

EMERGENCY RECOVERY PLAN

2016

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22 November 2016

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Acknowledgements

The City of Stirling acknowledges the use of material provided by Emergency Management Australia (EMA) and SEMC.

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emergencymanagement@stirling.wa.gov.au

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DISTRIBUTION

Distribution List			
Organisation / Person	(E)lectronic (H)ard Copy	Hard Copies	Access Level
CITY OF STIRLING LOCAL EMERGENCY MANAGEMENT COMMITTEE (LEMC)			
Chairperson	E/H	1	1
Councillors	E		1
Members	E		1
Executive Officer	E		1
Coordinator Emergency Management	E		1
CITY OF STIRLING			
CEO	E/H	1	1
Directors	E/H	1	1
Functional Managers	E		1
Public Libraries	E		2
Customer Service Cedric Street	E/H	1	2
City Community Centres (each)	E		1
City Recreation Centres (each)	E		1
City of Stirling Intranet	E		1
City of Stirling website	E		2
WA POLICE			
District Police Office North West Metropolitan District	E		1
Sub-District Police Station – Mirrabooka	E		1
Sub-District Police Station – Morley	E		1
Sub-District Police Station – Scarborough	E		1
District Emergency Management Committee	E		1
DEPARTMENT OF FIRE AND EMERGENCY SERVICES (DFES)			
Head Office	E		1

Distribution List			
Organisation / Person	(E)lectronic (H)ard Copy	Hard Copies	Access Level
Osborne Park Fire Station	E		1
State Emergency Service Stirling Unit Manager	E		1
STATE EMERGENCY MANAGEMENT COMMITTEE (SEMC)			
Office of Emergency Management	E		2
North District Emergency Management Committee	E		1
DEPARTMENT CHILD PROTECTION AND FAMILY SUPPORT (CPFS)			
Senior District Emergency Services Officer Mirrabooka District	E		1
ST JOHNS AMBULANCE			
St John Ambulance Service W.A. (Inc.)	E		1
St John Ambulance Operations Branch	E		1
WA HEALTH DEPARTMENT			
Disaster Preparedness and Management Unit	E		1
Osborne Park Hospital	E		1
LOCAL GOVERNMENT(S)			
Town of Vincent	E		1
Town of Cambridge	E		1
City of Bayswater	E		1
City of Joondalup	E		1
City of Wanneroo	E		1
City of Swan	E		1
WALGA	E		1

DISTRIBUTION MATRIX

The following matrix has been developed to identify the level of access persons in the distribution list has to each of the documents found below.

	Level 1 Access		Level 2 Access	
	Version	Maps	Version	Maps
Local Recovery Plan	Full	Yes	Restricted	Restricted
Local Emergency Welfare Plan	Full		No	
Local Welfare Sub Plan	Full		No	
LEMC Members details	Full		No	
Emergency Contacts Directory	Full		No	
Resource Schedule	Full		No	

- Level 1 Access provides full Operational documentation
- Level 2 Access has all sensitive information removed. Level 2 access documents are the only copies for general release to the public

DOCUMENT AVAILABILITY

Restricted copies of this Plan can be found at:

- Hard copy at City of Stirling Administration Office 26 Cedric Street Stirling during normal office hours (with confidential information removed)
- Online access at City of Stirling libraries during normal opening hours (with confidential information removed).
- Online at the City of Stirling website (with confidential information removed).

AMENDMENT RECORD

No.	Date	Amendment Details	By
1	22 November 2016	2016 Version approved by City of Stirling Council (Council Resolution 1116/032 refers)	City of Stirling Coordinator EM
2			
3			
4			

Amendments to this document, feedback or suggestions for its improvement should be directed to:

Executive Officer

City of Stirling Local Emergency Management Committee

Civic Place

Stirling WA 6021

Telephone: 08 9205 7034

Email emergencymanagement@stirling.wa.gov.au

GLOSSARY OF TERMS

For a detailed Glossary of Terms, refer to the State Emergency Management Glossary 2016 available on the SEMC Portal [here](#).

TERM	MEANING
DISASTER	See EMERGENCY
EMERGENCY	<p>An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response.</p> <p>The term emergency is used on the understanding that it also includes and reference to the word disaster.</p>
EMERGENCY MANAGEMENT	<p>The management of the adverse effects of an emergency including:</p> <ul style="list-style-type: none"> • Prevention – the mitigation or prevention of the probability of the occurrence of and the potential adverse effects of an emergency. • Preparedness – preparation for response to an emergency • Response – the combating of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage and help to speed recovery and • Recovery – the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing.
HAZARD MANAGEMENT AGENCY (HMA)	<p>A public authority or other person, prescribed by regulations because of that agency’s functions under any written law or because of its specialized knowledge, expertise and resources, to be responsible for the emergency management or an aspect of emergency management of a hazard for a part or the whole of the State.</p>

TERM	MEANING
LIFELINES	The public facilities and systems that provide basic life support services such as water, energy, sanitation, communications and transportation. Systems or networks that provide services on which the well-being of the community depends.
LOCAL EMERGENCY COORDINATOR (LEC)	That person designated by the Commissioner of Police to be the Local Emergency Coordinator with responsibility for ensuring that the roles and functions of the respective Local Emergency Management Committee are performed, and assisting the hazard management agency in the provision of a coordinated multi-agency response during <i>Incidents</i> and <i>Operations</i> .
LOCAL EMERGENCY MANAGEMENT COMMITTEE (LEMC)	Based on either local government boundaries or emergency management sub-districts. Chaired by the Shire President/Mayor (or a delegated person) with the Local Emergency Coordinator, whose jurisdiction covers the local government area concerned, as the Deputy Chair. Executive support should be provided by the local government.
RECOVERY	The coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being.
SUPPORT ORGANISATION	A public authority or other person who or which, because of the agency's functions under any written law or specialized knowledge, expertise and resources is responsible for providing support functions in relation to that agency.

ABBREVIATIONS / ACRONYMS

ABBREVIATION	MEANING
CPFS	Department for Child Protection and Family Support
DEMC	District Emergency Management Committee
DFES	Department of Fire and Emergency Services
HMA	Hazard Management Agency
ISG	Incident Support Group
LEMC	Local Emergency Management Committee
LRC	Local Recovery Coordinator
LRCC	Local Recovery Coordination Committee
SEMC	State Emergency Management Committee
WA	Western Australia

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PART 1 - INTRODUCTION

1.1. TITLE

The title of this Plan is:

Stirling Emergency Recovery Plan

(Note: This plan is Appendix F of the City of Stirling Local Emergency Management Arrangements)

1.2. AUTHORITY FOR THIS PLAN

This Plan has been prepared in accordance with [Section 41\(1\) of the Emergency Management Act 2005](#) and [Section 6.3.2 Role of Local Government State EM Policy](#) at page 35 and forms a part of the Local Emergency Management Arrangements for the City of Stirling.

This plan has been endorsed by the City of Stirling Local Emergency Management Committee and has been tabled for information and comment with the North Metropolitan District Emergency Management Committee. This plan has been approved by the City of Stirling.

1.3. AIM

The aim of the Stirling Emergency Recovery Plan is to formalise plans for the effective recovery from emergencies / disasters.

1.4. PURPOSE

The purpose of the Local Recovery plan is to describe the arrangements for effectively managing recovery at a local level, including accountability and responsibility.

1.5. OBJECTIVES

The objectives of the Plan are to:

- Describe the roles, responsibilities, available resources and procedures for the management of recovery from emergencies for the City of Stirling.
- Establish a basis for the coordination of recovery activities at the local level.
- Promote effective liaison between all hazard management agencies, emergency services and supporting agencies, which may become involved in recovery management.

- Provide a framework for recovery operations.

1.6. SCOPE

The scope of this recovery plan is limited to the boundaries of City of Stirling and forms a part of its Local Emergency Management Arrangements. It details the local recovery arrangements for the community.

Arrangements have been made to assist, or be assisted by other local governments in the North and East Metropolitan Region, should the need arise through the Metropolitan North and East Recovery Group Partnering Agreement for the Provision of Mutual Aid For Recovery during emergencies. Refer to APPENDIX J – Metropolitan North & East Partnering Agreement of this plan.

1.7. AREA COVERED

The City of Stirling is a large built up metropolitan council undergoing considerable consolidation development with coastal exposure, extensive residential areas and large industrial and commercial areas.

This Recovery Plan covers the whole geographical area of the City of Stirling which includes the following suburbs:

Balcatta	Inglewood	Scarborough
Balga	Innaloo	Stirling
Carine	Joondanna	Trigg
Churchlands	Karrinyup	Tuart Hill
Coolbinia	Menora	Watermans Bay
Dianella	Mirrabooka	Wembley
Doubleview	Mount Lawley	Wembley Downs
Glendalough	Nollamara	Westminster
Gwelup	North Beach	Woodlands
Hamersley	Osborne Park	Yokine

Herdsmen

1.8. ACTIVATION TRIGGER(S) FOR THE STIRLING EMERGENCY RECOVERY PLAN

The hazard management or controlling agency incident controller and / or the Local Emergency Coordinator will advise and brief the City of Stirling Mayor or CEO who in turn will consult with the Chairperson of the Stirling Local Recovery Coordination Committee; or with the Chairperson of the Stirling Local Recovery Coordination Committee, to arrange for the activation of this plan.

PART 2 – RELATED DOCUMENTS AND ARRANGEMENTS

2.1 PRIMARY RELATED DOCUMENTS

The Stirling Emergency Recovery Plan is a sub-plan of the Stirling Local Emergency Management Arrangements and as such should not be read in isolation to those arrangements. This plan is part of the Stirling Emergency Risk Management process and interfaces with other emergency management plans at local, District and State levels.

The following are the principal documents or plans relevant to this recovery plan:

- [Emergency Management Act 2005](#)
- [State EM Policy](#)
- [State EM Plan](#)
- [State EM Procedures](#)
- [City of Stirling Local Emergency Management Plan](#)
- City of Stirling Business Continuity Plan
- City of Stirling Business Units Business Continuity Plan
- CPFS Local Emergency Management Plan for the provision of Welfare Support
- CPFS Local Welfare Emergency Management Support – Welfare Centre Sub Plan
- State Emergency Welfare Plan

2.2 KEY STAKEHOLDERS

There are a number of government departments, organisations, agencies, committees and individuals recognised as having an interest in recovery activities after an emergency event within the City of Stirling. A list of these stakeholders is included at APPENDIX A – Key Recovery Stakeholders of this plan.

2.3 AGREEMENTS, UNDERSTANDING AND COMMITMENTS

2.3.1 METROPOLITAN NORTH AND EAST RECOVERY GROUP

The Metropolitan North and East Recovery Group Partnering Agreement is an agreement between:

- City of Joondalup
- City of Wanneroo
- City of Stirling

-
- City of Bayswater
 - City of Swan
 - Town of Bassendean
 - Shire of Mundaring
 - Shire of Kalamunda

for the purpose of mutual aid between the parties to the Agreement to undertake the following subject to assessing the impact of the request for mutual aid on the ability of the Local Authority to assist:

- Ensure all recovery activities are conducted in accordance with the [Emergency Management Act 2005](#) and [Emergency Management Regulations 2006](#).
- Provide mutual aid for recovery management activities during emergencies to parties to this agreement.
- Conduct recovery planning utilising an “All Agencies” approach in accordance with [Section 2.1.3 The Legislative and Policy Framework State EM Policy](#) at page 10.

A copy of the Partnering Agreement is included at APPENDIX J – Metropolitan North & East Partnering Agreement of this plan.

2.4 SPECIAL CONSIDERATION(S)

- The City of Stirling Civic Complex in Cedric Street and the Works Depot at Natalie Way Balcatta operate on reduced staff during public and government holidays, especially between Christmas and the New Year.
- There is a large influx of people to the City’s beaches during the summer months.
- There is a major influx of tourists to the western parts of the City during the summer months.
- Cold weather storm season is generally between May and September annually.

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PART 3 – RESOURCES

3.1 CONTACTS

A record of LEMC members and key emergency contacts within the City of Stirling is kept by the City and is located at APPENDIX C – EMERGENCY Contacts of this plan.

OR

Access through the City of Stirling Emergency Management SharePoint site:

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

This information is restricted to operational officers / versions only.

3.2 RESOURCE AVAILABILITY

The City of Stirling Local Recovery Coordinator (LRC) and Local Recovery Coordination Committee (LRCC) are responsible for the determination of resources required for recovery activities in the early stages of recovery, in consultation with the hazard management agency and support organisations.

The LRC is responsible for coordinating the effective provision of resources and services to avoid duplication of effort.

If the LRCC is convened, the LRC will continue to assess requirements for the restoration of services and facilities, including determination of the resources required for the recovery process. The LRCC will source and coordinate external and internal resources, including the provision of City of Stirling staff. Where possible, resources from the City of Stirling will be made available to assist recovery activities.

The resources available and contact details for recovery have been identified and are included in APPENDIX O – City of Stirling Resource of this plan.

3.3 FINANCIAL ARRANGEMENTS

The City of Stirling has arrangements in place to insure its assets.

The City of Stirling recognises:

- [State EM Policy 5.12 Funding for emergency response](#) at page 33 and
- [State EM Plan 5.4 Funding for emergency response](#) at page 51

which outline the hazard management agency responsible for meeting costs associated with an emergency.

To ensure accurate records of costs associated with an emergency, the City has a specific cost centre that all costs can be allocated to. The cost centre is available from the City Of Stirling Coordinator – Emergency Management.

The following should be taken into consideration:

- Emergency Financial Relief Arrangements are contained in:
 - [Section 6.7 Financial Assistance State EM Policy](#) at page 38; and
 - [Section 6.10 Financial Assistance State EM Plan](#) at page 68
- Guidelines for the management of public fundraising and donations can be found at [Recovery Procedure 1 Management of public fundraising and donations State EM Procedures](#) at page 177
- Guidelines related to Property Insurance issues are outlined in the [State EM Plan](#) as follows:
 - Section 6.10 at page 68 and
 - Appendix H at page 120
- Agencies utilising community volunteers to assist with the delivery of services to the community are responsible for insurance coverage of those volunteers.

3.3.1 APPEALS AND DONATIONS

Where possible, donations of goods and services should be discouraged as they are difficult to manage. Donations of cash are more practicable to manage and provide the opportunity to utilise local services, which in turn assists with the recovery of local business.

3.3.2 DONATIONS OF CASH

The Local Recovery Coordination Committee (LRCC) will encourage the use of the [Lord Mayor's Distress Relief Fund](#) for people wanting to make cash donations, although if deemed necessary will open a separate account specifically for cash donations (State Emergency Management Procedures OP 19).

3.3.3 DONATIONS OF SERVICE AND LABOUR

Any donations of services or labour to assist with the recovery from an emergency

should be administered by the local government, or if established, the Local Recovery Coordination Committee. Where the State Government level recovery coordination arrangements are activated under WESTPLAN - RECOVERY COORDINATION, the Recovery Sub Committee of the State Emergency Management Committee may arrange the administration of donations of services and labour.

3.3.4 DONATIONS OF GOODS

The donation of goods to assist victims of an emergency may be arranged by non-government organisations. The distribution of the donated goods shall be undertaken by the organisation concerned, not the City of Stirling.

PART 4 – ROLES AND RESPONSIBILITIES

4.1 ROLES AND RESPONSIBILITIES

4.1.1. LOCAL RECOVERY COORDINATOR DESIGNATED PERSON(S) AND RESPONSIBILITIES

4.1.1.1. DESIGNATED PERSON(S)

The City of Stirling will designate a Director of the City as Local Recovery Coordinator for the City of Stirling.

4.1.1.2. ROLE

The Local Recovery Coordinator is responsible for the development and implementation of recovery management arrangements for the local government, in conjunction with the Local Recovery Coordinating Committee.

4.1.1.3. RESPONSIBILITIES

- Prepare, maintain and exercise the Local Recovery Plan;
- Assess the community recovery requirements for each emergency, in conjunction with the hazard management agency, Local Emergency Coordinator (LEC) and other responsible agencies to:
 - Provide advice to the City of Stirling Mayor or CEO on the requirement to activate the Local Recovery Plan and convene the Local Recovery Coordination Committee.
 - Provide advice to the Local Recovery Coordinating Committee (LRCC) if convened;
- Ensure the recovery activities are consistent with the principles of community engagement;
- Facilitate the acquisition and the appropriate application of materials, staff and financial resources;
- Coordinate local recovery activities, in accordance with plans, strategies and policies determined by the LRCC;
- Monitor the progress of recovery and provide periodic reports to the LRCC;
- Liaise with the State Recovery Coordinator on issues where state level support is required or where there are problems with local services;
- Ensure that regular reports are made to the State Recovery Coordinating Committee on the progress of recovery;
- Arrange for the conduct of a debriefing of all participating agencies and operations as soon as possible after stand-down;
- Ensure maximum community involvement;
- Ensure that immediate and long term individual and community needs are met; and
- During non-disaster periods, work in partnership with hazard

management agencies and Emergency Management WA to increase recovery awareness and promote recovery planning with key stakeholders.

The following checklists are included in this document:

APPENDIX F – Operational Sequence Guide / Checklist; and APPENDIX D – Local Recovery Coordinator / Local Recovery Coordinating Committee Checklist of this plan.

4.1.2. LOCAL RECOVERY COORDINATING COMMITTEE MEMBERSHIP, ROLE AND RESPONSIBILITIES

4.1.2.1. MEMBERSHIP

The City of Stirling Local Recovery Coordination Committee (LRCC) will be chaired by the Mayor of the City of Stirling, Chief Executive Officer or other Director of the City, as directed by the City, and have relevant community leaders as its members. These members will include appropriate State Government Agency representatives. The Chair will liaise with the Mayor, Councillors and Chief Executive Officer of the City of Stirling regarding the activities of the Local Recovery Committee.

A core group of key stakeholders will be represented on the Committee supported by other organisations and seconded as required. The membership of the Local Recovery Coordination Committee is dynamic and will change with the needs of the community at various stages during the recovery process.

The City of Stirling Local Recovery Coordination Committee, established to manage the local recovery process, will have the following membership structure:

Organisation	Position
Executive	
Chairperson City of Stirling	Mayor City of Stirling (May be the CEO)
Membership	
Local Recovery Coordinator	City of Stirling Director as appointed by City of Stirling Executive

Organisation	Position
City of Stirling Managers	Community Services Engineering Operations Health and Compliance Others as required
City of Stirling	Principal Environment Health Officer
Executive Officer City of Stirling	Coordinator Emergency Management (May be another City officer)
Hazard Management Agency	
Department of Health	
Department for Child Protection and Family Support	Senior District Emergency Services Officer Local Welfare Coordinator Mirrabooka District
WA Police	District and Local Emergency Coordinators
Media Liaison Officer City of Stirling	
Co-opted Members (as required)	
Lifelines	
Main Roads WA	
St Johns Ambulance	
Department of Environment and Conservation	
Stirling Business Association	

Organisation	Position
Others as required	

4.1.2.2. ROLE

To coordinate and support local management of the recovery processes within the community subsequent to a major emergency in accordance with SEMC policies and the Local Recovery Plan.

4.1.2.3. RESPONSIBILITIES

The Local Recovery Coordinating Committee is responsible for:

- The management, coordination and support of local recovery processes within the community subsequent to a major emergency event in accordance with State Emergency Management legislation and policies and the Local Emergency Management Arrangements and Local Recovery Plan
- Appointment of key positions within the committee;
- Establish sub-committees as required;
- Assessing requirements for recovery activities relating to the restoration of the social, infrastructure, physical, health, environmental, and economic wellbeing of the community with the assistance of the hazard management agencies;
- Developing a recovery plan to coordinate the recovery process that:
 - Takes account of the City of Stirling's long term planning and goals
 - Includes an assessment of the recovery needs and determines which recovery functions are still required
 - Develops a timetable and identifies responsibilities for completing the major functions
 - Considers the needs of youth, the aged, the disabled, and culturally and linguistically diverse people
 - Allows full community participation and access and
 - Allows monitoring of the recovery process
- Facilitating the provision of services, public information, information exchange and resourcing acquisition;
- Negotiating the most effective use of available resources including the support of State and Commonwealth agencies;
- Monitoring the progress of recovery, and receive periodic reports from recovery agencies;
- Ensure a coordinated, multi-agency approach to community recovery;

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

A Local Recovery Coordinators Sequence Guide and Check List is attached at APPENDIX D – Local Recovery Coordinator / Local Recovery Coordinating Committee Checklist of this plan.

4.1.3. LOCAL RECOVERY COORDINATING COMMITTEE (LRCC) SUB-GROUPS (WHERE REQUIRED)

See APPENDIX B – Local Recovery Organisation

4.1.3.1. COMMUNITY AND PERSONAL SUPPORT SUB COMMITTEE

Responsibilities:

- Assess the requirement for personal support services in the short, medium and long term.
- Facilitate resources (both human and financial) as required to complement/assist existing local services.
- Monitor the progress of the local personal service providers and receive regular progress reports from agencies involved.
- Make recommendations to the LRCC for additional personal services as required.

4.1.3.2. RESTORATION AND RECONSTRUCTION SUB-COMMITTEE

Responsibilities:

- Assess requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate.
- Assess the restoration process and the reconstruction policies and programmes and facilitate the reconstruction plans when required.
- Report regularly the progress of the restoration and reconstruction process to the LRCC.
- Make recommendations to the LRCC for financial and other assistance as required.

4.1.3.3. ECONOMIC / FINANCIAL SUBCOMMITTEE

Role:

- To make recommendations to the Lord Mayor's Distress Relief Fund (LMDRF) on the orderly and equitable disbursement of donations and offers of assistance to individuals having suffered personal loss and hardship as a result of the event.

Functions:

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

4.1.3.4. INFRASTRUCTURE (OR BUILT) SUBCOMMITTEE

Objectives:

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

4.1.3.5. COMMUNITY (OR SOCIAL) SUBCOMMITTEE

Objectives:

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

4.1.3.6. ENVIRONMENT (OR NATURAL) SUBCOMMITTEE

Objectives

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

4.1.3.7. STIRLING BUSINESS ASSOCIATION - RESPONSIBILITIES

- Co-ordinate local businesses during recovery activities.

4.1.3.8. LOCAL VOLUNTEER COORDINATOR

If appointed by the Local Recovery Coordinator or Local Recovery Coordinating Committee.

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

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

If the Local Recovery Coordinator or Local Recovery Coordination Committee agrees to use the services of volunteers during any part of recovery period, the Recovery Coordinator or Local Recovery Coordination Committee may appoint a person to be the Local Volunteer Coordinator.

Volunteers affiliated with an organisation will generally be managed by the organisation of membership and are likely to have specific skills to perform assigned roles (e.g. CWA, Lions and Rotary clubs). Volunteers from the general public (individuals and private companies) who offer assistance on an ad-hoc basis require careful management and coordination by the Local Recovery Coordinator or Local Recovery Coordination Committee.

Details of the roles and responsibilities of the Local Volunteer Coordinator (if appointed), plus details of the management of volunteers are included in

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APPENDIX N – Volunteers of this plan.

4.2 OTHER ORGANISATIONAL RESPONSIBILITIES

Refer to

UNRESTRICTED INFORMATION

Link - Metropolitan North & East Partnering Agreement

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX L – Organisational Responsibilities of this plan.

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PART 5 – ACTIVATION

5.1. INTRODUCTION

This part of the Stirling Emergency Recovery Plan details issues that apply where an event is assessed as being of sufficient magnitude to require Local Recovery Coordination Committee involvement in the recovery process.

The primary responsibility for management of the recovery process lies with Local Government (the City of Stirling for this plan) [Section 36b Emergency Management Act 2005](#) and [State EM Policy 6.1 Recovery Activities](#) at page 35.

The City of Stirling is required to ensure effective local emergency management arrangements are prepared and maintained for its district and to manage recovery following an emergency affecting the community in its district.

Local emergency management arrangements are to include a recovery plan or arrangements and the nomination of a recovery coordinator. The arrangements are to be consistent with the State emergency management policies and plans.

Recovery arrangements at all levels will be guided by the [National Disaster Recovery Principles](#).

5.2. RESPONSIBILITY FOR ACTIVATION

The hazard management or controlling agency incident controller and / or the Local Emergency Coordinator will advise and brief the City of Stirling Mayor or CEO who in turn will consult with the Chairperson of the Stirling Local Recovery Coordination Committee (LRCC) or with the Chairperson of the LRCC, to arrange for the activation of this plan.

An assessment of the assistance needed for recovery will be made by:

- the Incident Support Group (ISG);
- consultation between the hazard management agency, Incident Manager and the Local Emergency Coordinator; or
- the City of Stirling.

Once activation of the plan has been authorised, the LRCC Chairperson is responsible for implementing the recovery processes of the plan.

[State EM Policy 6.1 Recovery Activities](#) at page 35 provides the following regarding activation of recovery activities:

- The controlling agency is responsible for the coordination of an assessment of all impacts relating to all recovery environments prior to cessation of the response, including a risk assessment and treatment plan to provide for safe community access to the affected area. Comprehensive impact information is required by local

governments to assist in planning recovery activities.

- The relevant Controlling Agency with responsibility for the response to an emergency must initiate a range of recovery activities during the response to that emergency, as detailed in the [State EM Plan \(Section 6.4\)](#).
- In some circumstances, the State Government may have an increased role through the State Recovery Coordinator or establishment of a State Recovery Coordination Group and / or State Recovery Controller. (See [State EM Policy 6.4 Determination of State Recovery Involvement](#) at page 36.)

5.3. TRANSITION FROM RESPONSE

Recovery from an emergency commences while response activities are in progress. Key decisions taken during the response phase of an emergency incident are likely to directly influence and shape later recovery activities.

The Local Recovery Coordination Committee (LRCC) should be called together as soon as possible for a briefing of the emergency incident early in the response phase, to detail the extent of contingencies and later allow for a smooth transition from response to recovery activities.

The LRCC will:

- Align response and recovery priorities;
- Connect with key agencies;
- Understand key impacts and tasks;
- Identify recovery requirements and priorities as early as possible;

IT IS ESSENTIAL THAT THE LOCAL RECOVERY COORDINATOR BE INCLUDED IN THE INCIDENT SUPPORT GROUP (ISG) MEETINGS FROM THE OUTSET

5.4. LOCAL RESPONSE / RECOVERY COORDINATION INTERFACE

Response and recovery activities may overlap and may compete for the same limited resources. Such instances should normally be resolved through negotiation between the hazard management agency Incident Manager, the Local Emergency Coordinator and the Local Recovery Coordinator.

WHERE AN AGREEMENT CANNOT BE ACHIEVED, PREFERENCE IS TO BE GIVEN TO THE RESPONSE REQUIREMENTS

5.5. INFRASTRUCTURE

The restoration/reconstruction of essential services, e.g. roads, transport, water, sewerage, electricity, gas and waste disposal, will remain the responsibility of the agencies with the existing responsibility for the provision of those services, each of which should have a Business Continuity Plan (BCP) in place.

THE LOCAL RECOVERY COORDINATING COMMITTEE (LRCC) IS RESPONSIBLE FOR RECOMMENDING PRIORITIES AND ENSURING WORK IS COMPLETED.

5.6. IMPACT ASSESSMENT AND OPERATIONAL RECOVERY PLANNING

It is essential that an assessment of the recovery and restoration requirements be conducted as soon as possible after the impact of the event. Impact assessment should not interfere with response operations. Access to the affected area may be restricted by the hazard management agency until it is determined to be safe to enter. Sources that may assist in the collection of impact assessment data include the:

- Hazard management agency;
- Welfare agencies – to identify persons in need of immediate assistance;
- Local government building inspectors and engineers;
- Insurance assessors;
- Business associations, e.g. local chamber of commerce; and
- Recovery needs assessment and support survey forms.

Following a major emergency, where substantial damage has occurred to residential, commercial and government buildings and other community infrastructure, and where significant reconstruction and restoration is required, an operational recovery plan should be prepared by the Local Recovery Coordination Committee.

The operational recovery plan should provide a full description of the extent of the damage,

both physical and human, and detail plans for restoration and reconstruction of the affected community.

As part of the overall impact assessment to assist in the operational recovery planning it may be appropriate to conduct a survey of people/families affected by the emergency. An outline of an operational Recovery Action Plan is provided at APPENDIX G – Recovery Action Plan Template of this plan.

5.7. IMPACT ASSESSMENT

Impact assessment involves gaining early and accurate information about the impact of the event on individuals, the community and infrastructure. Impact assessment is critical to the management of an effective recovery program and must involve all relevant agencies, working together to exchange information.

DFES Urban Search and Rescue Teams have reasonably sophisticated Impact Assessment capacity, whereby special and photographic data can be supplied to the Incident Management Team in real time. This data would be invaluable to aid in an assessment of the community impacts, including the early advice on who may have lost assets. This capacity can be used even in thick smoke (in the case of the intelligence helicopter). Local government staff and others working with the Recovery Coordinator could include:

- Incident Controller
- Environmental Health Service,
- Social agencies,
- persons with immediate needs,
- Engineers,
- Insurance Inspectors,
- Building Surveyors,

Data-gathering techniques include inspections and surveys but information will also come from self-reporting (to council, insurers, social agencies) and the media. Data collection will begin during the immediate response phase of an emergency and have a short term focus.

To facilitate best management of data collection and avoid those affected being asked the same questions by numerous surveys; agencies must avoid acting independently and work within the Stirling Recovery Coordination Committee framework and liaison. Information collected must be carefully managed so as retain community confidentiality, and to avoid any use for commercial gain. It is recognised that various agencies will collect data for their own purposes; however, recovery planning must provide coordination of inspections, and the eventual synthesis of various reports into an overall summary.

5.8. INSPECTIONS AND NEEDS ASSESSMENT (SURVEYS)

Building inspectors, insurance assessors and various public health officers are likely to want to make inspections. The inspection process needs to be managed to ensure that priority tasks are completed first and coverage is completed with efficient use of resources.

Surveys can be used to assist short-term recovery through:

- Determining numbers, locations, circumstances and special needs of displaced and/or injured people,
- Assessing the safe occupation of buildings and their continued use, especially emergency facilities,
- Confirming the state of lifelines/utilities,
- Assessing the need for temporary works, such as shoring and securing of property,
- Protecting property from unnecessary demolition.

Inspections and needs assessments also contribute to longer-term recovery measures through:

- Defining ongoing personal and community needs,
- Determining aid and resource requirements for permanent recovery,
- Estimating the total cost of damage,
- Acquiring engineering, scientific and insurance data to inform the disaster mitigation process.

5.9. DOCUMENTATION – COMPREHENSIVE IMPACT ASSESSMENT (CIA)

The comprehensive impact assessment is to:

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

This procedure is to be completed prior to the cessation of the response phase, in consultation with the Incident Support Group, all affected local governments and the State Recovery Coordinator and in accordance with the following procedure:

- the Controlling Agency is responsible for coordinating the Comprehensive Impact Assessment in consultation with the members of the Incident Support Group;
- the complete draft Comprehensive Impact Assessment is to be provided to all members of the Incident Support Group for comment and clarification; and
- the amended Comprehensive Impact Assessment is to be provided to affected local governments and the State Recovery Coordinator for final clarification.

Note: that completion of a Comprehensive Impact Assessment is not required in circumstances in which, through the initial impact assessment and consultation with the State Recovery Coordinator, there are no significant impacts requiring recovery activity.

The Comprehensive Impact Assessment template that accompanies this procedure is located on the SEMC website at: <https://www.oem.wa.gov.au/resources/legislation-and-policy-framework/procedure> or at APPENDIX E – Transfer of responsibility from response to recovery - of this plan.

5.10. COMMUNITY INVOLVEMENT

Community involvement is the means whereby those directly affected by a disaster, help rebuild their own facilities and services. Community involvement provides a framework for re-establishing the economic, social, emotional and physical well-being of the affected population.

Community involvement in recovery shall be enabled by the Human/Social Services

Sub-Committee, who shall:

- Link with existing community networking structures,
- Enlist support of respected community leaders who can shape local opinion, exercise public and political influence and promote cohesion and stability,
- Structure the planning process, so it is open and encourages participation,
- Recognise the value of local knowledge, using it to identify and shape improvements to the physical and social environment.

Stirling Recovery Coordination Committee and Recovery Coordinator should be aware of challenges involved in working with the community including:

- Recognising the balance between individual needs, versus greater community good,
- Minimising delays and meeting community expectations for timeliness,
- Setting priorities for restoration of the local and regional economy.

5.11. WELFARE AND HEALTH SERVICES

Relief activities are directed at meeting the immediate food, shelter and security requirements of those affected by the incident or disaster. Recovery activities are directed at providing the information, resources, personal support and community infrastructure necessary for individuals and communities to achieve self-sufficiency and sustain independent functioning. In some instances these activities may continue for months or even years.

In addition, the following documents may assist the LRCC in welfare and recovery planning -

- [State EM Policy](#)
- [State EM Plan](#)
- [State EM Procedures](#)
- [City of Stirling Local Emergency Management Plan](#)
- [CPFS Local Emergency Management Plan for the provision of Welfare Support](#)
- [CPFS Local Welfare Emergency Management Support – Welfare Centre Sub Plan](#)

5.11.1. PRINCIPLES

Health and Wellbeing recovery from emergencies is most effective when:

- Response and recovery actions actively support the recovery of individuals, families and businesses;
- Health and Wellbeing group representatives and the community participate in community recovery decision-making;
- The overall needs of individuals and families are assessed as early as possible;
- Personal support strategies are an integral part of the overall recovery management process;
- Measures are taken to mitigate the impacts of future emergencies on individuals, families and businesses; and
- There is coordination of all recovery programs to support and enhance individuals, families and businesses.

5.11.2. STRATEGIES

Strategies to implement the principles of Health and Wellbeing recovery following an emergency are shown in conceptual, management and service delivery classifications. They are proposed as examples, rather than as an exclusive listing of strategies that might be invoked in all circumstances.

5.11.3. CONCEPTUAL

- Encourage emergency service agencies to implement procedures to support personal support services (e.g. identify potential welfare needs etc.);
- Support and promote individuals, families and businesses of the affected community;
- Support and promote community improvements;
- Purchase replacement goods and services locally via local businesses and trades people wherever practical;
- Maintain the integrity of local community groups and experts and their capabilities;
- Build on existing organisations and networks through activation of available systems within the community;
- Encourage support of local community groups and experts;
- Encourage agencies to employ local residents;
- Source government grants, appeal distribution and charitable payments to assist in supporting the needs of individuals and families during the recovery process; and
- Avoid duplication of services and identify gaps.

5.11.4. MANAGEMENT

- Identify all aspects of Health and Wellbeing that may be required;
- Establish dialogue between Health and Wellbeing groups, community and government agencies in the community. Establish the Health and Wellbeing Sub-Committee which is representative of Health and Wellbeing groups, the community and government agencies;
- Provide the community with information about the recovery process and resources available through the Recovery Welfare Sub-Committee and or other appropriate mechanisms;
- Ensure community participation in the Health and Wellbeing Sub-Committee.
- Conduct inter-agency briefings and feedback sessions on the effectiveness and progress of the welfare recovery process;
- Identify gaps in Health and Wellbeing services for consideration in the risk management processes; and
- Develop risk management assessments aimed at minimising future Health and Wellbeing requirements.

5.11.5. SERVICE DELIVERY

- Ensure service delivery personnel have an awareness of the range of services available and appropriate referral processes;
- Ensure service delivery personnel are aware of the local welfare circumstances pre and post-emergency;
- Ensure service delivery personnel have good interpersonal skills and understanding of the local community;

- Provide Health and Wellbeing services in a timely, fair, equitable and flexible manner;
- Ensure services and/or information is coordinated and provided by a variety of means:
 - One-stop shops
 - Newsletters
 - Outreach
 - Internet
 - Telephone
- Ensure availability and accessibility to Health and Wellbeing and recovery information and services.

5.12. MEDIA MANAGEMENT AND PUBLIC INFORMATION

5.12.1. MEDIA GENERALLY

Communities threatened or impacted by emergencies have an urgent and vital need for information and direction. Such communities require adequate, timely information and instructions in order to be aware of the emergency and to take appropriate actions to safeguard life and property. The provision of this information is the responsibility of the hazard management agencies

It is likely that individual agencies will want to issue media releases for their areas of responsibility (e.g. Water Corporation on water issues, Western Power on power issues, etc.) however the release times, issues identified and content shall be coordinated through the Incident Support Group (ISG) to avoid conflicting messages being given to the public.

5.12.2. MEDIA DURING THE INITIAL STAGES OF AN UNPLANNED INCIDENT

- Assistance should be obtained from the hazard management agency or City of Stirling's Communications Advisor as soon as possible and if necessary a media post established.
- Media should be briefed at least hourly even if there is little or no new information to give. If they are not updated, journalists will seek comment from others, who may be ill-informed.
- Camera pooling (where the media are allowed to shoot certain items or conduct certain interviews) should be considered as an option. This is a highly successful and less intrusive media liaison technique that generally satisfies the media's thirst for news (at least in the short term) and lets you get on with your job.
- Media Releases – are a fundamental media-liaison tool. They are an effective way of bulk distributing clear, concise information in an official and timely manner. In times of crisis, it is always recommended that only one spokesperson should be utilised in media, with at least one backup person

on standby should the crisis continue for a substantial period of time to allow for primary spokesperson to have a break.

5.12.3. DISTRICT / LOCAL EMERGENCY PUBLIC INFORMATION COORDINATOR (EPICS)

District and Local EPICs are to be appointed by the DEMCs and LEMCs from district and local resources where necessary. Their responsibilities mirror those of the [State EM Policy 5.6 Emergency Public Information](#) at page 28 as relevant to the district and local levels.

State resources may be provided during operations to either assist with or undertake the responsibilities of District and/or Local EPICs. Details of the appointed District and Local EPICs should be advised to the SEPIC by DEMCs.

5.12.4. MEDIA DURING RECOVERY

Efficient and effective dissemination of information to the affected community and the community at large in respect to recovery measures and contact points is essential. The method of dissemination of information on recovery measures during the recovery phase will depend upon whether or not this has been fully activated.

Following an emergency where the Local Recovery Arrangements have been activated, the Media Liaison Officer appointed to assist the Local Recovery Coordinator (LRC) will coordinate the dissemination of information on recovery measures/issues.

Agencies or organisations involved in the recovery phase are encouraged to disseminate information on their services to the public in the usual manner. However, it is expected that media releases will be provided to the Local Recovery Coordinator for comment and for consistency prior to dissemination.

Provision of public information must be deliberate, planned and sustained. Effective information management is the key to building community confidence. Only with the return of confidence will a community invest in its own recovery.

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

5.12.5. PUBLIC INFORMATION SERVICE

Provision of public information must be deliberate, planned and sustained. Effective information management is the key to rebuilding community confidence. Only with the return of confidence will the community invest in its own recovery. In the response phase public information primarily informs and reassures. In the recovery phase it is the mechanism by which the affected community and the wider public are encouraged to participate in the process of restoration and rehabilitation.

5.12.6. MEDIA

During emergencies the media have a legitimate interest in obtaining prompt and accurate information. If media access to accurate information is restricted, rumour and speculation may be substituted for fact. Consequently, there is nothing to be gained by attempting to restrict media access. The media are also a vital link between recovery agencies and the public, and provide an effective means of disseminating information. It is recommended that regular and scheduled media briefings be negotiated to suit the publishing and broadcasting timetables of the media.

Due to the fact that the recovery process will generally involve a range of different organisations, there is a need for coordination of information to the media to avoid confusion or conflict. The most effective means of dealing with this issue is through the nomination of a media liaison officer to represent the overall recovery process.

All media releases prepared by the Recovery Sub-committee will be forwarded to the LRCC for release by the Chairperson. If the recovery process is of such a nature that State involvement is involved, reference should be made to the State Emergency Public Information Plan to ensure appropriate processes are followed and adhered to. [The State EM Plan](#) notes that State arrangements do not set out to restrict local governments from releasing media statements on recovery matters and issues being dealt with at the local level. However, it is expected that all relevant media releases will be provided to the SRCC for comment prior to the dissemination.

5.12.7. VISITING DIGNITARIES

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

There are a number of issues that need to be considered by the recovery manager involved with, or responsible for hosting, such visits. Effective briefings should be provided. These should include accurate and up-to-date information about estimated losses, assistance programs and financial assistance packages. This will ensure that any information relayed to the affected community or the media is accurate, reducing the risk of falsely raising expectations regarding such things as assistance measures, and reducing the risk of embarrassment. Some pre-visit briefing is also desirable to ensure that the visitor is well informed of the necessary information prior to arrival.

Briefing of any visitors should also include details about the current state of the community, including the various emotions they may be experiencing as a result of the event, as well as identification of any existing sensitivities. Visitors should have a

clear understanding of emergency management arrangements and protocols.

Visitors should also be clearly briefed on the potential impact of their visit and their subsequent role in the recovery process. In particular, it should be emphasised that any information provided must be accurate, as the effects of inaccurate or ill-founded information on an affected community may reinforce the impact of the event.

In the case of a disaster affecting more than one geographic area, care should be taken to ensure that communities are treated impartially and visits are arranged accordingly.

Visits by Commonwealth and State Parliamentarians (including Ministers) should be discussed in advance with the Local Recovery Coordinator (LRC) to ensure the visits are the most effective for both the community and the Member of Parliament.

5.12.8. INFORMATION SERVICES

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

- The information provided should advise:
- the support, psychological, development and resource services available;
- where, when and how to access those services; and
- the psychological reactions commonly experienced by affected people.

The information should be provided at a “One Stop Shop” set up in a location to be determined and be available as soon as possible and provided and repeated through a range of information means. The means commonly used are:

- leaflets;
- posters;
- newsletters;
- information centre’s;
- recovery centre’s;
- community agencies;
- radio;
- newspapers;
- television;
- outreach visitation; and
- public meetings.

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

- the whole of the affected area;

- non-English speaking people;
- special needs groups and or individuals;
- isolated people and communities; and
- secondary victims.

5.12.9. PUBLIC MEETINGS

Various forms of public meetings provide an important part of the recovery process. Public meetings may be held soon after an emergency has taken place as a means of communicating information to an affected community regarding such things as the extent of the damage caused by the event and the services available through the range of recovery agencies. Representation of the various recovery agencies at a public meeting also gives the affected community an opportunity to identify those agencies providing services and to clarify important issues. Further public meetings may be held throughout the recovery process as the need arises.

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

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

Community recovery committees also provide an affected community with a mechanism to have an input into the management of the recovery process. These committees provide an important forum, ensuring local participation in the management of the recovery process.

5.12.10. CULTURAL AND SPIRITUAL FACTORS

Cultural and spiritual symbols provide an essential dimension to the recovery process. They provide a framework for meaning and evaluation of the emergency experience. These need to be managed as an integral part of recovery activities. The community will present its own symbols and rituals, probably beginning in the immediate aftermath. If these are recognised, supported and coordinated as part of the recovery process, which is owned by the community, they will provide the focus for cultural and spiritual activities.

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

5.12.11. MEDIA MANAGEMENT AND PUBLIC INFORMATION

Communities threatened or impacted by emergencies have an urgent and vital need for information and direction. Such communities require adequate, timely information and instructions in order to be aware of the emergency and to take appropriate actions to safeguard life and property. The provision of this information is the responsibility of the hazard management agencies.

It is likely that individual agencies will want to issue media releases for their areas of responsibility (e.g. Water Corporation on water issues, Western Power on power issues, etc.) however the release times, issues identified and content shall be coordinated through the Incident Support Group (ISG) to avoid conflicting messages being given to the public.

5.12.12. PUBLIC INFORMATION CONTINUITY

The public information function should continue after the emergency response is over, lives are no longer at risk, and the state of emergency is over. The focus might change but the purpose of maintaining the flow of information remains

5.12.13. POINTS TO CONSIDER

- Appoint potential spokespeople to deal with the media;
- Manage public information during the transition from response to recovery when handover completed from the hazard management agency;
- Identify priority information needs;
- Develop a comprehensive media/communication strategy;
- Coordinate public information through:
 - joint information centres
 - spokesperson/s
 - identifying and adopting key message priorities
 - using a single publicised website for all press releases
- Develop processes for:
 - media liaison and management (all forms e.g. print, and electronic)
 - briefing politicians
 - alternative means of communication e.g. public meetings, mailbox fliers, advertising
 - communicating with community groups
 - meeting specialist needs
 - formatting press releases
 - developing and maintaining a website
 - ensuring feedback is sought, integrated and acknowledged
- Monitor print and broadcast media, and counter misinformation.

5.13. RECOVERY COORDINATION CENTRE

A Recovery Coordination Centre will be established if extensive recovery activities are to be

undertaken. The purpose of the Recovery Coordination Centre is to bring together all agencies involved in the recovery process to ensure communication and coordination of resources, information and tasks.

The Local Recovery Coordinating Committee (LRCC) is responsible for the activation and coordination of the Recovery Coordination Centre.

The Local Recovery Coordination Centre will be located at:

City of Stirling Administration Centre

Civic Place

Stirling WA 6021

Phone: 9205 8555 (Until advised otherwise)

After hours contact: 1300 365 356 (Until advised otherwise)

Where this location is unavailable or deemed unsuitable the Local Recovery Coordinator will designate an alternative location as soon as possible and publicise it after it is established.

5.13. ONE STOP SHOP

An effective method of providing an affected community with access to information and assistance is through the establishment of central information point(s). These “ONE STOP SHOPS” will include representatives from relevant recovery service providers to provide information, assistance and advice to the local community. Ideally the one stop shop should be established in a location close to the affected area to provide ready access by affected community members without the need for excessive travel.

5.14. VOLUNTEERS – MANAGEMENT OF SPONTANEOUS VOLUNTEERS

Policies for dealing with spontaneous volunteers during emergencies are under development by the City of Stirling.

5.15. KEY RECOVERY AREAS AND PRIORITIES

The Local Recovery Coordination Committee should consider the following areas when recommending priorities and ensuring work is completed:

- Health and Safety of individuals and the Community

- Social recovery
- Economic recovery
- Physical recovery
- Environmental recovery

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

5.16.STATE LEVEL ASSISTANCE

State level assistance to community recovery will normally be provided by a range of State Government agencies through direct representation on the Local Recovery Coordinating Committee. Where the level of recovery is beyond the capacity of the local community, State level support shall be requested as outline in State Recovery Coordination Plan – [WESTPLAN – Recovery Coordination](#).

If an emergency is on a large enough scale, the hazard management agency, in consultation with local government, may request the Department of Premier and Cabinet to assume overall recovery management for the emergency.

5.17.STAND DOWN

The Local Recovery Coordinator will stand down participants and programs when they are no longer required.

5.18.DEBRIEFING AND POST OPERATIONS REPORT

The Local Recovery Coordinator will arrange for the debriefing of all participants and organisations when necessary during the recovery phase. In addition the Local Recovery Coordinator will arrange a debrief as soon as possible after stand-down.

A copy of the report emanating from a debrief will be tabled at the LEMC and a copy forwarded to the:

- relevant hazard management agency
- chair of the SEMC State Recovery Services Group
- North Metropolitan DEMC.

Refer to APPENDIX G – Recovery Action Plan Template

UNRESTRICTED INFORMATION

Link - **Recovery Action Plan Template**

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX H – Local Recovery Committee Standard Reporting of this plan.

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APPENDICIES

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APPENDIX A – KEY RECOVERY STAKEHOLDERS



RESTRICTED INFORMATION

This information is restricted to operational officers only and not for release to the public for security and privacy reasons.

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Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX B – LOCAL RECOVERY ORGANISATION



UNRESTRICTED INFORMATION

Link - Local Recovery Organisation

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX C – EMERGENCY CONTACTS



RESTRICTED INFORMATION

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Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX D – LOCAL RECOVERY COORDINATOR / LOCAL RECOVERY COORDINATING COMMITTEE CHECKLIST



UNRESTRICTED INFORMATION

Link - LRC / LRCC Checklist

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX E – TRANSFER OF RESPONSIBILITY FROM RESPONSE TO RECOVERY -
COMPREHENSIVE IMPACT ASSESSMENT (CIA)

COMPREHENSIVE IMPACT ASSESSMENT

A comprehensive impact assessment is to be completed for all Level 2 and Level 3 incidents* prior to the withdrawal of responding agencies.

The Controlling Agency for the emergency is responsible for coordinating the comprehensive impact assessment in consultation with members of the Incident Support Group.

The draft comprehensive impact assessment is to be provided to all members of the Incident Support Group for comment and clarification prior to it being finalised.

At the point where the Controlling Agency considers it appropriate to transfer responsibility for management of the emergency to the affected local government/s, the Controlling Agency is to convene a meeting with the affected local government/s and the State Recovery Coordinator.

At this meeting, the comprehensive impact assessment and the status of the emergency situation will be discussed. A copy of the completed comprehensive impact assessment will be provided to the affected local governments and the State Recovery Coordinator for their consideration prior to this meeting.

** Please note that completion of a comprehensive impact assessment is not required in circumstances where there are no significant impacts requiring recovery activity. This will be determined through the initial impact assessment and in consultation with the State Recovery Coordinator.*



A blank template copy of the CIA can be obtained from the following:

State Emergency Management Committee:

<https://www.semc.wa.gov.au/resources/legislation-and-policy-framework/procedure>

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APPENDIX F – OPERATIONAL SEQUENCE GUIDE / CHECKLIST



UNRESTRICTED INFORMATION

Link - Operational sequence guide and checklist

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX G – RECOVERY ACTION PLAN TEMPLATE



UNRESTRICTED INFORMATION

Link - **Recovery Action Plan Template**

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX H – LOCAL RECOVERY COMMITTEE STANDARD REPORTING TEMPLATE



UNRESTRICTED INFORMATION

Link - Local Recovery Committee Standard Reporting Template

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX J – METROPOLITAN NORTH & EAST PARTNERING AGREEMENT



UNRESTRICTED INFORMATION

Link - Metropolitan North & East Partnering Agreement

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX L – ORGANISATIONAL RESPONSIBILITIES



UNRESTRICTED INFORMATION

Link - Organisational Responsibilities

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX M – POST INCIDENT ANALYSIS TEMPLATE



UNRESTRICTED INFORMATION

Link - Post Incident Analysis Template

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au

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APPENDIX N – VOLUNTEERS



Policies for dealing with spontaneous volunteers during emergencies are under development by the City of Stirling.

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APPENDIX O – CITY OF STIRLING RESOURCES



RESTRICTED INFORMATION

This information is restricted to operational officers only and not for release to the public for security and privacy reasons.

Details are held by the City of Stirling Coordinator – Emergency Management who can be contacted at:

Phone: 08 9205 7034

Email: emergencymanagement@stirling.wa.gov.au