov.au	Emergency Call 000/112/ 106
1st Contact Officer In Charge – Northam David Hornsby 7 Gardiner St, Northam	9622 4210 Northam.Police.Station@police.wa.gov.au	Emergency call 000/112/106
1st Contact Officer in Charge – Quairading Lindsay Collett 25 Avon St, Quairading	9678 2120 Quairading.Police.Station@police.wa.gov.au	Emergency call 000/112/106
1st Contact Officer in Charge – Toodyay Dave Flaherty 118 Stirling Tce, Toodyay	9574 9555 Toodyay.Police.Station@police.wa.gov.au	Emergency call 000/112/106
1st Contact Officer in Charge – Wundowie Sarah Clarke 42 Baronia Ave, Wundowie	9510 3140 Wundowie.Police.Station@police.wa.gov.au	Emergency call 000/112/106
1st Contact Officer in Charge – York John Hancock 4 Ford St, York	96931000 York.Police.Station@police.wa.gov.au	Emergency call 000/112/106

Local Emergency Welfare Plan - Northam District

Appendix 4 – Organisational Responsibilities

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

Agency / Organisation Name	Normal role if engaged
Department of Communities (Communities) – Lead Welfare Agency	(1) Coordinate all functional areas of an emergency welfare response during emergencies; (2) Appoint the Local Welfare Coordinators to support each Local Government (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.
Department of Communities - Housing	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available; (3) Provide strategic policy advice regarding the provision of emergency accommodation; (4) Assist with other welfare functional areas where agreed.
ADRA – Adventist Development and Relief Agency	(1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of emergency short to medium term accommodation; (3) Provide regular updates to Communities, including a list of all emergency accommodation organised for evacuees; (4) Assist with other welfare functional areas where agreed.
Australian Red Cross	(1) Provide a Support Agency Officer/s as required; (2) Assist with Registration at Welfare Centres; (3) Manage and operate the Register.Find.Reunite. system; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
Country Women’s Association	(1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Emergency Catering at Welfare Centres; (3) Assist with the provision of Personal Support Services;

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

Agency / Organisation Name	Normal role if engaged
	(4) Assist with the provision of Emergency Clothing and Personal Requisites; (5) Assist with other welfare functional areas where agreed.
Department of Education	(1) Provide a Support Agency Officer/s as required ; (2) Provide access to facilities for Emergency Accommodation where available; (3) Provide access to facilities for Emergency Catering where available; (4) Provide access to staff to assist with Personal Support Services, including School Psychology Service where agreed and available; (5) Assist with other welfare functional areas where agreed.
Department of Fire and Emergency Services (DFES) Community Liaison Unit	(1) Provide a Support Agency Officer/s as required; (2) Engage "face to face" two way communication and liaison with affected communities through a point of public interface e.g. at a welfare centre distributing relevant incident information such as traffic management information, and support the facilitation of public meetings and other community based communications.
Department of Health	(1) Provide a Support Agency Officer/s as required; (2) Provide a comprehensive response to mental health effects of an emergency, as outlined in the Mental Health Disaster Subplan; (3) Provide health response as outlined in the State Health Emergency Response Plan; (4) Assist with the provision of Personal Support Services at Welfare Centres; (5) Assist with other welfare functional areas where agreed.
Department of Local Government, Sport & Cultural Industries, including Office of Multicultural Interests Divsn	<i>Negotiate at the local level how the Department of Local Government, Sport and Cultural Industries could assist;</i> (1) Provide a Support Agency Officer/s as required; (2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework; (3) Assist with other welfare functional areas where agreed.
GIVIT – online donation management system	(1) Provide a Support Agency Officer as required to be a reference source regarding donated goods.
Legal Aid Western Australia	(1) Provide a Support Agency Officer/s as required; (2) Provide relevant legal information for emergency impacted persons and/or communities; (3) Assist with other welfare functional areas where agreed.
Local Churches/ Church Ministers Fellowship	(1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of Personal Support Services; (3) Assist with other welfare functional areas where agreed.
Local Government Welfare Support	<i>Negotiate at the local level with individual Local Governments any additional responsibilities e.g. Ranger Services.</i> (1) Provide a Local Government (LG) Welfare Liaison Officer as required; (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; (3) Assist Communities to provide the initial welfare response to evacuating community members. See above 2.3 Local Government Welfare Support Response. (4) Assist with other welfare functional areas where agreed.
Salvation Army	(1) Provide a Support Agency Officer/s as required; (2) Provide Emergency Catering at Welfare Centres; (3) Provide Emergency Clothing and Personal Requisites such as toiletries and other incidentals to those affected as required; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

Agency / Organisation Name	Normal role if engaged
Services Australia – Centrelink, Medicare and Child Support	(1) Provide a Support Agency Officer/s as required; (2) Provide Financial Assistance to people affected by the emergency in accordance with Services Australia guidelines, policies and the Social Security Act; (3) Provide support services or referral advice to appropriate agencies; (4) Assist with other welfare functional areas where agreed.
St John Ambulance	Please call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA. If an ambulance is required please call 000/112/106. (1) Provide a Support Agency Officer /s as required; (2) Provide qualified First Aiders at Welfare Centres, where required and available; (3) Assist with other welfare functional areas where agreed.
Wheatbelt Volunteering WA	(1) Provide a Support Agency Officer/s as required; (2) Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment; (3) Assist with other welfare functional areas where agreed.
Western Australian Police Force	(1) Provide a Support Agency Officer/s as required; (2) Maintain public order where required; (3) Assist with other welfare functional areas where agreed.
YouthCare	(1) Provide a Support Agency Officer/s as required; (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

Local Emergency Welfare Plan - Northam District

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 e.g. 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 e.g. no running water, no drinking water, non-functioning sewage system, gas or chemical leaks in the area.

5.4 Children, organisations, educational and care facilities

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

Children and vulnerable people in Evacuation Centres

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

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

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

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

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

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-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.

Local Emergency Welfare Plan - Northam District

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.

VENUE	ADDRESS	CONTACT	CAPACITY STATUS	COVID Capacity 2m ² / 4m ²	LONGITUDE LATITUDE	NOTES
WELFARE CENTRES IN THE SHIRE OF BEVERLEY						
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 Shire		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 Amenities Building
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)
WELFARE CENTRES IN THE SHIRE OF CUNDERDIN						
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 351 008	TBC			Air Con No Short term
WELFARE CENTRES IN THE SHIRE OF DOWERIN						
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
WELFARE CENTRES IN THE SHIRE OF GOOMALLING						

Local Emergency Welfare Plan - Northam District

VENUE	ADDRESS	CONTACT	CAPACITY STATUS	COVID Capacity 2m ² / 4m ²	LONGITUDE LATITUDE	NOTES
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
WELFARE CENTRES IN THE SHIRE OF NORTHAM						
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
WELFARE CENTRES IN THE SHIRE OF QUAIRADING						
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)	Jennaberring 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 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
WELFARE CENTRES IN THE SHIRE OF TAMMIN						
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

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

VENUE	ADDRESS	CONTACT	CAPACITY STATUS	COVID Capacity 2m ² / 4m ²	LONGI- TUDE LATITUDE	NOTES
WELFARE CENTRES IN THE SHIRE OF TOODYAY						
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 (Cnr 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
WELFARE CENTRES IN THE SHIRE OF YORK						
York Recreation Centre (New Building, Primary)	Lot 292 South St, York	Chris Linnell – 9641 2233 0447 884 150	375/125	187 / 93		Air Con Yes Short term
York Recreation Centre (Old Building, Secondary)			300/100			
York Town Hall (Secondary)	27 Joaquina St, York	Chris Linnell – 9641 2233 0447 884 150	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

Local Emergency Welfare Plan - Northam District

Appendix 5B – Alternative Temporary Accommodation Services

In the event of an evacuation, people may make their own accommodation arrangements e.g. 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
SHIRE OF BEVERLEY			
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
SHIRE OF CUNDERDIN			
Cunderdin Caravan Park	74 Olympic Ave, Cunderdin	(08) 9635 1258	
Ettamogah Pub	75 Main Street, Cunderdin	(08) 9635 1777 (0800 – 2000)	
SHIRE OF DOWERIN			
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 Accommodation	Corner of Fraser and East Streets, Dowerin	(08) 9631 1202	
SHIRE OF GOOMALLING			
Goomalling Tavern	61 Railway Tce, Goomalling	(08) 9629 1100	
Goomalling Caravan Park	Throssell Street (Northam-Puthara Rd) Caravanpark@goomalling.wa.gov.au	(08) 9629 1183	
Mystique Maison	10 Forrest St, Goomalling	(08) 9629 1673	0427 549 732
Jennacubbine Tavern and Caravan Park	24 Collins St, Jennacubbine Brett Trew jennapub@classicit.net	9623 2273	
SHIRE OF NORTHAM			
Dukes Inn	197 Duke St, Northam WA 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 Infirm only)	2 Burgoyne Street, Northam	(08) 9622 5765	(Diverts AH)
Northam Visitor Centre	tourist@notham.wa.gov.au	9622 2100	BH only
SHIRE OF QUAIRADING			
Quairading Hotel	43 Heal St, Quairading	(08) 9645 1929	0439 815 929 Amanda

Z:\EM\Local Welfare Plans\Country\Wheatbelt\Northam District June 2021
Wheatbelt SharePoint\Emergency Services\Local EM Welfare Plans\NorthamDistrict

Local Emergency Welfare Plan - Northam District

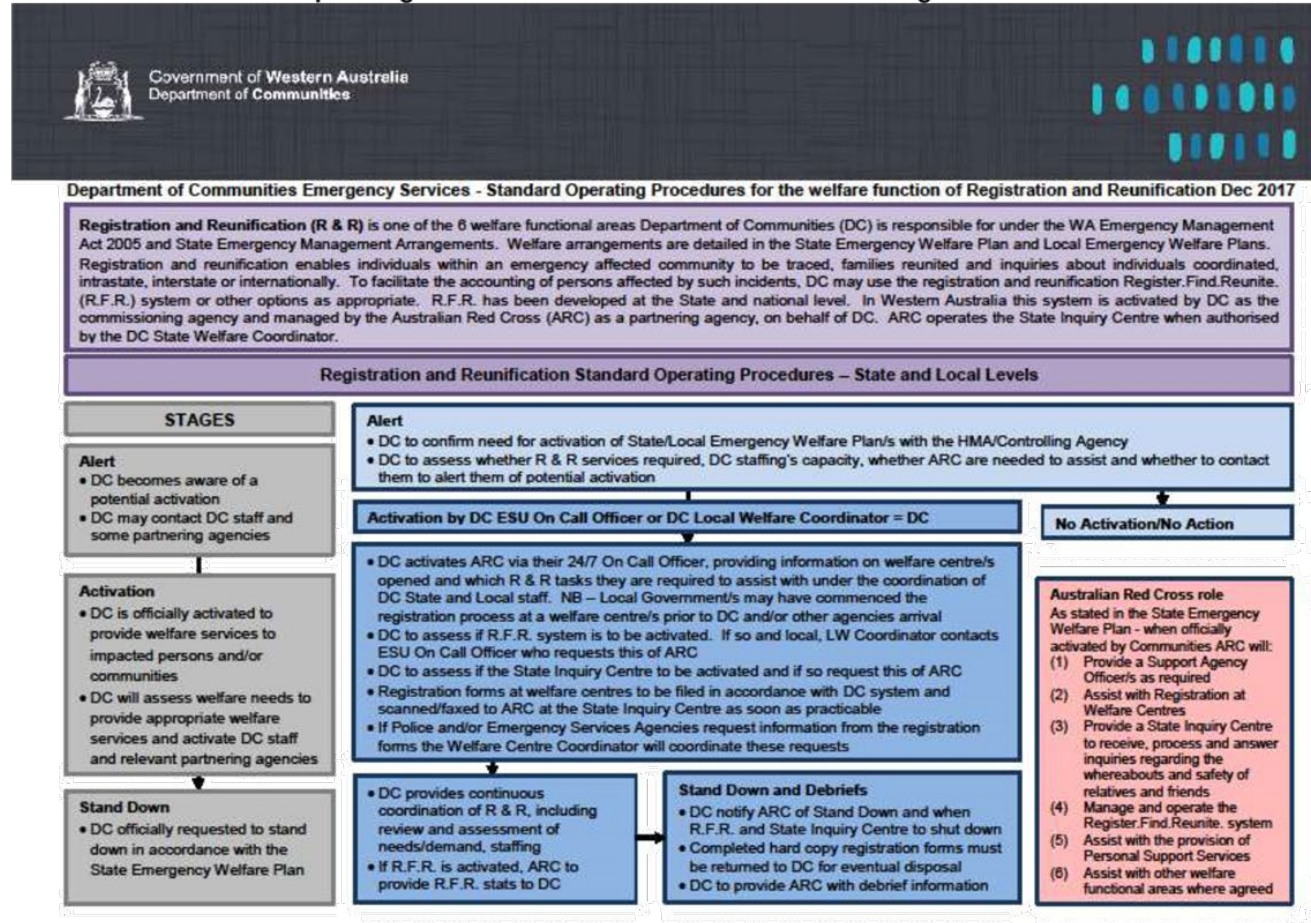
Name	Address	Contact Details	After Hours Contact
Quairading Motel	55 Jennaberring Rd, Quairading	(08) 9645 1054	
Quairading Caravan Park & Railway Barracks	Off Parker St, Quairading Operated by the Shire	(08) 9645 1001	
SHIRE OF TAMMIN			
Tammin Hotel	23 Donnan St, Tammin	(08) 9637 1777	0419 831 603 Rolley
SHIRE OF TOODYAY			
Avalon Homestead	381 Julimar Rd West Toodyay Delveen and Peter info@avalonhomestead.com.au	9574 5050	
Freemasons Hotel	125 Stirling Tce, Toodyay John Pearce fawlytowers@westnet.com.au	(08) 9574 2201 0427 742 248	0427 742 248
Toodyay Holiday Park & Chalets	188 Racecourse Rd, Toodyay Lesley and Kevin Hug enquiries@toodyayholidaypark.com.au	(08) 9574 2534	
Black Wattle Catering	248 Black Wattle Rd, Toodyay blackwattle@cmmails.com	(08) 9574 4086	
Limes Orchard & Farm Stay	57 Clarkson St, West Toodyay	(08) 9574 4810	0400 502 935
SHIRE OF YORK			
The Imperial Hotel	83 Avon Tce, York	(08) 9641 1255	
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	

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



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
SHIRE OF BEVERLEY			
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
SHIRE OF CUNDERDIN			
Dougie's Roadhouse	Lot 6 Great Eastern Highway, Cunderdin	(08) 9635 1151	
SHIRE OF DOWERIN			
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
SHIRE OF GOOMALLING			
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 Throssell St, Goomalling	(08) 9629 1550	
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)
SHIRE OF NORTHAM			
Lucy's Tearooms	122 Fitzgerald St, Northam	(08) 9622 8628	Jess (0409 082154)
Subway	Shop 4 Northam Blvd., Northam	(08) 9622 8200	
DOME	112 Fitzgerald St E, Northam	(08) 6500 3940	0600 - 2100
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	



Name	Address	Contact Details	After Hours Contact
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	
Bridgeley 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 Baronia Ave, Wundowie. Des and Lisa Biglin	(08) 9573 6229	Lisa 0407 440 573 Des 0417 933 097
SHIRE OF QUAIRADING			
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	
SHIRE OF TAMMIN			
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	
SHIRE OF TOODYAY			
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 thecolacafe@bigpond.com	(08) 9574 4407	
Freemasons Hotel	John Pearce fawlytowers@westnet.com.au	W: 9574 2201 0427 742 248	
Toodyay Bakery	JASON MARION E: jason@toodyaybakery.com.au	W: 9574 2617 0439 911 550	
Toodyay Pizza	Shop 4/4 Piesse St	(08) 9574 2462	Open 1600-2000 and closed Mon
SHIRE OF YORK			
Grandma's Kitchen	104 Avon Tce, York	(08) 9641 2553	



Name	Address	Contact Details	After Hours Contact
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 support for ISG, OASG +, 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 Brian Kennedy, WA Prod Mgr		0411 407 120 0408 285 005 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	

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
SHIRE OF BEVERLEY			
IGA	122 Vincent St, Beverley - Jason Pepper	9646 1005	
SHIRE OF CUNDERDIN			
Cunderdin Co-op (IGA)	69/73 Main St, Cunderdin	9635 1304	
Meckering General Store	Gabbedy Pl, Meckering	9625 1243	
SHIRE OF DOWERIN			
IGA Express	5 Stewart St, Dowerin	9631 1052	
SHIRE OF GOOMALLING			
The Goomalling Grocer (IGA Express)	11-13 Railway Tce, Goomalling	9629 1140	
SHIRE OF NORTHAM			
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
SHIRE OF QUAIRADING			
Farmers Co-op/IGA	29-37 Heal St, Quairading	9645 1205	
SHIRE OF TOODYAY			
IGA	Shop 1, 4 Piesse St, Toodyay	574 5468	
Toodyay Op Shop	120c Stirling Cres, Toodyay	9574 5928	
SHIRE OF YORK			
IGA	138 Avon Tce, York	9941 1006	

FUEL

SHIRE OF BEVERLEY			
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	
SHIRE OF CUNDERDIN			
Dougies Roadhouse	Lot 6 Great Eastern Highway, Cunderdin	9635 1151	

Meckering Roadhouse	Lot 57 Great Eastern Highway, Meckering	9625 1339	
SHIRE OF DOWERIN			
Dowerin Roadhouse	12 Goldfields Rd, Dowerin	9631 1135	
SHIRE OF GOOMALLING			
BP Roadhouse	42 Main St, Goomalling	9629 1245	
Shell Roadhouse	17 Throssell St, Goomalling	9629 1550	
SHIRE OF NORTHAM			
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	
SHIRE OF QUAIRADING			
BP Roadhouse	Lot 6 York Rd, Quairading	9645 1230	
Quairading Tyre and Battery	5 Jennaberring Rd, Quairading WA 6383	9645 1206	
SHIRE OF TAMMIN			
Puma Service Station	Lot 2 Great Eastern Hwy, Tammin	9637 1200	
SHIRE OF TOODYAY			
Toodyay Road House	143 Stirling Tce, Toodyay	9574 2252	
Toodyay Junction Road House	28 Stirling Tce, Toodyay	9574 2478	
SHIRE OF YORK			
Shell	86 Avon Tce, York	9641 1224	
Gull	63 Avon Tce, York	9641 1026	

MATTRESSES, BEDDING, CLOTHING ETC

Communities Emergency Services	Mattresses from stores in Perth. Allow 4-5 hours	ON CALL PH	0418 943 835
SHIRE OF GOOMALLING			
Ash Fashions	9 Railway Tce, Goomalling	9629 1926	
SHIRE OF NORTHAM			
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 Retraivision	67 Fitzgerald St, Northam	9622 3066	

Rockmans	Shop 19, Northam Boulevard Shopping 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	
SHIRE OF TOODYAY			
Toodyay Op Shop	120c Stirling Cres, Toodyay	9574 5928	
SHIRE OF YORK			
Norm Reynolds Retravision and York Cycles	113 Avon Tce, York	9641 1018	

HARDWARE STORES

Cunderdin		
Macs Agencies (Farmshop hardware)	9 Main St – West, Cunderdin	(08) 9635 1232
Dowerin		
JK Williams & Co - Mitre 10	6 Stewart St, Dowerin	(08) 9631 1105
Goomalling		
Ash Fashions	9 Railway Tce, Goomalling	(08) 9629 1926
Quairading		
Quairading Quality Meats	1 Heal St, Quairading	(08) 9645 1064
Northam		
Northam Feed & Hire *has sml petrol 8KVa generator available	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
Toodyay		
Makit Hardware	119 Stirling Tce, Toodyay	(08) 9574 2970
Home Hardware	126 Stirling Terrace	(08) 9574 2232
Wundowie		
Wundowie IGA Express	46/48 Baronia Ave, Wundowie. Des and Lisa Biglin	(08) 9573 6229 AH Lisa 0407 440 573 Des 0417 933 097
York		
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 cscm.northam.w@humanservices.gov.au	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) - https://www.youthbeyondblue.com	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 - https://www.lifeline.org.au/get-help/online-services/crisis-chat	13 11 14
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	1300 659 467



	Online chat and video counselling – https://www.suicidecallbackservice.org.au/n-need-to-talk/	
--	--	--

YouthCARE – Chaplains

Lance	Matthew	Area Chaplain	Matthew.Lance@youthcare.org.au	0428 802 258
Bradbury	Emma	Northam	emmab@youthcare.org.au	Woorlooo PS
Diver	Michelle	Cunderdin	michelled@youthcare.org.au	Kellerberrin DHS
Footer	Chris	Northam	christopherf2@youthcare.org.au	Beverley DHS
Hagboom	Shirley	Dowerin	shirleyh@youthcare.org.au	Dowerin
Lance	Matt	Northam	matthewl@youthcare.org.au	Cunderdin
Manning	Catherine	Northam	catherinem@youthcare.org.au	Goomalling PS
McGhee	Doug	Bindoon	dougmg@youthcare.org.au	ToodyayDHS Bindoon PS
O'Sullivan	Sheryl	Northam	sherylo@youthcare.org.au	West Northam PS

Chaplains – Toodyay Anglican

Bourne	Peter		peter.bourne@westnet.com.au	(08) 9574 2203 0421 704 429
--------	-------	--	--	--------------------------------

Chaplains – Anglican

Jeff	Sturman		jandasturman@westnet.com.au	(08) 9574 2507
------	---------	--	--	----------------

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

Name	Address	Contact Details
Beverley		

Beverley District Hospital	Sewell St, Beverley	(08) 9646 3200
Beverley Medical Practice	106 Forrest St, Beverley	(08) 9646 1241
Cunderdin		
Cunderdin District Hospital	Cubbine St, Cunderdin	(08) 9635 2222
Cunderdin Medical Practice	2 Cubbine St, Cunderdin	(08) 96351352
Dowerin		
Dowerin	No Medical Services Available - Nearest Goomalling or Wyalkatchem	
Goomalling		
Goomalling District Hospital	Forrest St, Goomalling	(08) 9629 0100
Goomalling Medical Surgery	13 High St, Goomalling	(08) 9629 1166
Northam		
Northam Regional Hospital	50 Robinson Rd, Northam	(08) 9690 1300 Mgr Health Services Jennifer Lee 0407 631 373
Grey St Surgery, Northam	16 Grey St, Northam	(08) 9622 1599
Northam Family Practice	33 Wellington St, Northam	(08) 9621 1757
Wheatbelt Health Network, Northam	25 Holtfreter Ave, Northam	(08) 9621 4444
Quairading		
Quairading Hospital	Harris St, Quairading	(08) 9645 2222
Quairading Medical Practice	19 Harris St, Quairading	(08) 9645 1210
Toodyay		
Toodyay Dental Clinic	94 Stirling Tce, Toodyay	(08) 9574 2333
Wheatbelt General Practice, Toodyay	81 Stirling Tce, Toodyay	(08) 9574 2300
Silver Chain – Wheatbelt Community Manager	Toodyay Amy Flaherty	1300 650 803 0475 826 587
York		
York Hospital and Health Services	Trews Rd, York	(08) 9641 0200
York General Practice	6 Howick St, York	(08) 9641 0000

Chemists/Pharmacists

Name	Address	Contact Details
Beverley		
Beverley Pharmacy	112 Vincent, Beverley	(08) 9646 1134
Cunderdin		
Cunderdin Pharmacy	59a Main St, Cunderdin	(08) 9635 1497
Goomalling		
Goomalling Pharmacy	37 Railway Tce, Goomalling	(08) 9629 1542
Northam		
Stewarts Pharmacy	124 Fitzgerald St, Northam	(08) 9622 1644
Northam Pharmacy	Shop 17 Northam Blvd., Northam	(08) 9622 1521



Wheatbelt Health Centre Pharmacy Northam	5/25 Holtfreter Ave, Northam	(08) 9622 7905
Quairading		
Pharmacy and Gift Shop	31 Heal St, Quairading	(08) 9645 1061
Toodyay		
Toodyay Pharmacy	110 Stirling Tce, Toodyay	(08) 574 2393
York		
York Pharmacy	105 Avon Tce, York	(08) 9641 1044

Child Care Services

Toodyay Day Care Centre		P: 9574 2922 9622 5167
Sparrow Early Learning	8 Duke St, Northam	
Three Little Monkeys Family Day Care	Tracey Hunter	P: 9574 5642 M: 0418 102 429
Little Ducklings Family Day Care	Casandra Duckworth	P: 9574 2850 M: 0400 514 981
Little Bumble Bees Family Day Care		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

Shire Of Northam			
Juniper - Killara	2 Burgoyne St, Northam	9622 3466	Tony.cater@juniper.org.au
Juniper – The Residency	47 -57 Burgoyne St, Northam	1300 313 000	
Juniper - Bethavon	107 Duke St, Northam	1300 313 000	
Shire Of			
Shire Of York			
Baptistcare – Balladong Gardens	20 Redmile Rd, York	1300 660 640	

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

Shire Of Northam			
Avon Valley Taxis	Jennapullin RD, Northam	(08) 9622 2963	Avon Valley & Northam
Avon-a-ride	Fitzgerald St E, Northam	0412 850 643 avonaride@gmail.com	
Avon Valley Transfers	49 Boondine Rd, Clackline	0488 440 700	
Shire Of York			
Avon Minibus Hire	4 Maxwell St, York	0428 184 303	York

Appendix 10 – Key Contact Lists

Organisation	Name	Work contact	After hours contact
Department of Communities - Northam	Local Welfare Coordinator	6277 4141	Department of Communities after hours emergency contact 0418 943 835
District Director	Julie MaKenzie	6277 4141	
District Emergency Services Officer	Jo Spadaccini	0429102614	
Aboriginal Practice Leader	Lorna Yarran	6277 4141	
Communities Emergency Services Unit	Matt McNally Director	0466 810 446	
Communities ES On Call Phone – all hours	Emergency Services	0418 943 835	
Department of Communities	Crisis Care	9223 1111	
Steve Womer Manager	Media Relations/Corporate Communications	0418 918 299	0418 918 299
Local Government/s	Refer Appendix 3		
Local Police Force	Refer Appendix 3	Emergency Calls 000 / 112 / 106	
DFES	Refer Appendix 3	Emergency Calls 000 / 112 / 106	

Lifelines

LIFELINES – PUBLIC INFORMATION	PHONE/FAX
Life threatening emergency	Emergencies 000 / 112 / 106
Emergency WA website for emergency warnings	https://www.emergency.wa.gov.au/
Bureau of Meteorology website	http://www.bom.gov.au/index.php
WA Tropical Cyclone Information	1300 659 210
WA Land Weather and Flood Warnings	1300 659 213
WA Coastal Marine Warnings	1300 659 223
Australian Tsunami Threat Information (1300 TSUNAMI)	1300 878 6264

Main Roads Western Australia (MRWA) - Primary public contact point for road closure information	Phone: 138 138 Fax: 9323 4400 www.mainroads.wa.gov.au
Alinta Gas	13 13 58
ATCO Gas Australia	Faults (public no) – 13 13 52 Head Office 6163 5000
National Broadband Network (NBN)	https://www.nbnco.com.au/ https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html
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 Alf.Fordham@watercorporation.com.au 629 Newcastle St, LEEDERVILLE WA 6007 PO Box 100, LEEDERVILLE WA 6902 Out of hours operational issues - 1300 483 514 OC_Statewide_OPS_Mgr@watercorporation.com.au Assist with water, waste water infrastructure, Water Corp assets, access to key personnel, support for ISG, OASG and IMT, info during operational situations	Public assistance – General – 9420 2420 Faults (public no) -13 13 75 if urgent Translation and Interpreter Service - <ul style="list-style-type: none"> • 13 13 85 - account enquiries • 13 13 75 - faults, emergencies and security • 13 13 95 - building services Hearing or speech impaired – 13 36 77

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 Corp	Refer table above		
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

Appendix 13 – Activation Kits:

Northam Communities Office	
Meeting Room in caged area. Keys in tracker.	
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
	Bollards and Stands
PPE Boxes	
Full list available on SharePoint http://dcpworkspace.ad.dcd.wa.gov.au/Workspaces/cbs/esu/Lists/Kit%20and%20trailer%20location/AllItems.aspx	

Appendix 14 – Distribution List:

This plan has been distributed electronically to:

Department of Communities

- Northam Office Team Leader
- Northam Office Evacuation Kit
- Emergency Services SharePoint site
- *Jo Spadaccini* District Emergency Services Officer
plus a hard copy stored in DESO vehicle

Local Emergency Management Committee

- Local Government/s (as listed on the front cover) Local Emergency Management Committee (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)



Appendix 15 – Welfare Centre Safety Inspection

Facility Name & Address

Name:		Address:	
--------------	--	-----------------	--

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

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



Government of Western Australia
 Department of Communities



Appendix 16 – Welfare Centre Condition Report

Facility Name & Address

Name:		Address:	
--------------	--	-----------------	--

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

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

Identified damage or wear and tear	Photo/video taken?	Safety Issue?
1.	Yes <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			



Government of Western Australia
Department of Communities



Appendix 17 – Welfare Centre Handover Report

Facility Name & Address

Report Date/Time: _____

Name:		Address:	
-------	--	----------	--

Facility Coordinators

Local Government Welfare Coordinator:	
DC Local Welfare Coordinator:	

Facility Handover Info

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

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

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?

7. Other Notes?

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

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

NAME	POSITION / ORGANISATION	PHONE	SIGNATURE
	Local Government		
	Department of Communities		



District Emergency Services Officer – Wheatbelt Update: February 2022

Welfare Assistance for People Isolating due to COVID

People who are self isolating due to COVID and are needing welfare assistance (accommodation, food or personal support) can contact the Department through the:

13 COVID Hotline (13 26843) section 5, then 2

The information above can be distributed to your community through the Shire's website and FaceBook page as required.

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

Change of afterhours contact details for activation of Department of Communities. In an emergency, if welfare support services are required after business hours, please contact the **Emergency Services On Call Officer on 0418 943 835.**

During business hours, please contact the Department of Communities office listed in your Local Emergency Welfare Plan.

Evacuation Centres and Vaccination requirements

When a centre is opened, there is **no need to ask for vaccination status as it is not a requirement for entry to a centre.**

Changes to LG contacts

If there are any changes to the contact numbers or details from those listed on the LEWP, could you please advise any changes to joanne.spadaccini@communitites.wa.gov.au

Increased Response Capacity in the District

There is now a response trailer positioned at Northam containing 70 sets of bedding and equipment to assist in the setup and running of an evacuation centre. Larger locations are also being set up with 20 sets of bedding.

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 overcrowding 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 (V1.07 Jan 2022) has been distributed to the LGs in the Wheatbelt in preparation should a Welfare Centre be required. COVID status will be confirmed with Department of Health on activation and required actions will be notified at the time.

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

If you would like any further information please call my mobile 0429 102 614 or email joanne.spadaccini@communities.wa.gov.au.

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

Do you have another safe place you can go?

- Alternate accommodation?
- Friends or family?
- **Visitors to the area** – can you continue your journey?

This centre is operating in line with Health Department recommendations to reduce the risk of COVID transmission to the community.

To further reduce this risk please consider alternate accommodation options.



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



STOP

Minimum screening requirements

If you answer “yes” to any of the following please notify a welfare staff member immediately.

1. Are you **currently** under an isolation/quarantine direction?
2. Have you visited any exposure site listed on the HealthyWA website, <https://www.healthywa.wa.gov.au/COVID19locations?>
3. Do you have any symptoms of respiratory illness with or without fever; or cold and flu-like symptoms?
4. Are you awaiting a COVID-19 test result?

