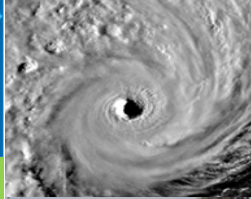


Town of
Port Hedland



TOWN OF PORT HEDLAND Local Recovery Plan

LOCAL EMERGENCY MANAGEMENT
RECOVERY PLAN

2015

Contents

Introduction

Introduction	4
Purpose	4
Methodology	4
Comments and Recommendations	4
Endorsement	5
Distribution List	6
Acronyms List	7
Amendment List	7
Document Control	8
Feedback	8
Glossary	9
Recovery Management Principles	11
Recovery Management Concepts	12

Part 1 Management Authority

1.1	Authority	14
1.2	Date	14
1.3	Area Covered	14
1.4	Aim	14
1.5	Objectives	14
1.6	Scope	15
1.7	Title	15
1.8	Related Documents	16
1.9	Additional Support	16
1.10	Agreements, Understandings and Commitments	16
1.11	Special Considerations	17
1.12	Resources	17
1.13	Financial Arrangements	18
1.14	Roles and Responsibilities	19



Part 2 Local Recovery Arrangements

2.1	Introduction	22
2.2	Organisational Responsibilities	22
2.3	Local Recovery Coordination Committee (LRCC)	25
2.4	Local Recovery Coordination Centre	27
2.5	Contacts Register	27
2.6	Transition from Response	27
2.7	Local Response/ Recovery Coordination Interface	28
2.8	Activation	28
2.9	Impact Assessment and Operational Recovery Planning	28
2.10	Welfare and Health Services	29
2.11	Public Information	29
2.12	Infrastructure	30
2.13	State Level Assistance	31
2.14	Stand Down	31
2.15	Debriefing / Post Operations Report	31
2.16	Reporting	32
2.17	Sub-Committee Terms of Reference	32
2.18	Disclaimer	33

Attachments

ANNEXURE 1:	Local Recovery Organisation	34
ANNEXURE 2:	Contacts Register	37
ANNEXURE 3:	Organisational Responsibilities	38
ANNEXURE 4:	Example of Operational Recovery Plan	40
ANNEXURE 5:	Local Recovery Coordinator - Actions Checklist	42
ANNEXURE 6:	Local Recovery Coordinating Committee - Actions Checklist	43
ANNEXURE 7:	State Recovery Coordinating Committee - Operational Sequence	46
ANNEXURE 8:	Example of Local Recovery Coordinating Committee Recovery Report	47
ANNEXURE 9:	Example of State Recovery Coordinating Committee Recovery Report	48
ANNEXURE 10:	Communications Plan	49
ANNEXURE 11:	Recovery Needs Assessment and Support Survey Form	50
ANNEXURE 12:	Incident Handover Response to Recovery	59
ANNEXURE 13:	Town of Port Hedland Municipal Boundary	60

Introduction

The Town of Port Hedland is located on the Pilbara Coast and is subject to a wide range of natural and manmade hazards including; cyclones, storm events, floods, shipping / transport and hazardous materials emergencies.

The Town of Port Hedland Statistics (sourced from the 2011 Census - ABS):

Population: 15044

Area (sq km): 11,844

Distance from Perth (km): 1,776

Approx. Number of Dwellings: 6,015

Major centres: Port Hedland, South Hedland, Wedgefield

The Pilbara coast, from Port Hedland to the Exmouth Gulf, is the most cyclone prone area in Australia.

The recovery approach to emergency management encompass those activities that are intended to return a community back to normal as soon as possible, following the impact of an emergency or disaster.

The recovery process should be managed and planned for in a structured and formalized manner.

The wide-ranging needs that would be created by the impact of an emergency or disaster in the Town of Port Hedland community will be only be met through a range of services provided by both Government and non-government agencies.

On a local level, it is important that the Port Hedland community is involved in recovery planning.

Purpose

The purpose of the development and review of the Town of Port Hedland's Local Recovery Plan is to evaluate each section of the Plan against the following criteria:

- The requirements of the *Emergency Management Act 2005*.
- The requirements of *State Emergency Management Policy 2.5 – Emergency Management in Local Government Districts*.
- Good practice as outlined in the *Local Recovery Plan Development Guide*.

Methodology

The development and review of the Town of Port Hedland's Local Recovery Plan has been undertaken by systematically reviewing each element of the Plan against the planning criteria detailed in the *Local Recovery Plan Development Guide* and relevant sections of the *Emergency Management Act 2005* and *State Emergency Management Policy 2.5 – Emergency Management in Local Government Districts*.

Comments and Recommendations

The following comments and recommendations have been compiled under the headings provided in the model plan structure detailed in the RMPG. Comments have been cross referenced to the relevant sections of the Town of Port Hedland Local Recovery Plan where applicable

Endorsement

TOWN OF PORT HEDLAND Local Recovery Plan

This Local Recovery Plan has been prepared and documented by the Port Hedland Local Emergency Management Committee (LEMC) and Local Recovery Coordination Committee (LRCC).

The Local Recovery Plan has been referred to:

Endorsed by Local Emergency Management Committee (LEMC) on the 27 August 2015.

Endorsed by Council at the Town of Port Hedland Council on the 23rd September 2015.

Noted at District Emergency Management Committee (DEMC) meeting 27th October 2015.

Noted by State Emergency Management Committee (SEMC) 1st December 2015.



27/08/2015

Kelly Howlett
Chairman
Port Hedland LEMC

Date



A welfare centre in Port Hedland being set up during cyclone season in 2007

Distribution List

Title	Company	Copies
Major	ADF - Australian Defence Force	1
Manager	Department of Human Services	1
Manager	Chandler McLeod	1
Branch Manager	Coates Hire	1
District Emergency Services Officer	CPFS – Department of Child Protection and Family Support	1
Regional Heritage Officer	DAA - Department of Aboriginal Affairs	1
Manager Housing Services Pilbara Region	DOH - Department of Housing	1
Regional Driver Assessor	DOT - Department of Transport	1
Station Commander	ARFF - Airport Rescue and Fire Fighters	1
District Officer	DFES - Department of Fire and Emergency Services	1
Retail Manager	Horizon Power	1
Maintenance Coordinator	MRWA - Main Roads WA	1
Harbour Master	PHPA - Port Hedland Port Authority	1
Public Health Physician	PPHU - Pilbara Population Health Unit	1
Team Leader	Red Cross	1
Senior Flight Nurse	RFDS - Royal Flying Doctor Service	1
Local Manager	SES - State Emergency Service	1
Station Manager	SJA - St John Ambulance	1
Chairperson & Mayor	TOPH - Town of Port Hedland	1
Coordinator	TOPH - Town of Port Hedland	1
Sergeant	WAPOL - West Australian Police - Port Hedland	1
Senior Sergeant	WAPOL - West Australian Police - South Hedland	1
Operations Manager	Water Corporation	1

Acronyms List

AMCC	Andrew McLaughlin Community Centre
BFB	Bush Fire Brigade
CPFS	Department of Child Protection and Family Support
DEMC	District Emergency Management Committee
ERM	Emergency Risk Management
DFES	Department of Fire and Emergency Services
FESA	See DFES
HMA	Hazard Management Agency
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LRC	Local Recovery Coordinator
LRCC	Local Recovery Coordination Committee
LRP	Local Recovery Plan
SEMC	State Emergency Management Committee
SES	State Emergency Service
SJA	Saint Johns Ambulance
ToPH	Town of Port Hedland
VFRS	Volunteer Fire and Rescue Service
WAPol	West Australian Police

Amendment List

AMENDMENT		DETAILS OF AMENDMENT	AMENDED BY
VERSION	DATE		
1	July 2004	Initial Issue	AC
2	2009-10	Review, update and amendment	CF
3	2010	Endorsed by LEMC	CF
4	2011	Amendment following 'Operation Isolation'	CF
5	2013	Review and update	NA
6	2014	Adopted by LEMC	NA
7	2015	Updates and Corporate branding	DH
8	Nov 2015	Post Exercise & WALGA Review	DH

Document Control

The Local Recovery Coordinator in consultation with the Local Recovery Coordination Committee shall review The Town of Port Hedland Local Recovery Plan on an annual basis, prior to the commencement of cyclone season, each year.

	Writing	Town of Port Hedland, PO Box 41, PORT HEDLAND WA 6721
	Telephone:	08 9158 9352
	Facsimile	08 9158 9399
	e-mail	managerehs@porthedland.wa.gov.au

A complete copy of the Town of Port Hedland Local Recovery Plan shall be provided to:

- All HMA's identified in the Local Emergency Management Arrangements
- All members of the Local Recovery Coordination Committee
- The LEMC
- The DEMC
- The SEMC

A copy of the Town of Port Hedland Recovery Plan shall be provided, without **Contacts List**, for general information to:

- Any member of the public via request to the LRC
- The Town of Port Hedland web page www.porthedland.wa.gov.au
- Port and South Hedland Library
- Attorney - General's Department, Emergency Management Institute Library

Feedback

Suggestions and comments from the community and stakeholders can help improve this plan and subsequent amendments.

Feedback can include:

- What you like and dislike about the plan
- Unclear or incorrect expression
- Out of date information or practices
- Inadequacies or Errors, omissions or suggested improvements.

Forward any feedback to:

Darryal Eastwell
Coordinator
Local Emergency Management Committee
C/O PO Box 41, Port Hedland



Glossary

Certain terms have been used throughout this plan and have statutory implications. Below is a list of definitions as found in the ***Emergency Management Act 2005*** along with the commonly used acronyms amongst agencies and emergency services.

Emergency – means the occurrence or imminent occurrence of a hazard, which is of such a nature or magnitude that it requires a significant and coordinated response.

Hazard –

- (a) a cyclone, earthquake, flood, storm, tsunami or other natural event;
- (b) a fire
- (c) a road, rail or air crash;
- (d) a plague or epidemic
- (e) a terrorist act as defined in *The Criminal Code* section 100.1 set out in the schedule to the *Criminal Code Act 1995* of the Commonwealth
- (f) any other event, situation or condition that is capable of causing or resulting in –
 - (i) Loss of life, prejudice to the safety, or harm to the health, of persons or animals;
or
 - (ii) Destruction of, or damage to, property or any part of the environment,
And is prescribed by the regulations

Recovery – activities designed to support emergency affected local communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing. During recovery operations, actions are taken to minimise the recurrence of the hazard and/or lessen its effects on the community.

District Emergency Management Committee (DEMC) – a DEMC is established for each emergency management district. The chair of the committee is appointed by SEMC (usually the Police District Officers, as District Emergency Coordinator). The Deputy Chair and Executive Officer are FESA Managers nominated by the FESA Chief Executive Officer.

Emergency Risk Management (ERM) – is a systematic process that produces a range of measures which, contribute to the wellbeing of communities and the environment.

Hazard Management Agency (HMA) – 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.

Local Emergency Coordinator – the Officer in Charge of each Police sub district is appointed by the State Emergency Coordinator (the Commissioner of Police) for the local government district in which they are situated [s. 37(1) of the Act].

The Local Emergency Coordinator provides advice and support to its LEMC in the development and maintenance of local emergency management arrangements, assists HMAs in the provision of a coordinated response during an emergency in the district, and carries out other emergency management arrangements directed by the State Emergency Coordinator s. 37(2) of the Act.

Local Emergency Management Committee (LEMC) – the local government is to establish one or more LEMCs for the local government district, based on local government boundaries. The committee is chaired by a nominee of the local government and the Local Emergency Coordinator is a member.

The LEMC is established by the local government to ensure that local emergency management arrangements are written and placed into effect for its district [s.38 of the Act].

The Local Emergency Management Committee has no function during emergencies

Local Emergency Management Arrangements (LEMA) – local governments are responsible for ensuring the preparation of local emergency management arrangements for the local government district. Arrangements must be consistent with State emergency management policies and plans and include information stipulated in s. 41(2) of the Act.

Arrangements should be developed in accordance with the comprehensive approach to emergency management (Prevention/Mitigation, Preparedness, Response and Recovery) which contributes to the reduction or elimination of hazards and to reducing the susceptibility or increase in the resilience to hazards of the community or the environment in the local government district.

Prevention, Preparedness, Response and Recovery (PPRR) – makes up a legitimate and valid system of emergency management (ref s. 3 of the Act). Each element represents a dynamic set of actions flowing into the next.

Communities are encouraged to take greater responsibility for their own safety, to be more self-reliant and better prepared for the eventualities of emergencies. Activities supporting each of these elements together provide a method for local communities to minimise the impact of emergencies.

Prevention - activities to eliminate or reduce the probability of occurrence of a specific hazard. They also reduce the degree of injury or damage likely to be incurred.

Preparedness – activities that focus on essential emergency response capabilities through the development of plans, procedures, the organisation and management of resources, training and public education. These activities support the local community in their preparations for a safer environment.

Response – activities that combat the effects of the event, provide emergency assistance for casualties, and help reduce further injury or damage and facilitate effective recovery operations for and in the local community.

Situation Reports (Sitreps) – A brief report that is published and updated periodically during an emergency which outlines the details of the emergency, the needs generated, and the responses undertaken as they become known.

State Emergency Management Committee (SEMC) – the SEMC is established under s.13 (1) of the Act. s13(2) stipulates membership of the SEMC which consists of the Commissioner of Police, as State Emergency Coordinator and Chair and the Chief Executive Officer of the Department of Fire and Emergency Services (DEFS) as Deputy Chair.

The Executive Director, DFES Strategic Policy and Executive Services Portfolio, is the SEMC Executive Officer. Other members include a local government representative and other members as appointed by the Minister.

In accordance with the Act, the SEMC has established six subcommittees whose membership includes those organisations essential to the State's emergency management arrangements.

The subcommittees are:

- (1) Emergency Services Subcommittee;
- (2) Public Information Group;
- (3) Lifelines Services Subcommittee;
- (4) Recovery Services Subcommittee;
- (5) State Mitigation Committee
- (6) Health Services Subcommittee.

Recovery Management Principles

Recovery from emergencies is most effective when:

- Emergency management arrangements recognise that recovery from emergencies is a multifaceted, active and protracted process;
- Agreed plans and management arrangements are well understood by the community and all emergency management agencies;
- Recovery agencies are properly integrated into emergency management arrangements;
- Community service and reconstruction agencies have input to key decision making;
- Conducted with the active participation of the affected community;
- Recovery managers are involved from the early stages of the response;
- Recovery services are provided in a timely, fair, reasonable and flexible manner; and
- Supported by training programmes and exercises.

Recovery Management Concepts

The following concepts provide the foundation for effective recovery management:

- **Community involvement** – The recovery process is most effective when individuals and communities actively take part in the management of their own recovery.
Recovery Coordination Committees, comprising of representatives from government agencies, private and voluntary agencies, local council, cultural group leaders and any others considered appropriate by the community, are a very effective way of involving individuals in recovery planning and management.
- **Management at the local level** – Management of emergency recovery should be entrusted to the local community.
The local community would be more effective at managing recovery in their own community as they have local knowledge and expertise. Resource support may be required from Regional or State level.
- **Affected area/Community approach** – Emergencies rarely occur within the confines of a single local government area.
Management of the recovery process is generally undertaken on the basis of an identifiable affected area. The affected area is distinguished by the losses that have resulted and by the common interests of the people involved.
- **Differing effects/needs for different communities/individuals** – The capacity of individuals, families and communities to restore losses and re-establish normal living patterns following emergencies will vary depending upon their own capacity, the specific circumstances of the emergency and its effect upon them.
Assistance measures must be adapted to most appropriately meet the needs of those affected. This will require sensitivity and extensive consultation with the affected people and communities.
- **Empowering individuals and communities** – It is essential that emergency affected individuals and communities participate in the management of their own recovery.
Emphasis should be given to supporting and maintaining the identity, dignity and autonomy of those affected.
Support services and assistance measures should be well advertised on a repetitive basis, and easily accessible, but allow people to make their own decisions. Ensure that appropriate information is provided for cultural and linguistically diverse groups.
- **Recognition of resourcefulness** – It will become clear as the recovery process advances what the capacity of individuals and communities is to participate in the management of their own recovery and the level of need for further support services.
It is important to recognise what level of resourcefulness individuals and the community is at so as not to over or under compensate and hinder recovery.

- Minimum intervention – External recovery services and resources are provided as a support to an affected community, to be used only if the needs of the community are beyond the capacity of existing services and resources within the community. Where possible, additional resources provided should be under local management through the network of existing service providers.
- Planned/timely withdrawal – A critical aspect of recovery management is that of the withdrawal of external assistance. A planned withdrawal should be done with community involvement, ensuring a void will not be left.
- Recognition of resourcefulness – it will become clear as the recovery process advances what capacity of individuals and committees is to participate in the management of their own recovery and the level of need for further support services. It is important to recognise what level individuals and the community is at so as not to over or under compensate and hinder recovery
- Accountability, flexibility, adaptability and responsiveness – Accountability is in reference to public administration and is very important in ensuring that the recovery process is transparent. Flexibility, adaptability and responsiveness in a potentially ever-changing environment during recovery are necessary to properly manage the recovery. The need for these skills is highlighted by the scrutiny of the public, media and political groups.
- Integration of services – Recovery efforts should commence immediately, at the same time in which the response to the emergency begins such that initially the two occur as parallel activities. Effective liaison arrangements and networks are necessary to ensure that resources are utilised in the best way, especially where both recovery and response agencies require the limited resources. Various recovery services/agencies must work together efficiently which will be achieved through the establishment of networks and management arrangements during the planning process.
- Coordination – Recovery management is most effective when coordinated by one agency represented by an identifiable coordinator with the responsibility for managing the full extent of recovery activities.

Part 1 Management Authority

1.1 Authority

This Recovery Plan has been prepared in accordance with the requirements of the *Emergency Management Act 2005* [s.41(4)] as part of the ToPH LEMA and endorsed by the ToPH LEMC. The Plan was approved by the Town of Port Hedland and has been tabled for information and comment by the Pilbara DEMC.

1.2 Date

This plan was originally approved by the Port Hedland LEMC on the 25th February 2010.

1.3 Area Covered

The Town of Port Hedland Recovery Plan covers the geographical area within the municipal boundaries of the Town of Port Hedland 11,844 sq. km. A map outlining the area covered is provided in *Annexure 12*

The Town of Port Hedland is serviced by road by the North West Coastal Highway/Great Northern Highway and the Port Hedland International Airport.

There is a regional hospital located in South Hedland. Emergency Services in the Town are primarily volunteers and are generally well resourced and trained.

1.4 Aim

The aim of this plan is to detail the recovery arrangements for the management of community recovery measures following an emergency in order to return the affected community to its normal functions as soon as possible at a local level.

It is important that the response and recovery are initiated concurrently however recovery activities may continue for an extended period long after the completion of response activities.

1.5 Objectives

The objectives of the ToPH Recovery Plan are to:

- Establish the roles and responsibilities for local government in an emergency recovery.
- Identify priorities for restoration of essential services in consultation with key stakeholders
- Detail the services and resources that local government and other agencies will provide during the recovery process following an emergency; and
- Clearly outline the relationships between local government and other government and non-government agencies involved in emergency management.

1.6 Scope

The Town of Port Hedland Local Recovery Plan shall apply to all emergencies that may impact the Town of Port Hedland municipal area as detailed in the Local Emergency Management Arrangements.

The Town of Port Hedland will only be able to act within its financial and resource capability and to the extent of resources that may be available from State and Federal funding sources. The Plan details the general recovery arrangements for the community and does not in any way detail how individual organisations will conduct recovery activities within their core business areas.

Scope of this plan will take into account the following functions:

- Activation mechanisms;
- Responsibilities and tasks;
- Recovery services;
- Resourcing arrangements; and
- Management structures and processes.

And take into account the priorities for recovery assistance defined as:

- Safety of individuals
- Social recovery
- Economic recovery
- Physical recovery
- Environmental recover

1.7 Title

The title of this plan is the “Town of Port Hedland Local Recovery Plan”

1.8 Related Documents

This plan is based on:

The Department of Fire and Emergency Services (DFES) Local Recovery Plan Development Guide (2009) – *Planning Together for a Safer Community* and the Australian Government, Attorney General's Department, Australian Emergency Management “*Community Recovery – Handbook 2*” - *Manual 10*.

This plan is a “stand alone” document that may be integrated to support HMA's Emergency Management Plans and is also supported by the following Emergency Management Plans:

- Town of Port Hedland
Local Emergency Management Arrangements 2014;
- Department of Child Protection and Family Support
“State Emergency Management Plan for the Provision of Welfare Support (July 2013)”
- Pilbara Population Health
WA Disaster Hospitals Response Teams Sub plan 2012
- State Recovery Emergency Management Plan
WESTPLAN – Recovery;
- State Welfare Emergency Management Support Plan
WESTPLAN – Welfare;
- State Health Emergency Management Support Plan
WESTPLAN – Health;

1.9 Agreements, Understandings and Commitments

<i>Parties to agreement</i>	<i>Summary of agreement</i>	<i>Considerations</i>
ToPH, AMCC Management and CPFS	Memorandum of Understanding	

1.10 Additional Support

The Town of Port Hedland has staffed trained in Recovery Management.

The Towns Environmental Health team could be initiated in the event of the Recovery Plan being implemented. The Town has several Rangers who can assist with functions related to the Recovery effort for the Town.

The Towns Technical Services can provide maps and plans for services such as drainage and sewer networks as well as equipment, machinery and manpower to assist with clean-up operations.

The SES Units have volunteers that are available to assist with welfare assistance, securing storm damaged housing, clearing fallen trees, search and rescue, evacuation notifications and traffic control.

Industry is committed to assist in various ways including persons with Recovery Management skills, human and physical resources, technical advice, facilities, services and materials in the event that extra resources are needed.



1.11 Special Considerations

The ToPH is subject to significant factors that could potentially impact the effectiveness of these local arrangements:

- Annual influx of tourists during the period between June and October.
- Random population surges (2000 plus people) in response to major industrial developments or expansion works.
- A percentage of the Town's population are Fly In – Fly Out (FIFO) workers live in large accommodation camps made up of donga styled construction.
- Significant departures of residents during peak holiday times reduces numbers of available local emergency services volunteers.
- Cyclone season between 1st November and 30th April. Port Hedland is vulnerable to cyclone impact due to the Town's location on the Pilbara Coast.
- Indigenous communities have a unique culture that must be considered when planning for hazards, for example: English is often the second or third language spoken. As a result of indigenous Australians relationship with Land, Lore and Kin, communities are often located in regions considered high risk in terms of emergency. Isolation may increase response times in the event of an emergency and reduce the ready availability of response resources.

These factors may result in the requirement for special localised arrangements in the area of prevention, preparedness, response and recovery activities.

1.12 Resources

The LRC is responsible for the determination of the resources required for the recovery process in consultation with the HMA and support organisations.

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

In some circumstances there may be an overlap between response and recovery activities. For example: where response and recovery agencies both require the same limited resources.

These instances should normally be resolved between the Incident Controller, LEC and the LRC. However where a compromise cannot be achieved precedence is given to response requirements.

As far as possible the provision of Government resources and Services will be provided in accordance with existing statutory responsibilities, policies or plans.

LEMC agencies are requested to submit a register of the resources that they possess that will, can, or will be, made available when entering into Recovery Phase.

The ToPH keeps electronic copies of the resource registers, a hard copy of the registers are kept on file at the SES and the WA Police.

The Resource Registers are reviewed and updated annually, just prior to the commencement of cyclone season.



1.13 Financial Arrangements

State Emergency Management Arrangements in the SEMC Policy Statement No. 13 outline the responsibilities of funding during multi-agency emergencies. It states:

“Where an emergency involves a multi-agency response, all costs associated with the emergency shall be met by each individual agency, provided such costs are related to the delivery of services or resources which form part of the agencies core functions; or where the agency has a bilateral agreement to provide such services and resources at its own cost. Where costs are incurred in delivering services or resources at the request of the Hazard Management Agency concerned, which are not part of the agency’s core functions and there is no prior agreements as to funding responsibilities, then such costs shall be met by that Hazard Management Agency. There are provisions for agencies whose core programs are affected by the costs incurred to make application for supplementary funding to the Treasury”

Sound financial management is essential for maintaining the momentum of the recovery effort and promoting public and Federal/State Government confidence in the local recovery effort. The goal should be to facilitate an efficient return to economic and community normality through informed decision making, rather than that of ad-hoc or reactionary.

Financial management in the recovery phase could include acquisition, distribution and accounting for funds.

It should ensure:

- a) Streaming of financial processes
- b) Cooperation between public and private sectors
- c) Appropriate levels of financial response

Acquisition covers all sources of recovery funding and financial assistance (income) relating to:

- a) Existing (reassigned/reprioritised) budgets.
- b) Savings and reserves
- c) Insurance payments (LG)
- d) Federal Government financial assistance (received through recovery claim process)
- e) Grants

Financial management during the recovery phase raises a number of challenges, including providing:

- a) An emergency financial strategy (a back – up financial plan, retaining rating capacity and provisions to divert funds)
- b) Capacity to revisit planning priorities
- c) Use of reserves
- d) Establishment of a relief trust fund
- e) The Federal Government recovery claim process
- f) Financial management

Please refer to:

- Natural Disaster Relief Arrangements –
http://www.dfes.wa.gov.au/stateemergencymanagement/grantsandrecovery/wandrra/Documents/DFES-WANDRRRA_Overview.pdf
- Appeals and Donations (SEMC PS 16)



1.14 Roles and Responsibilities

In accordance with the Emergency Management Act 2005 Section 41 (4). The Plan should specify who has been appointed as the LRC, There should be more than one person appointed and trained to undertake the role in case the primary appointee is unavailable when an emergency occurs.

Local Recovery Coordinator

Role

The LRC in Port Hedland is the Town's Emergency Management Coordinator or delegate. The role of the LRC is to lead the Local Recovery Committee and activate the LRP, and 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 Arrangements.

Responsibilities

- Prepare, maintain and exercise the local recovery plan
- Assess the community recovery requirements for each emergency, in liaison with the HMA and other responsible agencies, to:
 - advise the Towns CEO on the requirement to activate the Plan and convene the LRCC :
 - and
 - give initial advice to the LRCC, if convened.
- Undertake the functions of the Executive Officer to the LRCC
- Assess the requirements for the determination of resources, restoration of services and facilities with assistance of the responsible agencies where appropriate, including determination of the resources required for the recovery process in consultation with the HMA
- 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 Local Recovery Coordinating Committee
- Liaise with the Chair of the State Recovery Coordinating Committee or the State Recovery Coordinator to discuss issues where extra resources maybe required at State level
- 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 organisations as soon as possible after stand-down.

Local Recovery Coordinating Committee

Role

To coordinate and support local government of the recovery processes within the community subsequent to a major emergency in accordance with State Emergency Management policy and the ToPH LRP.

Responsibilities

- Promote community participation, self-determination and self-healing;
- Prioritise needs to be addressed;
- Provision of services to disaster affected individuals, family and the community;
- Provision of timely and accurate information in multiple formats;
- Provide culturally appropriate service to families and individuals.
- Appointment of key positions within the committee
- Establishing subcommittees as required
- Assessing requirements for recovery activities relating to the physical, psychological and economic and environmental wellbeing of the community with the assistance of HMAs.
- Developing a recovery plan to coordinate a recovery process that:
 - takes account of the local government 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 progress.
- Facilitating the provision of services, public information, information exchange and resource 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
- Ensuring 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

Local Recovery Committee Sub- committees (where required)

Reconstruction/Restoration Group (local)

Responsibilities

- Assess requirements for the restoration of services and facilities with assistance of the responsible agencies where applicable
- 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 Executive group
- Make recommendations to the LRCC Executive group for financial and other assistance as required

Community and Personal Support Sub- committee (local)

Responsibilities

- Assess the requirements 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.

Part 2 Local Recovery Arrangements

2.1 Introduction

The ToPH is responsible for management of the recovery process within the Town boundaries.

Where the level of recovery is beyond the capacity of the local community, State Level Support shall be requested as outlined in the state recovery arrangements.

2.2 Organisational Responsibilities

The LRCC will preferably be chaired by the CEO of the ToPH – or their nominee – and have relevant community leaders as its members, including the appropriate State Government Agency representatives. Where a LRCC is established, a core group of key stakeholders will be represented on the committee supported by other organisations seconded as required.

Specific responsibilities to the participants of this plan are as follows; those members not mentioned provide support to responsibilities specific to these agencies:

Department for Child Protection and Family Support

- Provide representation on the LRCC;
- Provision of the welfare components of the recovery process, including:
 - Accommodation;
 - Emergency catering;
 - Emergency clothing & personal requisites;
 - Registration and enquiries.

Department for Planning & Infrastructure

- Provide representation on the LRCC;
- HMA representation for the following emergencies:
 - Marine Oil Pollution;
 - Marine Transport.

DFES

- Provide representation on the LRCC;
- HMA representation for the following emergencies:
 - Earthquake (SES);
 - Flood (SES);
 - Fire (VFRS and VFS);
 - Hazardous Materials (VFRS & VFS);
 - Storm (SES);
 - Tropical Cyclone (SES);
 - Tsunami (SES).

Horizon Power

- Provide representation on the LRCC;
- Business Continuity plan for power supply.

Pilbara Population Health

- HMA representation for human epidemic emergencies;
- Provide representation on the LRCC.

Police (LEC)

- Deputy Chair for the LRCC;
- Provide representation on the LRCC ;
- HMA representation for the following emergencies:
 - Air Transport;
 - Land Search & Rescue;
 - Nuclear Powered Warships;
 - Road Transport;
 - Sea Search & Rescue;
 - Space Re-entry Debris;
 - Terrorism.
- Provide general Policing services including patrols of evacuated or vacant premises;
- Provide traffic control.

Port Hedland Regional Hospital

- Provide representation on the LRCC;
- Provide appropriate psychological services;
- Provide appropriate medical services.

St John Ambulance

- SJA has responsibility as per Ambplan-WA for the management of casualties through the provision of triage, treatment, transport and evacuation. This is achieved with the utilisation of available trained Ambulance Paramedics and suitably qualified Volunteer Ambulance Officers supported by the Emergency Support Vehicle, the Mass Casualty Kit and Ambulances as required;
- As per Ambplan-WA, "Independent and Private Ambulance Operators must function under the direct command of SJA

Town of Port Hedland

- Ensure that a LRP for its district is prepared, maintained and tested
- Appoint a LRC(s)
- Chair the LRCC
- Provide secretariat and administrative support to the LRCC, as required.
- Provide other representatives to the LRCC or its sub-committees, as appropriate to the emergency (e.g. Building Surveyor, Environmental Health Officer, Community Services).
- Ensure the restoration/reconstruction of services/facilities normally provided by the local government.
- Provide Recovery Coordination Centre;
- Provision of hand held radio communication as required;
- Manage donations



- Assist with provision of additional labour & equipment resources;
- Assist Police with traffic control;
- Assist Health Department on health related issues;
- Facilitate Occupational Health and Safety issues;
- Business Continuity plan for local roads;
- Business Continuity plan for waste disposal;
- Establishment of a “**Recovery Centre/One Stop Shop**”, if required by the committee for the dissemination of public information. The location and details of the Recovery Centre will be disseminated to the community when it is established. The centre would include information relating to Recovery Service Providers relevant to the event, the progress of the recovery and any special arrangements and services.

Town of Port Hedland – LRC

- Provide representation on the LRCC;
- Undertake functions of Executive Officer to the LRCC;
- Prepare, maintain and test the LRP for the Town of Port Hedland;
- Initiate advice to the LRCC if convened;
- Coordinate through the LRC the local recovery activities in accordance with the plans, strategies and policies determined by the LRCC;
- Organise and manage the resources, staff and systems for the immediate and longer-term recovery;
- Ensure Recovery staff has sufficient break periods;
- Assess for the LRCC requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate;
- Liaise with the chair of the State Recovery Coordination Committee or the State Recovery Coordinator where appointed, on issues where State level is required or where there are problems with services from government agencies locally;
- Ensure that regular reports are made to the State Recovery Coordination Committee on progress of recovery;
- Ensure that information is disseminated to the public on the progress of recovery;
- Advocate on behalf of the affected community with government departments, voluntary agencies, the wider community, businesses and other organisations involved in the recovery process;
- Contribute to the resolution of community and political problems, which emerge during the recovery process;
- Ensure that both immediate and long-term needs are met in the recovery process;
- During non-disaster periods increase disaster recovery awareness and promote as much planning as possible.

Water Corporation

- Provide representation on the LRCC;
- HMA representation for water supply contamination emergencies;
- Secure portable water supplies;
- Business Continuity plan for water and wastewater services;
- Assist with plant and equipment Requirements.

2.3 Local Recovery Coordination Committee (LRCC)

The composition of the LRCC for the ToPH consist certain core* members, the HMA for the emergency plus other support members as required (please table below):

Agency	Core member	Position
Coates Hire	N	Manager
Department of Child Protection and Family Support	Y	District ES Officer
Department of Human Services	Y	Service Support Manager
Department Indigenous Affairs	N	Regional Heritage Officer
Department of Housing	Y	Manager Housing Services
Department of Treasury & Finance	Y	Area Manager
Department of Transport	Y	Regional Transport Officer
DFES	Y	District Officer
Main Roads WA	Y	Manager
Pilbara Population Health	Y	Public Health Physician
ADF	Y	Major
Police	Y	Senior Sergeant
Port Hedland Hospital	Y	Operations Manager
Port Hedland Port Authority	Y	Harbour Master
St John Ambulance	Y	Station Manager
State Emergency Service	Y	Manager
Town of Port Hedland	Y	Chief Executive Officer
Town of Port Hedland	Y	Executive Team
Town of Port Hedland	Y	Manager Building Services
Town of Port Hedland	Y	Manager Environmental Health – EM Coordinator
Town of Port Hedland	Y	Airport Operations Manager
Water Corporation	Y	Operations Manager
Horizon Power	Y	Retail Manager

*Core membership

Where a Local Recovery Coordination Group is established a core group of key stakeholders will be represented on the committee supported by organisations seconded as required.

A range of issues depending on the nature & location of the disaster and the affected community may emerge.

A “**Checklist**” is included below of the key issues, which need to be addressed throughout the recovery process by the LRCC:

Liaise with relevant response agencies regarding location, size, type and potential of the impact of the event.	
Contact Recovery agencies;	
Determine likely human effects;	
Determine immediate short-term needs (i.e. accommodation, financial assistance and personal support);	
Assess the requirements for recovery activities with the assistance of the responsible agencies where appropriate;	
Develop a strategic plan for the coordination of the recovery process for the event;	
Facilitate the provision of services, information exchange and resource acquisition;	
Negotiate the most effective use of available resources including the support of State and Commonwealth agencies;	
Monitor the progress of recovery, and receive periodic reports from recovery agencies;	
Facilitate the processing of insurance assessments.	

2.4 Local Recovery Coordination Centre

The Port Hedland Local Recovery Coordination Centre shall be located at the SES Building, Great Northern Hwy Port Hedland. (unless due to circumstance needs to be located elsewhere)

Equipment for the Local Recovery Coordination centre shall consist of:

- Writing materials including whiteboard markers;
- Laptop computer;
- 6x 40 channel UHF Radios;
- Detailed maps of the Town of Port Hedland district;
- Radio Receiver with additional batteries;
- Television;
- Generator;
- Food & Water supplies for approx 36 hours;
- Bedding;
- Shovel;
- First aid kit;
- Community bus;
- Flood boat;
- Torches;
- 4WD vehicles



2.5 Contacts Register

A register detailing the contact details for all agencies / groups / organisations with responsibilities under the plan is attached at *Annexure 2*.

The contacts register is held and maintained at the Town of Port Hedland. The register is distributed for updating at each LRCC meeting as well as forwarded to members several times each year as a means to verify that all contact details are up to date.

2.6 Transition from Response

Recovery activities should commence immediately following the impact of an event (whilst response activities are still in progress). Key decisions and activities undertaken during the response may directly influence and shape the recovery process.

To ensure appropriate recovery activities are initiated as soon as possible after the impact of the event, the HMA Incident Manager is to ensure that the LRC is notified of the event and is included as a member of the IMG.

During response activities, many of the agencies with recovery roles are heavily committed, therefore the inclusion of the LRC on the IMG will ensure:

- the alignment of response and recovery priorities;
- liaison with key agencies;
- an awareness of the key impacts and tasks; and
- identification of the recovery requirements and priorities as early as possible.

The LRCC should be established as soon as possible for a briefing of the emergency (even during the response phase) to ensure a smooth transition from response to recovery.

2.7 Local Response/Recovery Coordination Interface

Response and recovery activities will overlap and may compete for the same limited resources. Such instances should normally be resolved through negotiation between the HMA Incident Manager (IM), the Recovery Coordinator and the Emergency Coordinator, However, where an agreement cannot be achieved, preference is to be given to the response requirements

There may be no clear division from response to recovery. The response element can be considered to continue at least until the following conditions are met:

- all rescues have been accomplished
- all injuries have been attended to
- the homeless have been provided with shelter
- essential public services such as water and electricity have been restored to an adequate level
- temporary repairs have been made to designated buildings
- physical and electronic communications have been largely restored

The HMA is responsible for determining when response operations have been completed and to formally handover operations to the LRC.

2.8 Activation

This plan may be activated where an event is assessed as being of sufficient magnitude to require a LRCC to be involved in the recovery process.

The ToPH will be responsible for management of the recovery process within the Local Government area. This plan may be activated by any of the following:

- On direction by CEO for the ToPH;
- Request by HMA Operations Area Manager;
- Request by SECG;
- Request by Local Emergency Coordinator (Police);
- Request by LRCC.

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

***An Operational Checklist, such as that provided at Annexure 5 for the LRC and Annexure 6 for the LRCC, may be appropriate to ensure that all required actions are undertaken when the Recovery Plan is activated.*

2.9 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 HMA until it is determined safe to enter.

The following sources may assist in the collection of impact assessment data:

- Hazard Management Agency;
- Welfare agencies - to identify persons in need of immediate assistance;
- Local government building inspectors and engineers;
- Insurance assessors; and
- Business associations - for example the local chamber of commerce.

Following a major emergency, where substantial recovery planning is required, an operational recovery plan should be prepared by the LRCC.

The operational recovery plan should describe the extent of damage and detail arrangements for restoration and reconstruction of the affected community.

Annexure 1 provides an example of an Operational Recovery Plan.

2.10 Welfare and Health Services

Welfare and Health services are directed at meeting the immediate food, shelter and security requirements of those affected by an incident.

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 years.

The following documents provide detailed information:

- Department for Child Protection and Family Support “State Emergency Management Plan for the Provision of Welfare Support (July 2013)”
- Pilbara Population Health “*WA Disaster Hospitals Response Teams Sub plan 2012*”
- Town of Port Hedland Local Emergency Management Arrangements 2014

2.11 Public Information

Timely, efficient and effective dissemination of information to the affected community and the community at large in respect to recovery measures and contact points, are essential.

The method of dissemination of information on recovery measures during the recovery phase will depend upon whether or not the Recovery Plan has been fully activated.

The LRC will appoint a Media Liaison Officer following an emergency where the Recovery Plan has been fully activated to coordinate the dissemination of information on Recovery activities. The Media Liaison Officer will work directly with the LRC to provide honest, timely and regular media releases.

Electronic media such as websites hosted by Local Government and participating agencies – and internet news sites – should be utilised during the Recovery. Providing answers to “Frequently Asked Questions” on websites hosted by the Local Government (ToPH website would be made available for this) is an excellent public information tool.

The ToPH Mayor, or delegate, is the designated media spokesperson.

Agencies or organisations involved in the recovery process 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 LRC for comment prior to dissemination.

The following methods of communication may be employed:

- Radio;
- Local Newspaper;
- Internet;
- Public forums & meetings;
- Outreach visitation;

The following information should be provided within the above methods of communication:

- What has happened;
- Services available;
- What plans are in place;
- Comfort & Reception;
- Referral to other agencies;
- Reassurance and security;
- Material aid;
- Child minding;
- Transport;
- Advocacy in legal aid, insurance claims etc;
- Pet care information;
- Clean up;
- Meetings forums;
- Funeral organisation;
- Medication;
- Practical assistance;
- Tracing the location of family and loved ones

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.

The affected public cannot be expected to understand the challenges faced by a LRC who, with limited resources and without statutory powers, will be attempting to coordinate the recovery effort. Prior arrangements and planned media releases will assist in informing and pre-empting unrealistic expectations.

State/Federal Politicians and the Towns CEO will play key communication roles in providing information and participating in briefings. They may also have a role as spokesperson from time to time.

Any potential impact on tourism should be acknowledged and continued liaison with the ToPH Visitors Centre be maintained.

2.12 Infrastructure

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

2.13 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 LRCC.

State level assistance will be provided in accordance with existing departmental or agency policies and work within the National Disaster Relief Arrangements.

State level assistance is outlined in the Western Australian State Emergency Management Plan for State Level Recovery Coordination (WESTPLAN - Recovery Coordination). It details the arrangements that apply where an event is assessed as being of sufficient magnitude to require State involvement in the recovery process. State level assistance aims to restore the communities capacity for self- help.

The following principals are recommended for adoption when managing disaster appeal funds and the distribution of appeal moneys:

- The LRCC must involve input from persons in the disaster-affected area;
- Appeal funds should be distributed in a manner, which is accessible, equitable and timely;
- Eligibility guidelines should be well published and accessible;
- The LRCC should ensure distributions from the appeal fund support the recovery of both individuals and the local community;
- Every effort should be made to disperse all moneys collected;
- Where there are a number of organisations conducting appeals, they should be coordinated and where possible combined;
- Disbursements should take into account of other assistance available to victims;
- Appeal funds must not be used to make loans but should be given as grants for assistance;
- Eligibility conditions for grants should not act as a disincentive to people taking out normal insurance;
- The LRCC should represent interests of donors and recipients;
- Distribution of funds should only be made available to persons lodging a written application form;
- A report of the operations of the appeal fund, incorporating the financial accounts, should be published.

2.14 Stand Down

The LRC will stand down participants of the LRCC when they are no longer required. The recovery phase must come to an end and organisational arrangements should be wound down. Responsibilities for the completion of outstanding tasks and actions will be assigned and acknowledged. The recovery phase involves restoring the community to the point where normal social and economic activity may resume.

2.15 Debriefing / Post Operations Report

The LRC will arrange for the debriefing of participants and organisations as soon as possible after stand down and the preparation and tabling of a report to the Local Emergency Management Committee for review and update of the Local Recovery Plan. A copy of this report will also be provided to the Hazard Management Agency and the Chair of relevant District Emergency Management Committee and State Emergency Management Committee Recovery Services Subcommittee.

2.16 Reporting

The purposes of reporting are to maintain accountability and transparency, keep the community informed, gain support and assistance and record an account of recovery efforts.

Reports by agencies to the Local Recovery Coordination Committee, should where possible, be presented to the Chairman and should follow the prescribed format set out in *Annexure 8* of this plan.

Throughout the event these reports should be used to streamline the flow of information and to assist in the identification and prioritisation of issues.

The reporting systems must be flexible, simple and succinct and have necessary administrative assistance when required.

The key people who need to file regular reports are the Incident Controller (whilst the state of emergency is in place), the Local Recovery Coordinator and the Local recovery Committee. It is

advisable to keep account of all expenditure throughout the recovery effort (ToPH finance officer/accountant or similar).

As well as keeping precise record of when the state of emergency was declared, and when it is terminated, regular reporting on the state of the following should take place:

- Welfare critical infrastructure
- Public health communications
- Business adequacy of local resources
- Environment external assistance
- Private property damage transport

Coordinating production and maintenance of copies of reports (including other agencies) is an important management task. The sum of all reports will provide a record of the recovery from the event.

2.17 Sub-Committee Terms of Reference

Authority

The Health and Well Being, Community, Environment, Finance/Business and Critical Infrastructure sub-committees are an integral part of the Town of Port Hedland Local Recovery Committee and as such have the endorsement of the LEMC and member agencies involved with recovery

Scope

The scope of each committee will take into account the following functions:

- Correlation of responsibilities and tasks provided by sub-committee organisations
- Resources and operational abilities and constraints of sub-committee organisations

The geographical area covered by these arrangements shall be the Town of Port Hedland Municipal area.

Aim

The aim of each sub-committee is to develop partnerships with sub-committee member organisations to provide the best possible recovery to the Town of Port Hedland community.

Purpose

The purpose of each sub-committee is to provide the Town of Port Hedland Local Recovery Committee with a complete arrangement of recovery services and operational responsibilities, capabilities and contingencies to enable effective recovery. It also is to advise the Town of Port Hedland Local Recovery Committee in times of disaster on matters relating to specific areas of expertise that each sub-committee has within its membership.

Key Tasks and Responsibilities

Each sub-committee shall:

- Develop operational and strategic partnerships with sub-committee organisations promoting inter-agency cooperation
- Investigate avenues in which organisations share expertise and resources to achieve common goals
- Ensure that crossover of organisation service is managed to maintain maximum efficiency of service provision
- Promote development of recovery training of key committee/staff members
- Promote Business Continuity Planning for all organisations
- Provide specialist advice to ToPH LRCC in time of disaster and crisis recovery

Provide the Town of Port Hedland Local Recovery Coordination Committee with:

- Complete list of organisation tasks and responsibilities (Who is doing what)
- Complete list of services available to the Town of Port Hedland community
- Resource capacities
- Contingencies for resource shortfalls
- Complete list of emergency contacts of each organisation

Reporting

The separate sub-committees will report to the ToPH LRCC through their nominated representative.

The representative will be a sitting member of the LRCC. Sub-committees shall provide updates on all information provided to updates on all information provided to the LRCC at least once annually.

The LRCC through the designated LRC will provide the LEMC with an update of Recovery arrangements annually for inclusion into the ToPH LEMA.

The updated ToPH LEMA will be available for ToPH, the LEMC and DEMC endorsement.

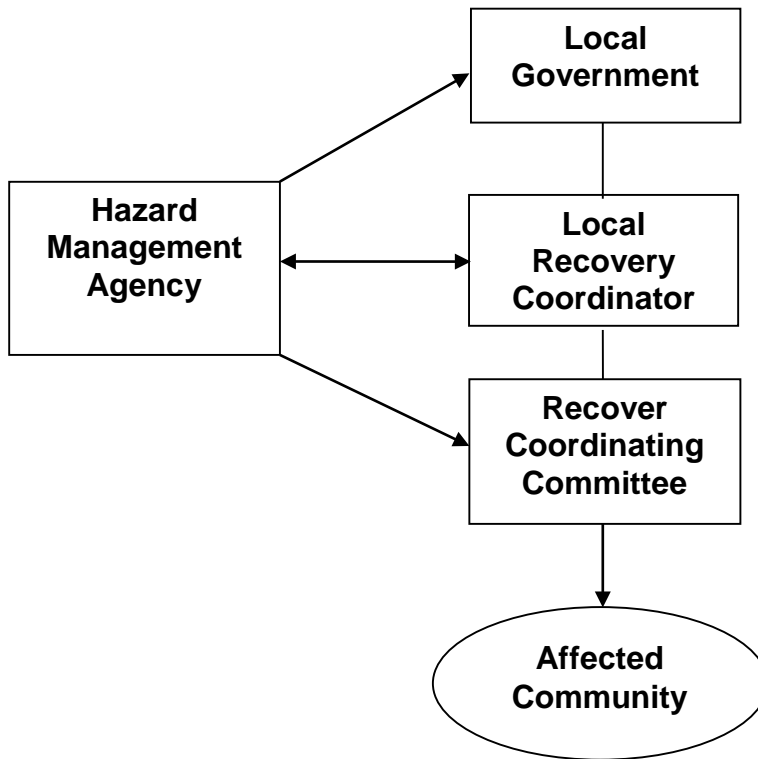
2.18 Disclaimer

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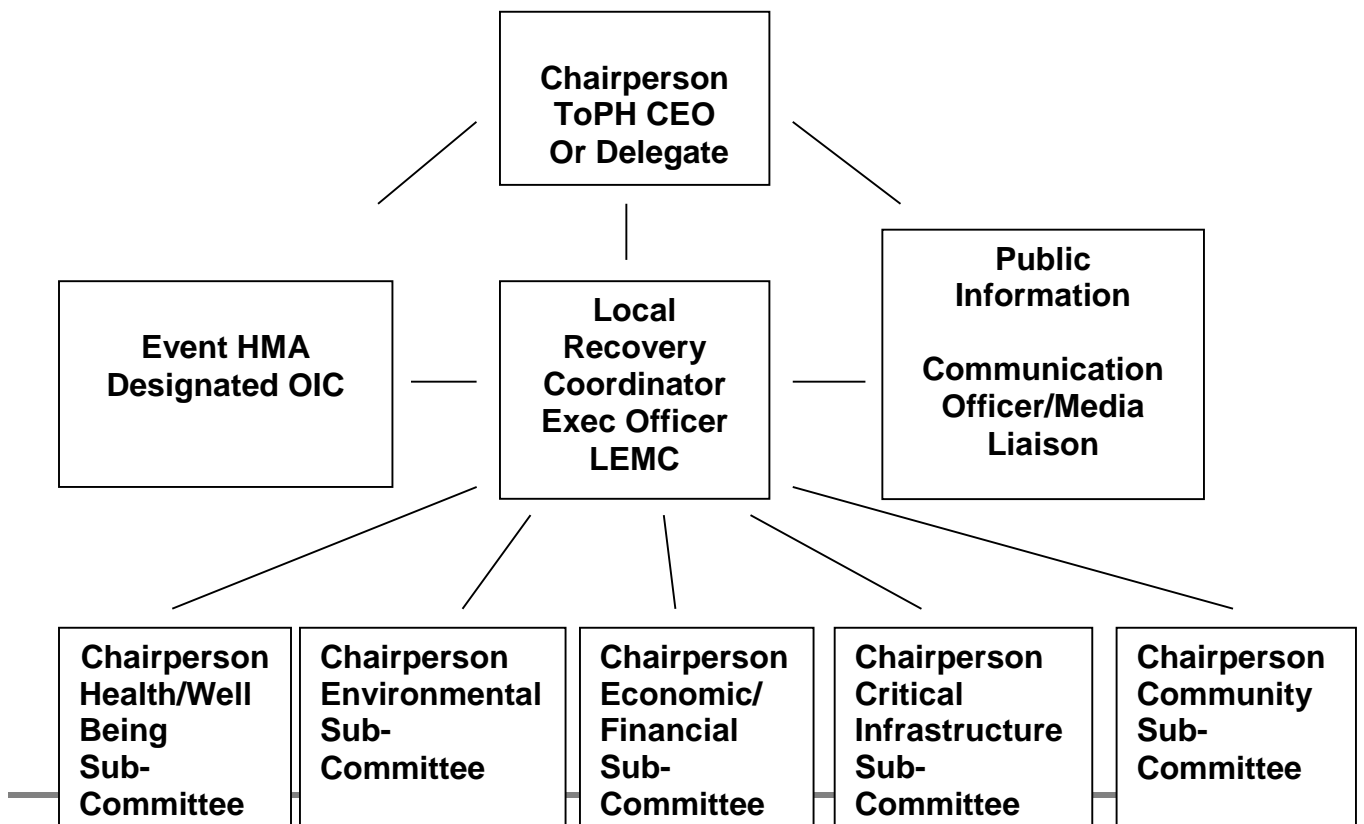
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Local Recovery Organisation



Possible Committee Structure

(dependent upon community impact and complexity of event)



Possible ToPH Local Recovery Sub-committee Members and Contacts

Health/Wellbeing Sub-Committee

ToPH Environmental Health Services	
CPFS	
Red Cross	
Pilbara Health Emergency Management Committee Rep.	
Disability Services	
Population Health	
Department of Aboriginal Affairs	

Business/Financial Sub-Committee

ToPH Economic Development Officer	
ToPH Tourism Information	
Port Hedland Chamber of Commerce	
Pilbara Development Commission	
Department of Human Services	

Environmental Sub-Committee

ToPH Environmental Health Services	
ToPH Landscape and Irrigation Coordinator	
ToPH Parks & Recreation Coordinator	
Department of Parks and Wildlife Environmental Officer	
Agriculture Department	

Critical Infrastructure Sub-Committee

ToPH Manager Engineering Services	
ToPH Maintenance Coordinator	
ToPH Building Manager	
ToPH Waste Operations Coordinator	
ToPH Planning and Development Services	
Water Corporation	
Main Roads	
Horizon Power	
Telstra	
Port Hedland Port Authority	
Department of Planning and Infrastructure	
BHP BIO	
FMGL	
Atlas Iron	
Roy Hill Mining	
St John Ambulance	
Coates Hire	
Homeswest	

Community Sub-Committee

ToPH Community Development Manager	
ToPH Recreation Manager	
ToPH Community Safety Officer	
ToPH Publicity Officer	
ToPH Environmental Health Coordinator	
Combined Churches Port Hedland Rep	
Pilbara Districts Education Officer	
WA Police OIC	
Chandler McLeod	
Southern Cross Care	

ANNEXURE 2: Contacts Register

Agency	Member Title
Town of Port Hedland	Mayor (Chair)
Town of Port Hedland	Chief Executive Officer
Town of Port Hedland	Emergency Management Coordinator
Town of Port Hedland	Chief Bushfire Control Officer
Town of Port Hedland	Airport Manager
WA Police	OIC Port Hedland
WA Police	OIC South Hedland
Customs	
Australian Defence Force	Major – Army
Port Hedland Port Authority	Harbour Master
Department of Fire and Emergency Services	District Officer
State Emergency Services	Local Manager
South Hedland Volunteer Fire and Rescue Service	Captain
Port Hedland Volunteer Fire and Rescue Service	Deputy Bushfire Control Officer
Volunteer Rescue Marine Service	Commander
Aviation Rescue and Fire Fighting (Air services Australia)	Station Commander
Department of Child Protection and Family Support	District Emergency Services Officer
WA Country Health Service	Business Manager
Pilbara Population Health Unit	Public Health Physician
Saint John Ambulance	Station Manager
Department of Indigenous Affairs	Regional Heritage Officer
Main Roads WA	Maintenance Coordinator
Horizon Power	Retail Manager
Department of Planning and Infrastructure	Regional Driver Assessor
Department of Housing	Manager Housing Services
Department of Human Services	Service Support Manager
Water Corporation	Operations Manager
RFDS	Senior Flight Nurse
BHP BIO	Emergency Services Supervisor
FMGL – Port	Port ER Superintendent
FMGL – Rail	Emergency Services Supervisor
Rio Tinto	Systems Superintendent
Roy Hill Iron Ore	Manager Emergency and Security
Atlas Iron	Senior OHS Advisor
Red Cross	Team Conveyor
BMW	Senior Project Manager

The Confidential Contact Register is available to LEMC & LRCC Members. As this register contains private information and is constantly evolving it is not included in full.

Reference List

The following list details the assigned and/or potential roles and responsibilities of organisation that may be participants in the recovery phase of an emergency affecting your community.

Local Government

- Ensure that a LRP for its district is prepared, maintained and tested [EM Act s.41 (4)].
- Appoint a LRC(s) [EM Act s.41 (4)].
- Chair the LRCC [EM Act s.36 (b)].
- Provide secretariat and administrative support to the LRCC, as required.
- Provide other representatives to the LRCC or its sub-committees, as appropriate to the emergency (e.g. Building Surveyor, Environmental Health Officer, and Community Services).
- Ensure the restoration/reconstruction of services/facilities normally provided by the Local Government.

Department for Child Protection and Family Support

- Provide a representative to the LRCC.
- Provide emergency welfare services as part of the recovery process (WESTPLAN – Recovery).
- Manage the provision of the Personal Hardship and Distress measures under the WA Natural Disaster Relief Arrangements(WANDRA), including counselling, emergency assistance and temporary accommodation (WESTPLAN – Recovery and WANDRA)

Department of Agriculture

- Provide a representative to the LRCC.
- Manage the provision of assistance to farmers, particularly in relation to the Primary Producer Package under the WANDRA (WESTPLAN-Recovery and WANDRA)

Main Roads Western Australia

- Provide a representative to the LRCC.
- Assess and report on damage to State/Federal road infrastructure that may impact on the community.
- In conjunction with the Local Government assist with the assessment of damage to local roads and issue of advice of roads closure/alternate transport route.
- Assist the Local Government with the reopening and restoration of damage to local roads including providing access to funding where available through the MRWA Flood Damage to Local Roads Special Funding Assistance Program and/or the WANDRA.

Lifeline Agencies (including power, water, communications and gas)

- Provide a representative to the LRCC (co-opted as required).
- Assess and report on damage to lifeline services and progress of restoration of services.
- Facilitate restoration of priority services as requested by the LRCC.

Pilbara Development Commission (PDC)/Business Enterprise Centre (BEC)

- Provide a representative to the LRCC (co-opted as required).
- Assist with the assessment of the impact of the emergency on small business.
- Provide advice on and facilitate access to available business support services/funding support, e.g. WANDRA small business support measures.

Chamber of Commerce (in addition or alternative to RDC and BEC)

- Provide a representative to the LRCC (co-opted as required).
- Survey and report on impact to and specific needs of local small business.

Department of Education and Training (or local school representative)

- Provide a representative to the LRCC (co-opted as required).
- Advice on issues affecting normal operation of schools, e.g. restrictions on student access or damage to school premises.

Local Health Services Provider (Department of Health or Local Public Health Physician)

- Provide a representative to the LRCC.
- Advise on health issues arising from the emergency.
- Coordinate the local health components of the recovery process.

Lord Mayor's Distress Relief Fund

- Liaise with the LRCC to assess the requirement for public donations and if required initiate "Calls for Public Donations" in accordance with the State Policy on "Appeals and Donations during Emergencies".
- As required set up a local appeals committee in conjunction with the LRCC.
- Provide advice to the LRCC on criteria for, and assessment of, requests for financial assistance.

ANNEXURE 4: Example of Operational Recovery Plan

Town of Port Hedland Local Recovery Coordinating Committee Operational Recovery Plan

(Suggested composition/layout following a major emergency)

The Town of Port Hedland and its Local Emergency Recovery Committee has prepared local recovery arrangements encompassing all elements of WESTPLAN – RECOVERY as a general recovery management plan.

Emergency: *(type and location)*

.....

Date of Emergency:

.....

Section 1: Introduction

- *Background on the nature of the emergency or incident*
- *Aim or purpose of the plan*
- *Authority for plan*

Section 2: Assessment of Recovery Requirements

- *Details of loss and damage to residential, commercial and industrial buildings, transport, essential services (including State and Local Government infrastructure)*
- *Estimates of costs of damage*
- *Temporary accommodation requirements (includes details of evacuation centres)*
- *Additional personnel requirements (general and specialist)*
- *Human services (personal and psychological support) requirements*
- *Other health issues*

Section 3: Organisational Aspects

- *Details the composition, structure and reporting lines of the groups/committees and subcommittees set up to manage the recovery process*
- *Details the inter-agency relationships and responsibilities*
- *Details the roles, key tasks and responsibilities of the various groups/committees and those appointed to various positions including the Recovery Coordinator.*

Section 4: Operational Aspects

- *Details resources available and required*



- *Redevelopment Plans (includes mitigation proposals)*
- *DRAFT Local Recovery Plan Development Guide 51*
- *Reconstruction restoration programme and priorities, (including estimated timeframes)*
- *Includes programs and strategies of government agencies to restore essential services and policies for mitigation against future emergencies*
- *Includes the local government program for community services restoration*
- *Financial arrangements (assistance programs (NDRA), insurance, public appeals and donations (see also Section 4 below)*
- *Public information dissemination.*

Section 5: Administrative Arrangements

- *Administration of recovery funding and other general financial issues*
- *Public appeals policy and administration (including policies and strategies for office and living accommodation, furniture and equipment details for additional temporary personnel).*

Section 6: Conclusion

Summarises the goals, priorities and timetable of plan.

Signed by

.....
Chairperson, Local Recovery Coordinating Committee

Date:

.....



ANNEXURE 5: LOCAL RECOVERY COORDINATOR - ACTIONS CHECKLIST

Task Description	OK
<ul style="list-style-type: none"> • Liaise with relevant response agencies regarding location, size, type and potential impact of event. 	
<ul style="list-style-type: none"> • Contact and alert key staff. 	
<ul style="list-style-type: none"> • Determine likely human effects. 	
<ul style="list-style-type: none"> • Establish if event proclaimed and eligible natural disaster under the WANDRA. 	
<ul style="list-style-type: none"> • Contact other relevant response and recovery agencies. 	
<ul style="list-style-type: none"> • Activate and brief relevant agency staff. 	
<ul style="list-style-type: none"> • Activate appropriate inter-agency liaison mechanisms. 	
<ul style="list-style-type: none"> • Locate liaison officer at emergency operations centre (if appropriate). 	
<ul style="list-style-type: none"> • Determine immediate short-term needs (e.g. accommodation, financial assistance and personal support). 	
<ul style="list-style-type: none"> • Manage offers of assistance, including volunteers, material aid and donated money. 	
<ul style="list-style-type: none"> • Assess impact of the event through information/data from local government, geographic data and relevant response agencies. 	
<ul style="list-style-type: none"> • Meet with specific agencies involved with recovery operations to determine strategies. 	
<ul style="list-style-type: none"> • Report to organisational hierarchy on likely costs/impact of involvement in recovery activities. 	
<ul style="list-style-type: none"> • Organise briefing and debriefing processes for staff. 	
<ul style="list-style-type: none"> • Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counselling, material aid, accommodation, financial assistance and social, recreational and domestic facilities. 	
<ul style="list-style-type: none"> • Establish a 'one-stop shop' recovery centre to provide the affected community with access to all recovery services. 	
<ul style="list-style-type: none"> • Manage restoration of essential infrastructure/utilities. 	
<ul style="list-style-type: none"> • Manage the public appeal/private donations process. 	
<ul style="list-style-type: none"> • Brief media on the recovery program. 	
<ul style="list-style-type: none"> • Assess reports gathered through an outreach program to assess community needs. 	
<ul style="list-style-type: none"> • Identify special needs groups or individuals. 	
<ul style="list-style-type: none"> • Meet with other recovery agencies to consider full assessment of the impact of the event. Determine the best means of involving the affected community and determine action required from specific agencies. 	
<ul style="list-style-type: none"> • Activate community (specific) recovery committees, ensuring active participation of members of the affected community. 	
<ul style="list-style-type: none"> • Develop a community information process, including consideration of public meetings and newsletters. 	
<ul style="list-style-type: none"> • Monitor staffing arrangements. 	
<ul style="list-style-type: none"> • Review resources and services on an ongoing basis. 	
<ul style="list-style-type: none"> • Determine longer-term recovery measures. 	
<ul style="list-style-type: none"> • Provide newsletters to the affected community and information to the media as required. 	
<ul style="list-style-type: none"> • Continue to monitor agency activities and reduce/withdraw services when appropriate. 	
<ul style="list-style-type: none"> • Debrief recovery agencies. 	
<ul style="list-style-type: none"> • Recognise agency/staff input. 	

ANNEXURE 6: LOCAL RECOVERY COORDINATING COMMITTEE - ACTIONS CHECKLIST

Transition From Response:	OK
IC shall include the LRC in critical response briefings.	
LRCC shall ensure the IC is aware of recovery requirements and tasks prior to the termination of the state of emergency.	
LRCC shall ensure that agencies with response and recovery obligations are aware of their continuing role.	
LRCC to confirm whether the event has been proclaimed an eligible natural disaster under the WA Natural Disaster Relief Arrangements and if so what assistance measures are available.	
LRC shall initiate key recovery arrangements and ensure formalisation of handover takes place.	
Management Structure (the LRCC Shall):	
Ensure of the appointment of an LRC has occurred.	
Activate a recovery coordination centre if required.	
Facilitate representative sub-committees to coordinate and action recovery tasks and disseminate decisions, as required.	
Ensure and facilitate the completion of the impact assessment.	
Assume public information responsibilities from response agency and provide information to the impacted area and to public and media.	
Facilitate and advise on State/Federal disaster relief funding, facilitate and advise on private aid and funding.	
Prepare oral and written financial and non-financial reports and briefs.	
Promote Community Involvement (the LRCC shall):	
Work within existing community organizations.	
Recruit representatives of the affected community into recovery planning.	
Establish strategies for uniting the community behind agreed objectives.	
Provide “one-stop shops” for advice, information and assistance during the recovery period.	
Establish mechanisms for sharing information and reporting local initiatives (e.g. regular community meetings and local newsletters).	
Impact Assessment - managerial issues (the LRCC shall):	
Use intelligence/planning information from the response operation, and set up a recovery liaison person in the EOC/ECC.	
Confirm the total area of impact for determination of survey focus.	
Set out the immediate information needs: infrastructure problems & status, damage impact and pattern, and welfare issues.	
Link with parallel data-gathering work.	
Identify and close information gaps (establish the “big picture”).	
Assess the financial and insurance requirements of affected parties.	
Gather evidence to support requests for government assistance.	
Ensure all relevant information is strictly confidential to avoid use for commercial gain.	
DRAFT Local Recovery Plan Development Guide 41.	
Inspections and Needs Assessments - technical focus (the LRCC shall):	
Establish and define the purpose of inspection/assessment and expected outcomes.	
Consistently apply agreed criteria (requiring a common understanding by the people undertaking the survey process).	
Collect and analyse data.	
Establish a method/process to determine the type of information needed for this recovery operation, defining:	

– how and who will gather the information (single comprehensive survey).	
– how information will be shared.	
– how information will be processed and analysed.	
– how the data will be verified (accuracy, currency and relevance).	
Manage the process to minimise “calling back”.	
Select and brief staff.	
Maintain confidentiality and privacy of assessment data.	
Data Management (the LRCC shall):	
Define who is responsible for which part of the data management task and ensure proper process of relevant data transfer.	
Create templates for impact assessment and for tracking assistance provided.	
State Government Involvement (the LRCC shall):	
Establish strong relationships with key regional government agency representatives, and appoint them to appropriate ERC Sub-committees, as appropriate.	
Gain familiarity with the recovery claim process, Relief Fund applications, and reduction plan proposals.	
Establish a system for recording all expenditure during recovery, in line with the requirements of the Recovery Plan (includes logging expenditure, keeping receipts and providing timesheets for paid labour).	
Answer requests for information from government agencies.	
Public Information (the LRCC shall):	
Appoint potential spokespeople to deal with the media.	
Manage public information during the transition from response to recovery when handover completed from HMA.	
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.	
Rehabilitation and Assistance ERC Shall:	
Establish a mechanism for receiving expert technical advice from lifeline groups.	
Monitor and assist rehabilitation of critical infrastructure.	
Prioritise recovery assistance.	
Prioritise public health to restore health services and infrastructure.	
Assist and liaise with businesses to re-establish and reopen.	
Restore community and cultural infrastructure (including education facilities).	
Restore basic community amenities for meetings and entertainment.	



Facilitate emergency financial assistance. (DCD)	
Adjust capital works and maintenance programs.	
Implementation of Reduction Measures ERC shall plan to:	
Take the opportunity, while doing the hazard analysis, to:	
– identify essential services and facilities in high-risk areas.	
– consider the restoration options in the event of their becoming dysfunctional.	
Identify options based on research and consultation.	
Undertake urgent hazard reassessment based on new (event) information adhere to an ERM PLAN.	
Financial Management ERC shall to:	
Review financial strategies.	
Communicate with financial agencies, including insurance companies.	
Keep financial processes transparent.	
Reporting ERC Shall Plan to:	
Provide a simple, flexible and succinct reporting system.	
Provide adequate administrative support.	
Managed Withdrawal ERC Shall Plan to:	
Continually review the recovery management process with a view to withdrawing as the community takes over.	
Identify long term recovery activities and agency responsible for management.	
Establish arrangements for ongoing public information and communications including avenue for reporting and management of unresolved community recovery issues.	
Stage a public event of acknowledgement and community closure.	
Conduct a debrief of participants with community input to identify lessons learnt and strategies for enhancing community recovery arrangements and processes for future events.	

Operational Sequence Guide / Checklist

Situation	Organisation / Action
<p>ALERT</p> <p>On receipt of advice of an emergency which has the potential to require Local coordination of recovery activities</p>	<p>HMA</p> <ul style="list-style-type: none"> • Ensure that the Local Emergency Coordinator (LEC) and affected local government(s) are advised of the extent of potential recovery support requirements. • Include Local Recovery Coordinators / Local Governments in briefings / Incident Management Group. <p>LOCAL GOVERNMENT</p> <ul style="list-style-type: none"> • Establish liaison with Local Recovery Coordinator / Committee (LRC) chairperson and appropriate core members to consider possible requirement for Local level coordination of recovery support. • Advise and liaise with LRCC members.
<p>ACTIVATION</p> <p>Requirement for Local level coordination of recovery identified/requested</p>	<p>LOCAL GOVERNMENT</p> <ul style="list-style-type: none"> • When requested by or on the advice of the HMA or the Incident Management Group, convene the LRCC and, where required, establish a Reconstruction / Restoration Group and / or Community / Support Services Group or other sub-committees. <p>LRC</p> <ul style="list-style-type: none"> • Arrange for conduct of on-site assessment, if appropriate. • Maintain links with affected organisations for the identification and coordination of the provision of recovery support.
<p>STAND DOWN</p> <p>On completion of Local coordinated recovery activities.</p>	<p>LOCAL GOVERNMENT / LRC</p> <ul style="list-style-type: none"> • Ensure handover of responsibility for ongoing recovery activities to a managing agency. • Advise LEC and LRC members of stand-down • Conduct debrief / post operations review and prepare report to the LEMC, with copies to the DEMC, the HMA and the Chair SEMC Recovery Services Group • Manage the implementation of post operations report recommendations and revision of the LRP as required.

**ANNEXURE 8: EXAMPLE OF LOCAL RECOVERY COORDINATING COMMITTEE
RECOVERY REPORT**

**LOCAL RECOVERY COORDINATING COMMITTEE
RECOVERY REPORT
(Emergency Situation)**

Port Hedland Local Recovery Coordinating Committee
Report No:

To: Chairman, SRCC/State Recovery Coordinator

Situation Update:

Should include: full damage report (once only) and estimated amount in \$, work in progress including estimated completion dates, details of difficulties or problems being experienced.

Proposed Activities:

Should include plans and strategies for resumption of normal services (where appropriate), plans for mitigation works, dates of commencement and completion of reconstruction works, possible disruption of activities of other agencies.

Special Assistance:

Requirements:

Includes support from other agencies, SRCC intervention with priorities.

Financial Issues:

May include support from SRCC for additional funding from Treasury.

Recommendations:

Name & Signature:

Title:

Date:



State Recovery Coordinating Committee Recovery Report
(Emergency Situation)

Town of Port Hedland Local Recovery Coordinating Committee
Report No:

To: Chairman, SRCC/State Recovery Coordinator

Situation Update: *Should include: full damage report (once only) and estimated amount in \$, work in progress including estimated completion dates, details of difficulties or problems being experienced.*

Proposed Activities: *Should include plans and strategies for resumption of normal services (where appropriate), plans for mitigation works, dates of commencement and completion of reconstruction works, possible disruption of activities of other agencies.*

Special Assistance:

Requirements: *Includes support from other agencies, SRCC intervention with priorities.*

Financial Issues: *May include support from SRCC for additional funding from Treasury.*

Recommendations:

Name & Signature:

Title:

Date:



NOTES FOR INTERVIEWER

(Please read before commencing the survey)

Introduce yourself to the person being interviewed.

“Hello, I am *name*, I am here on behalf of the Town of Port Hedland Recovery Group about the recent ***emergency event(s)***. I would like to talk with you to see if there is anything we can help you with, or organisations we can refer you to, to assist your recovery.”

1. Read through the cover page with the interviewee and complete it. Tear it off and give it to the person being interviewed. It is now their receipt.
2. Provide them with the information sheets/brochure.
3. Start at section one and continue to work through all sections.
4. Texts in grey italic font are prompts for you to note or advise the interviewee on.
5. If the interviewee declines to give information, complete known details and return the form with cover intact.

NOTE: some people may take this opportunity to offload any frustrations. Do not take this personally; it is best to listen and then move on to the next question when possible.

Recovery Needs Assessment and Support Survey Form

This needs assessment is being conducted to gather information about your personal circumstances so we can assist you, provide you with information on particular services, or refer you to organisations who can best assist you with your recovery process.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to a number of interviewers. However, please note that further contact may be necessary.

You are not obliged to provide any or all of the information requested. You should be aware that the information you provide may be passed to other agencies involved in the recovery process.

Please note that completion of this survey does not guarantee your specific needs will be met immediately, however every effort will be made to obtain the assistance you need as quickly as possible.

If after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquires about the survey, please ring this telephone number: -
08 9186 8555

In terms of the Privacy Act should you wish to access, change or amend any information you have given please ring the above telephone number. You can also contact this agency at: The Town of Port Hedland Civic Centre, McGregor Street Port Hedland 6721.

Interview Conducted at _____
(Place)

(Date) (Time)

By _____
Interviewer (print name)

Tear this page off and give it to the person being interviewed, along with any information.

Section One: OCCUPIER AND PROPERTY

Principal Occupier's Name(S)

1.1 Family name _____ First name(s) _____

1.2 Total number of people normally residing at this property _____ (number)

1.3 Other people normally resident

Family name _____ First name(s) _____

Family name _____ First name(s) _____

Family name _____ First name(s) _____

Family name _____ First name(s) _____

(Please provide children's ages)

1.4 Have you registered with DCP by filling in a NRIS registration form? *(Please circle one)*

Yes Go to Question 1.4a

No Go to Question 1.5

(You may be required to register to access recovery services. Please ask your interviewer to explain the process to you.)

1.4a If yes, what is your registration number _____?

1.4b Does anyone in your family have a different registration number?

Yes / No *(Please circle one)*

Write the other number(s) if you know them _____

1.5 Location or Address of affected property: _____

Phone day/night of affected property: _____

1.5a What is your rates number/valuation number (if known) _____?

1.5b Would you like to be considered for rates relief (if available?) **Yes / No** *(Please circle one)*

1.6 Do you own the property? **Yes / No** *(Please circle one)*

If **No** please provide contact details of the owner if you know these.



Name: _____

Address: _____

Phone day/night: _____

1.7 Where are you currently living (Please tick one)

(v)

<input type="checkbox"/>	Living at affected property – go to Section Two
<input type="checkbox"/>	Temporary accommodation until we can return to property
<input type="checkbox"/>	Temporary accommodation looking for new permanent accommodation
<input type="checkbox"/>	In new permanent accommodation

1.8 Current addresses and contacts (if not living at affected property)

Address: _____

Phone day/night: _____

Section Two: DAMAGE TO DWELLING/CONTENTS AND INSURANCE

2.1 Was your house damaged? (Please tick one)

(v)

<input type="checkbox"/>	Yes	Go to Question 2.2
<input type="checkbox"/>	No	Go to Question 2.3
<input type="checkbox"/>	Don't know as have not yet seen house	Go to Question 2.3
<input type="checkbox"/>	Not damaged but not accessible	Go to Question 2.3

2.2 Please tick the list below to indicate damage that occurred

Nature of damage	(v)	Describe damage if relevant
Water supply not working	<input type="checkbox"/>	
Sewerage not working	<input type="checkbox"/>	
Drainage blocked	<input type="checkbox"/>	
Electricity cut	<input type="checkbox"/>	
Gas cut	<input type="checkbox"/>	
Telephone cut	<input type="checkbox"/>	
Road access cut or restricted	<input type="checkbox"/>	
Damage to outbuildings on property	<input type="checkbox"/>	



Other (please describe)		
-------------------------	--	--

2.2a When was your house damaged? Date: _____

2.2b To the best of your knowledge, what caused this damage? *(Please tick one)*

(v)	Cause of damage
	Flood water
	Storm
	Hazardous materials incident
	Earthquake
	Fire
	Other <i>(please detail)</i>

2.2c Has your house been inspected by the council (building inspector)?

Yes / No / Don't know *(Please circle one)*

2.2d Would you like someone to do a check of your house and property to ensure it is safe to move back into? **Yes / No** *(Please circle one)*

2.2e Is your house insured? *(Please tick one)*

(v)

	Yes	Go to Question 2.2f
	No	Go to Question 2.3
	Don't own house	Go to Section 3
	I decline to answer this question	Go to Question 2.3

2.2f Have you lodged an insurance claim? **Yes / No** *(Please circle one)*

2.2g What is the name of your house insurance company or agent?

2.2h Has an insurance assessor inspected the property? **Yes / No** *(Please circle one)*

2.3 Have you experienced damage to contents in your house? *(Please tick one)*

(v)

	Yes	Go to Question 2.3a
	No	Go to Section 3



	Don't know as have not yet seen contents	Go to Section 3
--	--	-----------------

2.3a Are your house contents insured? *(Please tick one)*

(v)

	Yes	Go to Question 2.3b
	No	Go to Section 3
	I decline to answer this question	Go to Section 3

2.3b What is the name of your contents insurance company or agent?

2.3c Has an insurance claim been lodged? **Yes / No** *(Please circle one)*

2.3d Has an insurance assessor inspected the damage? **Yes / No** *(Please circle one)*

Section Three: ALTERNATIVE ACCOMMODATION

3.1 Do you need assistance to find alternative accommodation? *(Please circle one)*

Yes Go to Question 3.1a

No Go to Section 4

3.1a What kind of accommodation do you require? *(Please tick one)*

(v)

	Temporary (less than a week)
	Short-term (1-4 weeks)
	Long-term (more than one month) Please estimate number of months ()
	Permanent

3.1b The accommodation needed is to house:

Adults: _____ (number)

Children: _____ (number)

3.1c Do you have any special needs for your accommodation i.e., access for wheelchairs, aged, please provide details:



3.1d Do you have pets? **Yes / No** *(Please circle one)*

If yes, please detail what kind of pet and how many:

Section Four: HEALTH AND WELFARE

Household

4.1 Do you require any clean-up assistance for your house or property? *(Please circle one)*

Yes Go to Question 4.1a

No Go to Question 4.2

Don't know Go to Question 4.2

4.1a Please provide details of the kind of assistance you would like:

(If you have answered yes your details will be passed on to the council who are coordinating clean-up services where available).

4.2 Are you looking after any evacuees at your home? *(Please circle one)*

Yes Go to Question 4.2a

No Go to Question 4.3

4.2a Would you like to receive information about financial support for hosting these evacuees?

Yes / No *(Please circle one)*

Personal

4.3 If you have had contents in your home damaged, would you like to be contacted by agencies that are distributing donated goods? *(Please circle one)*

Yes Go to Question 4.3a

No Go to Question 4.4



4.3a What kind of goods do you need? *(Please list)*

4.4 Do you have a need for clothing/toiletries or bedding? *(Please circle one)*

- Yes** Go to Question 4.4a
- No** Go to Question 4.5

4.4a What kind of these items do you need? *(Please list)*

4.5 Are there any medications which you or your family use that you are unable to get?
(Please circle one)

- Yes** Go to Question 4.6a
- No** Go to Question 4.7

4.6a If you would like us to help you get medication, please describe the medications in as much detail as possible:

4.6b Is a prescription required for these medications? **Yes / No** *(Please circle one)*

4.6c If yes please provide the name and address of your Doctor and pharmacist

4.7 Would you like to find out about support or counselling services for you or a family member?

Yes / No *(Please circle one)*

(This question is included to help you access services that may be provided by affiliate organisations)



4.8 Do you have any affiliation to any other groups in the community? *(Please circle one)*

Yes / No

If yes please indicate which groups _____

Domestic animals/pets

4.9 Have you got any domestic animals or pets which are in need of care? *(Please circle one)*

Yes Go to Question 4.9a

No Go to Section 5

4.9a What kind of animals are they? *(Please list all your animals)*

4.9b Where are they located? *(Please provide address/physical location)*

4.9c What kind of care do they need? *(Please detail)*

Section Five: FINANCIAL

5.1 Do you require any assistance with income support? *(Please circle one)*

Yes Go to Question 5.1a

No Go to Question 5.2

5.1a Are you already a client of the Department of Human Services? *(Please circle one)*

Yes Please contact the Department of Human Services directly

No Please contact the Department of Human Services through the help line and they can advise you on assistance available

Note there may be grants available from other sources such as the Red Cross and Mayoral relief funds. Applications will need to be filled in for these grants. Please advise those being interviewed about any relief funds that have been established and provide them with application forms if possible.



Documents

5.2 Have you lost, or do you not have access to, any of the following? *(Please tick all those that apply)*

Please indicate who in your house has lost these documents

Document lost or not able to be accessed	Lost	Cannot access	Who in your house has lost this document
Bank books			
Cheque books			
Credit cards			
EFTPOS cards (money cards)			
Community cards			
Passport			
Birth certificate			
Marriage certificate			
Citizenship certificate			
Insurance papers			
<i>Other</i> : Please detail:			

5.3 If you have lost your bank documents do you have access to a branch of your bank?

Yes / No / Does not apply *(Please circle one)*

Section Six: Administrative information

Person conducting interview: Name (print): _____

Contact details: _____

Date: _____

Person being interviewed: I have been given the front page of this survey form and agree to the use of the information I have given for the purpose of recovery from this emergency.

Name (print): _____

Signature: _____

Date: _____

ANNEXURE 12: INCIDENT HANDOVER RESPONSE to RECOVERY

Incident Handover Response to Recovery

During the post impact phase of any emergency, recovery activities will commence and many of these activities will continue for an extended period. There is no clear division from one element to another. The decision to move from the response to the recovery and the procedures for handover between the two elements rests with the appropriate Hazard Management Agency. To assist in the transition and mitigation against any confusion that may be generated with respect to jurisdictional or other activities the Town of Port Hedland requests that the following be considered prior to official handover.

The response phase can be considered to continue at least until the following conditions are met. On receipt of this notification the Town of Port Hedland will consider the emergency response complete and responsibility for full recovery passed over, it is also understood that some minor response activities may continue under authority of the HMA.

Incident Name:		Date:	
HMA:			
Incident Controller:			

Serial	Condition	Yes/No	Comment
A	All rescues have been accomplished		
B	All known injuries have been attended to		
C	Displaced provided with shelter		
D	Essential public services restored		
E	Temporary repairs made to designated buildings		
F	Physical and electronic communications largely restored		
G	Final situation report provided		

ADDITIONAL COMMENTS / CONDITIONS

Position	Name	Signature
HMA Incident Controller		
CEO Town of Port Hedland		



ANNEXURE 13: TOWN OF PORT HEDLAND MUNICIPAL BOUNDARY

