

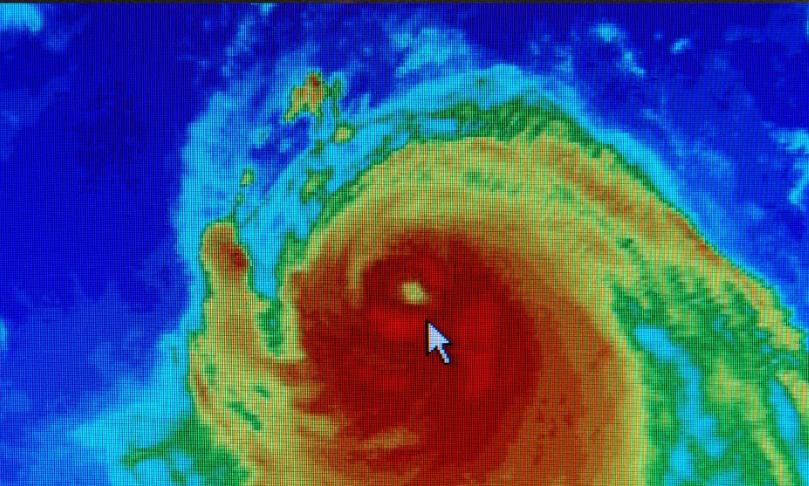


Town of  
**Port Hedland**

# Local Recovery Plan

Emergency Management  
Disaster Recovery

**2020**



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# 1. ADMINISTRATION

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## 1.1 Amendment Record

Amendments to the Plan should be recorded. The following table provides an example of an amendments record.

No	Amendment Date	Details of Amendment	Amended By
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
9	February 2020	Complete re-write and Review	LRW
10			

## 1.2 Endorsement – Town of Port Headland Local Recovery Plan

The Local Recovery Plan (LRP) has been developed in accordance with Section 41(4) of the Emergency Management Act 2005 and forms part of the Emergency Management Arrangements for the Town of Port Hedland

The LRP was endorsed by the Town of Port Hedland Local Emergency Management Committee (LEMC).

### Port Hedland LEMC

  
\_\_\_\_\_ Date: 05/08/2021  
Chairperson

Endorsed by Town of Port Hedland Council Resolution – OCM202122/036 on 25/08/2021

*Disclaimer: This Plan has been produced by The Town of Port Hedland in good faith and is derived from sources believed to be reliable and accurate at the time of publication. Nevertheless, the reliability and accuracy of the information cannot be guaranteed and The Town of Port Hedland expressly disclaims liability for any act or omission done or not done in reliance on the information and for any consequences, whether direct or indirect arising from such omission.*

## 1.3 Acronyms

<b>(The) Act</b>	Emergency Management Act 2005 (WA)
<b>ARC</b>	Australian Red Cross
<b>CA</b>	Controlling Agency
<b>CEO</b>	Chief Executive Officer
<b>DC</b>	Department for Communities
<b>DFES</b>	Department of Fire and Emergency Services
<b>DRFA-WA</b>	Disaster Recovery Funding Arrangements - Western Australia
<b>DEMC</b>	District Emergency Management Committee
<b>ERM</b>	Emergency Risk Management
<b>HMA</b>	Hazard Management Agency
<b>IC</b>	Incident Controller
<b>ISG</b>	Incident Support Group
<b>LEC</b>	Local Emergency Coordinator
<b>LEMC</b>	Local Emergency Management Committee
<b>LGA</b>	Local Government Authority
<b>LEMA</b>	Local Emergency Management Arrangements
<b>LRC</b>	Local Recovery Coordinator
<b>LRCG</b>	Local Recovery Coordination Group
<b>LRP</b>	Local Recovery Plan (this document)
<b>OIC</b>	Officer in Charge
<b>SEMC</b>	State Emergency Management Committee
<b>SEMP</b>	State Emergency Management Policy
<b>SES</b>	State Emergency Services
<b>TOPH</b>	The Town of Port Hedland
<b>TOPHEMC</b>	Town of Port Hedland Local Emergency Management Committee

## 1.4 Document Availability

Copies of the LRP are available for inspection by members of the public on the TOPH website. Physical copies are available for inspection during office hours at TOPH Administration Offices.

## 1.5 Feedback

Feedback on this Plan are invited and can include;

- What you do and don't like about the Plan
- Unclear or incorrect expression
- Out of date information or practices
- Errors, omissions or suggested improvements

To provide feedback, copy the relevant section/s with the proposed changes marked and forward to;

	<b>Writing</b>	Town of Port Hedland, PO Box 41, PORT HEDLAND WA 6721
	<b>Telephone</b>	08 9158 9300
	<b>Facsimile</b>	08 9158 9399
	<b>e-mail</b>	<a href="mailto:council@porthedland.wa.gov.au">council@porthedland.wa.gov.au</a>

Any suggestions and/or comments will be referred to the LEMC for consideration. All amendments must be approved by LEMC and entered in the Amendment Record.

## 1.6 Distribution

<b>Australian Defence Force</b>	<b>Horizon Power</b>
<b>Department of Human Services</b>	<b>Main Roads WA</b>
<b>Chandler McLeod</b>	<b>Port Hedland Port Authority</b>
<b>Coates Hire</b>	<b>Red Cross</b>
<b>Department of Communities</b>	<b>Royal Flying Doctor Service</b>
<b>Department of Aboriginal Affairs</b>	<b>State Emergency Service</b>
<b>Department of Housing</b>	<b>St John Ambulance</b>
<b>Department of Transport</b>	<b>Town of Port Hedland</b>
<b>Airport Rescue and Fire Fighters</b>	<b>WA Police - Port Hedland</b>
<b>Department of Fire and Emergency Services</b>	<b>WA Police- South Hedland</b>
<b>Pilbara Population Health Unit</b>	<b>Water Corporation</b>

## 1.7 Related Documents, Agreements and Understandings, Special Considerations

### 1.7.1 Related Documents

The TOPH LRP is consistent with State Emergency Management Policies and State Emergency Management Plans.

The LRP is to be read in conjunction and alignment to the TOPH Local Emergency Management Plan and Arrangements.

Details are held by TOPH Offices, contact Emergency Services Advisor

TOPH Office: 08 9158 9738

Mobile:

Email:

[council@porthedland.wa.gov.au](mailto:council@porthedland.wa.gov.au)

### 1.7.2 Agreements and Understanding

A draft partnering agreement for the provision of mutual aid for recovery during emergencies and post incident recovery is in place between the Town of Port Hedland, Shire of Ashburton, Shire of East Pilbara, Shire of Exmouth and the City of Karratha. These parties are referred to as the “Partnering Local Governments” in which all agreed to assist through the provision of additional resources in recovery management during emergencies and post incident recovery. See **Appendix 12**

### 1.7.3 Special Consideration

Town of Port Hedland is subject to significant factors that could potentially affect the effectiveness of these local arrangements, these include:

- 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 living 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 availability of response resources.

These factors may result in the requirement for special localised arrangements in all facets of emergency event activities.



## 2. RECOVERY

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### 2.1 Overview

Recovery is defined in the WA Emergency Management Act 2005 as 'the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community psychosocial and economic wellbeing'.

The role of Recovery is the legislated responsibility of Local Government – refer S.36 of the *Emergency Management Act 2005* – function of a LGA is to manage recovery following an emergency affecting the community in the district. The LEMA is to include a recovery plan which nominates a Local Recovery Coordinator (LRC).

Local Government, being the closest form of Government to local community, are best place to lead, manage and coordinate community recovery during and following an emergency event. This responsibility is undertaken in close cooperation with or directly supported by State Government departments, supporting agencies, community members, community groups, and community service organisations.

***The Town of Port Hedland recognises disaster recovery is more than simply replacing what has been destroyed and the rehabilitation of those affected. Disaster recovery is a complex, dynamic and potentially protracted process rather than just a remedial process.***

***For this reason, TOPH and its Local Recovery Coordination Group (LRCG) adopts the national principals of disaster recovery while also aligning these to strong recovery values when engaged in recovery activities.***

### 2.2 Authority

This Local Recovery Plan (LRP) is prepared in accordance with the Emergency Management Act 2005 (WA). Endorsed by the TOPH Local Emergency Management Committee and TOPH Council. Tabled for noting with the District Emergency Management Committee and State Emergency Management Committee.

### 2.3 Purpose

To detail planning, arrangements and processes established to restore, as quickly as possible, the quality of life in an affected community so that they can continue to function as part of the wider community.

## 2.4 Our Recovery Principles

The TOPH Local Recovery Plan (LRP) and its Local Recovery Coordination Group will consider all aspects of recovery, incorporating the national disaster recovery principles that are considered central to successful recovery, being:

### Understanding the **CONTEXT**

The TOPH recognises that successful recovery hinges on an understanding of its diverse and rich community heritage with its Port Hedland Local Government area, having its own history, values and dynamics and will always take this into consideration.

### Recognising **COMPLEXITY**

TOPH will acknowledge the complex and dynamic nature of both emergencies and the diverse nature of its communities.

### Using **COMMUNITY-LED** approaches

TOPH recognises that successful recovery is based around community-centred involvement and as such will be responsive, flexible and engaging with communities supporting them to move forward.

### **COORDINATE** all activities

TOPH will be the hub for a successful recovery ensuring a planned, coordinated and adaptive approach between communities, partner agencies, and industry based on continuing assessment impacts and needs.

### **COMMUNICATE** effectively

TOPH understands the imperative of effectual communication for successful recovery and thus will ensure this is activated using the Recovery Communications Plan ensuring community and partners are always informed and heard.

### Build **CAPACITY**

TOPH appreciates successful recovery recognises, supports, and builds on individual community and organisational capacity and resilience and so will always allow for programs and processes which will enhance resilience and capacity building at every opportunity.

## 2.5 Our Recovery Values

Town of Port Hedland will always apply sound disaster recovery **Values** to all activities by:

1. Always consider consequences of actions ensuring **NO HARM** to disaster affected communities
2. Always providing **LEADERSHIP** for our communities
3. Recognise our key role is to foster **COLLABORATION** between partner agencies, community and council
4. **EMPOWERING** individuals and groups to effectively carry out recovery activities
5. **ACT** as quickly as possible, however planning for the **LONG TERM** in consideration of *Value 1*
6. Consideration for **TRANSITION** to normal services will be part of Recovery Long Term Strategy
7. **CAPTURING** lessons learnt for provision of capacity building and resilience

## 2.6 Threats

With the diversity of the TOPH, there are several considerations that may have an impact on the implementation of the Plan in times of emergency:

<b>Bushfire</b>	August to January
<b>Cyclone</b>	December to April – road closures due to flooding
<b>Flooding</b>	December to April - resultant rainfall from cyclonic weather

## 2.7 Scope

This LRP is limited to the boundaries of the Town of Port Hedland (TOPH). It details the recovery plan for the community and not in any way detail how individual organisations will conduct recovery activities within their core business areas.

The Plan is a support plan to the Town of Port Hedland Local Emergency Management Arrangements. The Plan is a guide to recovery management at a local level.

## 2.8 Geographic location

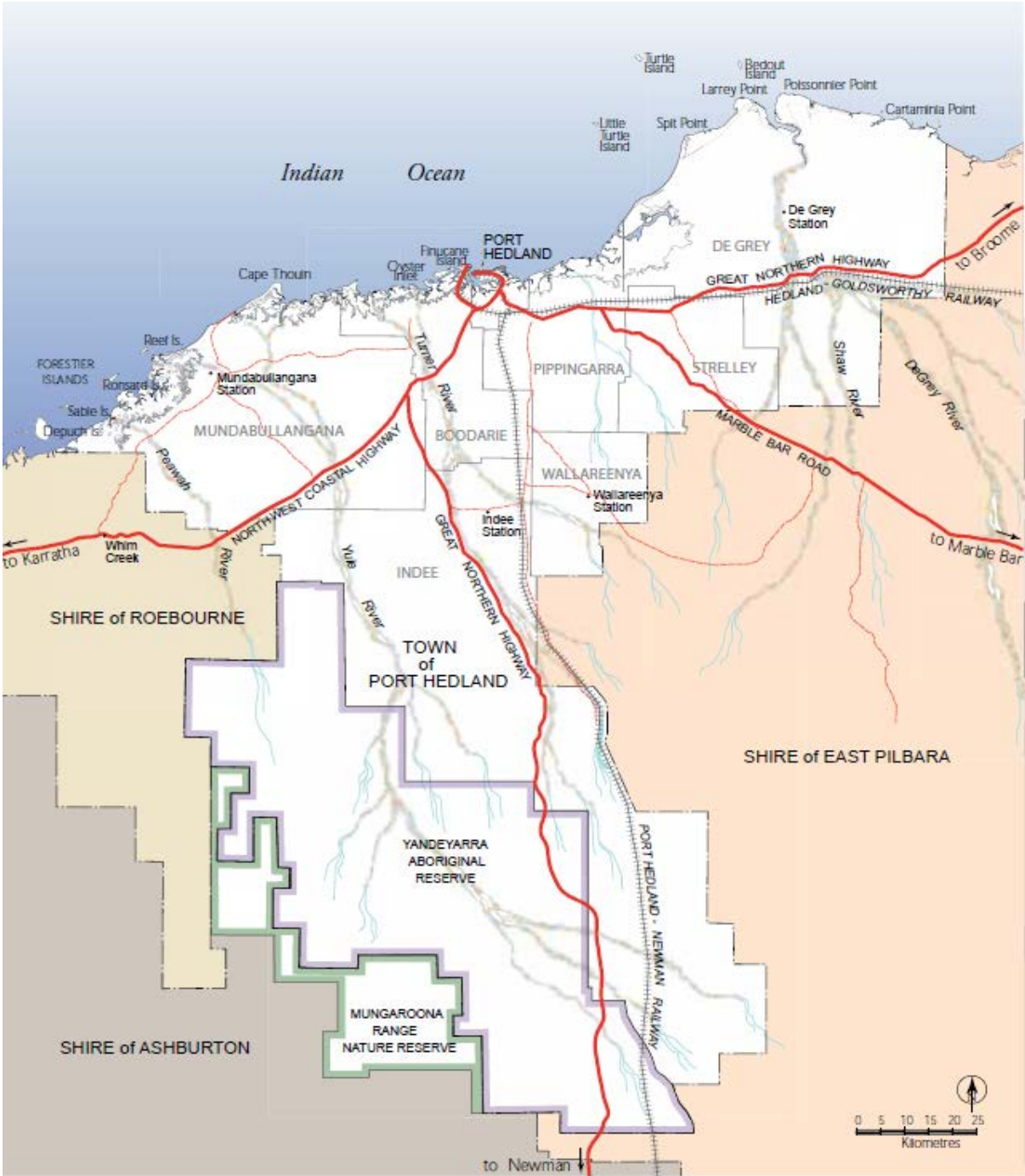


Figure 1: Town of Port Headland

### 3. ACTIVATION AND ACTIONS

#### 3.1 'Activation' of recovery

Activation of the Local Recovery Plan will be made by TOPH CEO on the advice from Local Recovery Coordinator.

Assessment of assistance required for recovery will be made by the LRC as advised in consultation with;

- The Incident Support Group (ISG)
- Consultation between Hazard Management Agency (HMA)/Controlling Agency (CA) Incident Controller (IC), Local Emergency Coordinator (LEC)
- The Town of Port Hedland CEO and LRC

When authorised for activation, Local Recovery Coordination Group Chairperson (CEO) in concert with LRC are responsible for implementing the recovery processes of the plan.

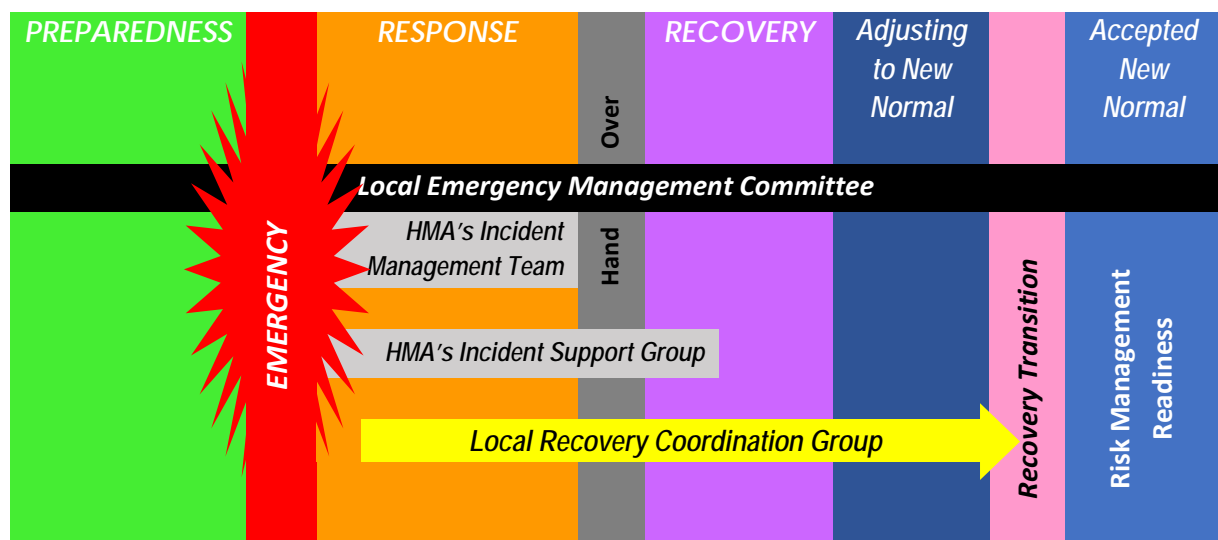


Figure1: Groups, teams and committees through preparedness, response and recovery

#### ACTION:

- LRC advises TOPH CEO of recovery activation
- Assessment of assistance determined
- Local Recovery Plan is implemented



## 3.2 Response to recovery transition of event responsibilities

Recovery is initiated while response activities are still in progress where key decisions during the response are likely to directly influence and shape recovery.

The LRCG is assembled as soon as possible for briefing of emergency incident, regardless of response engagement, to detail contingencies allowing for smooth transition from response to recovery.

The LRCG will;

- Align response and recovery priorities
- Connect with key agencies
- Understand key impacts and tasks
- Identify recovery requirements and priorities as early as possible
- LRC must be included in ISG meetings from outset

Handover of responsibility for management of recovery to the TOPH shall be formalised in line with Controlling agency responsibilities and procedures and State EM Recovery Policy 6 *Recovery* and State EM Recovery Procedure 4 *Impact Statement (IS)*.

An Impact Statement is a key element of the handover, and a responsibility of the CA in delivering to CEO of TOPH. The acceptance of this handover of responsibility is to occur at the discretion of the TOPH CEO on advisement from LRC and LRCG, in consultation with CA.

### **ACTION:**

- Recovery initiated while response still in progress
- LRC to attend ISG meetings and liaison with Incident Controller
- LRCG gathered and briefed ensuring coordinated transition
- CEO to sign off response to recovery event management handover with CA Impact Statement completed.

### 3.3 Impact Statement and Needs Assessment

#### 3.3.1 Impact Statement

The event Controlling Agency will complete an Impact Statement (IS) in consultation with the Incident Support Group. The IS will contain a detailed description of the impact on the affected community and provides the LRC and the LRCG with a starting point for recovery of individuals, community and infrastructure

The IS will be completed as to recommended by State EM Recovery Policy 6 *Recovery* and State EM Recovery Procedure 4 *Impact Statement (IS)*.

#### 3.3.2 Outreach Needs Assessment

NEEDS can broadly be defined as;

<b>Physical Needs:</b>	Food, water, shelter, clean breathable air
<b>Psychological needs:</b>	Psychological first aid/support, bonding
<b>Societal needs</b>	Community infrastructure, power, drainage, shops telephone, schools, industry, transport

When a community is affected by an emergency it is essential to determine the NEEDS of that community, which are often extensive. One of the best ways to capture this information is using a technique called 'Outreach' whereby volunteers from the Australian Red Cross partner with the local government and other volunteers or agency offices to speak directly to impacted individuals to determine individual needs and impacts as:

<b>What has been affected?</b>	Wish to be contacted for further information?
<b>What information is needed?</b>	Their best contact details?
<b>What assistance is required?</b>	Information on assistance for neighbours

This establishes contact ASAP with affected community for future information sharing and resource allocation priorities. A form for Outreach Needs Assessment can be found in *Appendix 2* within the Recovery Communications Plan **Appendix 3**

### 3.3.3 Sources of Information – Impact and Needs Assessment

The Impact Statement and Needs Assessments must be undertaken as soon as practicable after the impacts of event. Sources that may assist in the collection of impact assessment data include:

- HMA/Controlling Agency
- Welfare agencies – including identifying persons in need of immediate assistance
- TOPH Building Surveyors, Engineers and Environmental Health Officers and Rangers
- Insurance assessors
- Business and Industry (BHP, Chamber of Commerce)
- Recovery Outreach Needs Assessment form (Recovery Comms. Plan **Appendix 3**)
- Australian Red Cross have extensive experience conducting Needs Assessment

#### **ACTION:**

- Recovery initiated while response still in progress
- LRC to attend ISG meetings and liaise with Incident Controller
- LRCG convened and briefed ensuring coordinated recovery
- CEO to sign-off on the Impact Statement which forms part of the handover for responsibility of management for recovery from the CA
- Recovery initiated while response still in progress
- LRCG Outreach Needs Assessment will be carried out ASAP when safe after event
- Aust. Red Cross contacted ASAP to establish partnership in recovery activities

## 3.4 Operational Recovery Plan

Where significant reconstruction and restoration is required, an Operational Recovery Plan (ORP) should be prepared by the LRC/LRCG. The ORP shall provide a full description and extent of damage, both physical and human, and detail plans for restoration and reconstruction of affected community including community activities and community development activities. Suggested composition of ORP viewed at template at **Appendix 6**.

#### **ACTION:**

- LRCG/LRC to prepare Operational Recovery Plan where significant reconstruction and restoration is required.

### 3.5 Long-Term Recovery Strategy

A long-term recovery strategy is developed to achieve holistic, long-term, enduring recovery for the individuals, families and communities affected by an emergency and build resilience to future emergencies.

The TOPH, where appropriate, will develop a collaborative, comprehensive and inclusive long-term community recovery strategy with the community and for the community. This will consider and incorporate how community needs change over-time. A further outreach may be instigated checking on wellbeing and changes in needs of community.

#### **ACTION:**

- TOPH to develop a collaborative, comprehensive and inclusive long-term community recovery strategy.
- Ascertain any changes in community needs and any further outreach activities.

### 3.6 Managed Withdrawal

Recovery must evolve, change and assist the affected community towards management of its own recovery. This transition from recovery to ongoing community activities and services requires a comprehensive strategy (Long Term Recovery Strategy) that gradually integrates the recovery services into mainstream services which existed prior to the disaster or have emerged since and require minimal support to continue.

The TOPH and its LRCG will provide a clear path in the transition of recovery activities, programs, services and communications to mainstream service provisions and ongoing community development, while maintaining the sense of community health and well-being.

#### **ACTION:**

- The TOPH will communicate via the LRCG subcommittees when relevant service providers and agencies will be withdrawing services from the affected area.
- TOPH to identify potential partnerships with existing community organisations and services and ascertain their capacity to support the recovery process in the medium and long term.
- LRCG to identify recovery programs that will 'phase down', 'phase out' or be 'handed over' to the community to continue.

## 4. OPERATIONAL RECOVERY MANAGEMENT

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### 4.1 Management Structure

Full detailed visual of the Management Structures and Sub-Committee functions can be viewed at **Appendix 1**

### 4.2 Local Recovery Coordination Group

The LRG will coordinate and support local management of the recovery processes within the community subsequent to a major emergency in accordance with State Emergency Management Policy and Local Recovery Plan. Membership of LRCG will expand or contract depending on recovery and community needs and requirements.

#### 4.2.2 Membership

Chairperson	TOPH CEO
Local Recovery Coordinator	As appointed by the CEO. Director Regulatory Services is primary Local Recovery Co-ordinator.
Executive Officer	TOPH CEO or nominated Senior Officer
Local Government	TOPH Local Emergency Management Group (LEMG) – All members of ELT, together with selected SLT managers as required.
State Government	Relevant government agencies and other statutory authorities will nominate their representatives to be members dependent on incident type. Recommended: <ul style="list-style-type: none"><li>➤ HMA/Controlling Agency (initially)</li><li>➤ Dept of Fire and Emergency Services (initially)</li><li>➤ WA Police (initially)</li><li>➤ Department of Wildlife and Parks</li><li>➤ Department of Communities</li><li>➤ Lifelines</li><li>➤ Main Roads WA</li><li>➤ St John Ambulance Service (initially)</li><li>➤ Department of Health</li><li>➤ Department of Agriculture and Food</li><li>➤ Insurance Council of Australia</li></ul>
Non-Government Organisations / Community Services Organisations	Industry Representatives, Australian Red Cross, local service clubs, aged care provider, schools etc and others as required
Key Community Members	To be identified depending on event and location



### 4.2.3 Functions

Appointment of key positions within the Group

Establishes sub-committees as required

Assess requirements for recovery activities relating to physical/psychological/social wellbeing of the community, along with economic, infrastructure and natural environment with assistance of partnering agencies

Developing an Operational Recovery Plan to coordinate a recovery process that considers:

- The TOPH long-term planning and goals
- assessment of recovery needs determining recovery functions still required
- develops a timetable identifying responsibilities for completing major functions
- considers needs of youth, aged, disabled, culturally linguistically diverse (CaLD) communities
- allows full community participation and access
- allows monitoring of the recovery process

Facilitates provision of services, public information exchange and resource acquisition

Negotiates effective use of available resources and support of State and Commonwealth Governments

Monitors progress of recovery, receives periodic reports from recovery agencies

Ensures a coordinated multi-agency approach to community recovery

Makes appropriate recommendations, based on lessons identified, to the LEMC to improve the community's recovery readiness

## 4.3 Community Involvement – Cultural and Diversity Inclusiveness

At the Town of Port Hedland, diversity is an integral part of our history, culture and identity. Inclusion is the way we treat and perceive all differences.

In our recovery activities TOPH will endeavour to create an inclusive culture by striving to involve all cultures and diversity within our impacted communities into recovery priorities, strategies and decision making.

Key stakeholders and representatives will be sought from community while acknowledging the significance of cultural and diversity makeup. These representatives will be considered for inclusion for relevant Local Recovery Coordination Group subcommittees, depending on the nature and impact of the emergency.

When threatened or impacted by an emergency, all within that community are encouraged to be actively involved in their own recovery. It is the role of formal recovery agencies to provide structured support, communications and coordination to assist the community's efforts.

### 4.4 Local Recovery Coordination Group Subcommittees

Depending on the size of emergency, event subcommittees may be established to assist the LRC by addressing specific component of the recovery process. Each subcommittee will report their activities through their nominated Chair to the LRCG. A full list of functions of various subcommittees can be viewed in **Appendix 1**

### 4.5 State Government Involvement

The State Government may provide support and assistance to the TOPH in recovery. The State Recovery Coordination Structure is shown below.

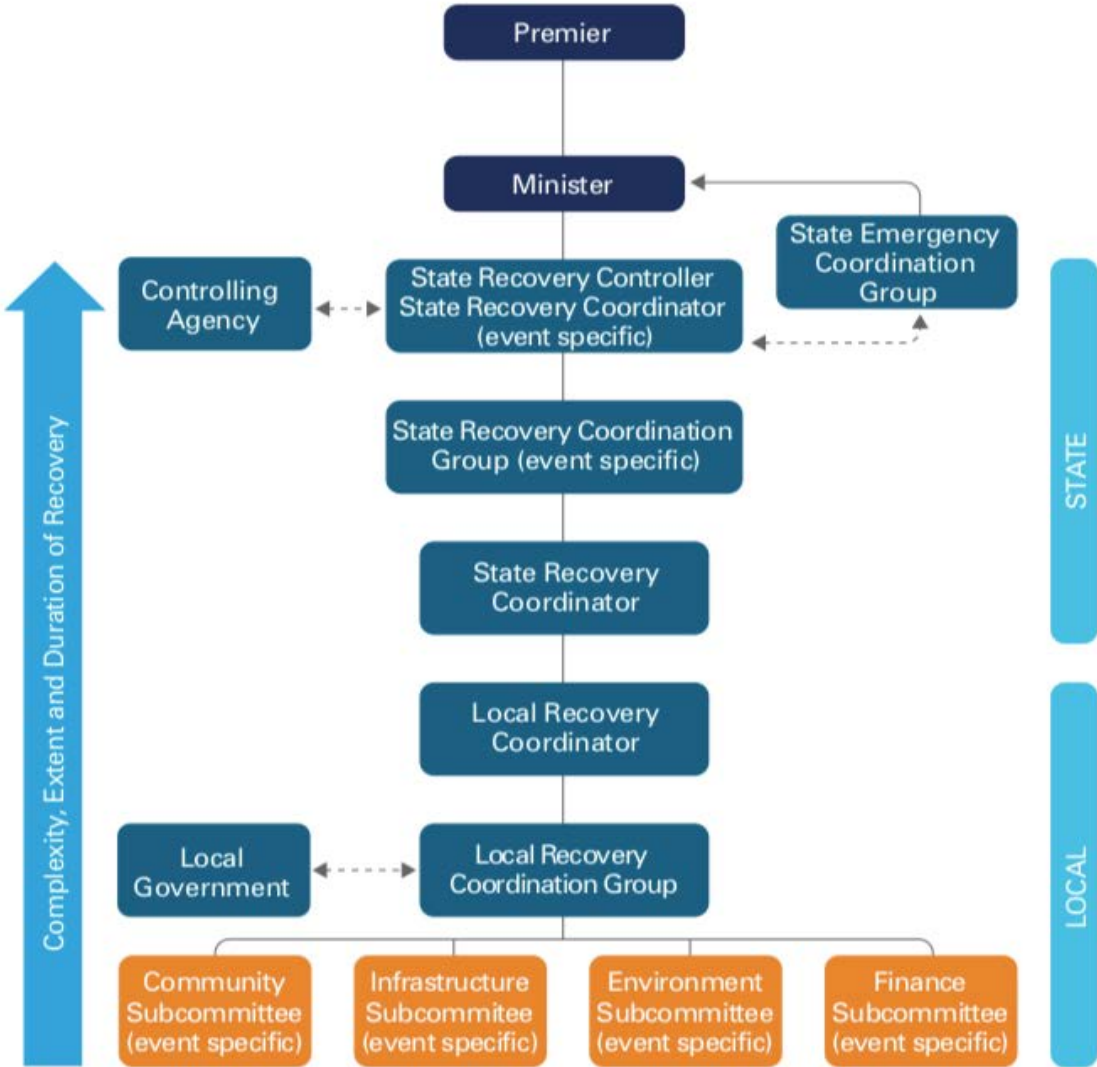


Figure 2: State Government Coordination Structure

### 4.5.1 State Recovery Coordinator/State Recovery Controller

The **State Recovery Coordinator** supports a whole of government approach and coordinates the maintenance of the State recovery arrangements and plans through the SEMC Recovery Subcommittee. The State Recovery Coordinator supports the operation of State level recovery coordination through the State Recovery Coordination Group (SRCG).

The **State Recovery Controller** is appointed by the Premier. The State Recovery Controller will usually occur when an emergency affects several communities, is ongoing, requires State level assistance to resolve issues and needs a regional coordination approach

### 4.5.2 State Recovery Coordination Group

The SRCG is responsible for State level recovery coordination in complex or prolonged recovery operations. State level operational recovery plan is developed by the SRCG, an evaluation of its effectiveness must be conducted after the State-level recovery coordination arrangements.

#### **ACTION:**

- TOPH will establish a LRCG management structure relevant to event size and complexity.
- LRCG will establish membership from TOPH staff, supporting agencies and community members
- LRCG will operate within recognised functions and relevant sub-committee structure
- LRCG will actively encourage and invite community participation within the LRG
- LRCG will actively engage with State Government to maximise recovery resources

## 5. FINANCIAL MANAGEMENT

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### 5.1 TOPH Financial Management

#### 5.1.1 Insurance

The TOPH is insured through policies with the Local Government Insurance Scheme (LGIS).

#### 5.1.2 Financial records

Records/invoices of costs associated with an emergency, are assigned to specific emergency cost centres to which all costs associated with recovery are allocated.

#### 5.1.3 Internal Finance

Local Government Act 1995 states the following;

- 56.8(1)(b), 56.11(2), and 56.20(2) allow for the management and expenditure of emergency funds subject to conditions being followed.

#### ***Responsibilities expending TOPH funds***

Where possible expenditure of funds should be discussed with CEO or nominated senior officer. If senior officer is nominated, personnel within the activation flowchart (Appendix 4) must be notified as soon as possible. Nominated senior officer must have appropriate authority enabling funds expenditure. All expenditure associated with recovery from the incident is to be charged to the designated emergency management account/cost centres as pre-determined by Finance.

#### **ACTION:**

- All invoicing and costs associated with the emergency event to be allocated against emergency cost centre.
- CEO and/or nominated senior officer have authority to expend funds on emergency event

### 5.2 Financial Assistance

#### ***Financial Management in Recovery***

Primary responsibility for safeguarding and restoring public and private assets affected by an emergency rests with the owner. Government recognises that communities and individuals do not always have resources to provide for their own recovery and financial assistance is available in some circumstances.

### 5.2.1 Disaster Recovery Funding Arrangements-Western Australia (DRFAWA)

DRFAWA is an arrangement between the State and Commonwealth. It provides certain measures to support relief and recovery efforts following an eligible disaster. To be considered an eligible disaster it must be a natural disaster or terrorist act for which;

- A coordinated multi-agency response was required
- State expenditure exceeds the small disaster criterion (\$240,000 not including insurance related expenditure)
- It must be a terrorist event or one of 10 specific natural disasters

Upon the realisation of a large-scale costly emergency TOPH shall immediately contact the WA State administrator of DRFAWA.

DRFAWA Officers can be contacted via:

Email: [drfawa@dfes.wa.gov.au](mailto:drfawa@dfes.wa.gov.au)  
Phone: 9395 9341 or 9395 9973 or 9395 9374  
Website: <https://www.dfes.wa.gov.au/recovery/Pages/DRFA-WA.aspx>

### 5.2.2 Department of Communities

Different forms of immediate emergency assistance are provided to individuals and families through Disaster Recovery Funding Arrangements which are managed by the Department of Communities. Emergency assistance may be available for individuals or families to alleviate the personal hardship or distress arising as a direct result of an eligible natural disaster.

- Emergency food, clothing or temporary accommodation
- Repair or replacement of essential items of furniture and personal effects
- Essential repairs to housing, including temporary repairs and repairs necessary to restore housing to a habitable condition
- Personal and financial counselling aimed at alleviating personal hardship and distress arising as a direct result of a natural disaster

Please note: Some of these measures are subject to income and/or assets testing and other eligibility criteria.

### 5.2.3 Centrelink

When a major disaster has had significant impact on individuals and families, the Australian Government may provide the Disaster Recovery Payment, a one-off, non-means tested recovery payment to eligible adults (\$1,000) and eligible children (\$400) impacted.

For more information visit <https://www.humanservices.gov.au/individuals/help-emergency>



## **ACTION:**

- On advice an emergency is an eligible event and significant resources have been expended LRC will direct TOPH to contact with DRFAWA Officers for advice and guidance.
- In an eligible major disaster LRC will assist impacted individuals connect with Centrelink for assistance payments.

## 6. APPEALS, DONATIONS AND VOLUNTEERS

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### 6.1 Appeals and Donations

#### 6.1.1 Lord Mayor's Distress Relief Fund (LMDRF)

TOPH will advise and direct monetary donations through the LMDRF which operates under specific guidelines and policy. LMDRF will provide aid for victims of events of a disastrous nature for Western Australians. The Fund will primarily focus on the relief of distress and hardship of individuals

LMDRF works closely with the LRCG ensuring local issues are considered before deciding on a disbursement plan. LRCG authenticates applications and provides recommendations to LMDRF for financial assistance to be disbursed.

For more information see: <http://www.appealswa.org.au>

#### 6.1.2 Donations of goods

**Donations of physical goods should be discouraged** due to significant difficulties to manage. Cash donations are more practicable to manage and provide the opportunity to utilise local services which in turn assists with the recovery of local business.

#### 6.1.3 Donations of Cash

The LRCG will encourage and promote the use of the LMDRF for cash donations.

#### 6.1.4 Non-Government Organisations (NGO) Assistance

NGOs may offer assistance by way of emergency relief funds, shelter or supplies. Where possible all offers of request should be coordinated through the LRCG avoiding duplication of effort and confusion

#### 6.1.5 Donations of Service and Labour

Donations of services/labour to assist with recovery should be coordinated by TOPH or LRCG.

#### **ACTION:**

- On advice of eligibility following a disaster LRC will direct TOPH Officers to contact LMDRF for advice and guidance.
- Spokesperson for TOPH will advise that donations of goods will not be accepted by TOPH
- All financial donations will be direct through the LMDRF
- Offers of assistance will be directed to LRCG

## 6.2 Spontaneous Volunteers

Spontaneous volunteers may emerge offering support and assistance to the affected community. In the first instance, the TOPH and its LRCG will determine the process of dealing with spontaneous volunteers and if support agencies are required to assist in the management of these volunteers.

The likely sources of volunteers are:

- Clubs
- Community groups
- Community Service Organisations
- Non-government organisations
- Members of the public

The TOPH currently does not have a policy detailing its management of spontaneous volunteers

## 7. FACILITIES & RESOURCES

### 7.1 Hazard Management Agency response resources

The Hazard Management Agency / Controlling Agency is responsible for the determination of resources required to combat the hazards for which they have responsibility.

### 7.2 Town of Port Hedland Contacts, Resources and Assets registers

The TOPH has conducted a broad analysis of resources available within the Town and collated these in the TOPH Emergency Contacts & Resources Directory and the TOPH Assets Register found in The Town of Port Hedland Local Emergency Management Arrangements, Appendix 4 & 7. Both documents shall be reviewed and updated quarterly. The TOPH Emergency Contacts and Resource Directory contains:

- Contact Names;
- Contact Details (Business/After Hours);
- Resources and Service Providers

### 7.3 Recovery Facilities and Staff

#### 7.3.1 Recovery Coordination Centre and One Stop Shop

The purpose of a **Recovery Coordination Centre** (RCC) and a **One-Stop-Shop** (OSS) is to bring together all agencies involved in the recovery process to ensure effective communication and coordination of resources, information and tasks.

The decision of where to establish the RCC (which could be ongoing for a significant length of time) and the OSS (usually immediate and short-term to medium length of time) will be made by the LRC and will depend upon the location, extent and severity of the emergency. Alternative centres will be explored as required on availability of premises following an event.

The following locations have been identified as suitable RCCs:

Location	Address	Available Resources
TOPH Administration Offices An alternative venue may be explored depending on length of perceived operations	Port Hedland	<ul style="list-style-type: none"><li>• Writing materials &amp; whiteboard</li><li>• Laptop computer</li><li>• 6x 40 channel UHF Radios</li><li>• Detailed maps of the TOPH district</li><li>• Radio Receiver with additional batteries</li><li>• Television</li><li>• Generator</li><li>• Food &amp; Water supplies for ~ 36 hrs</li><li>• Bedding, first aid kit &amp; torches</li><li>• Community bus</li></ul>

Depending on severity of event, a **One-Stop-Shop (OSS)** may be established to provide a central location for the public to receive assistance from all the relevant agencies in the short term. The OSS is to be located as close as possible to the affected community area. Often the nominated evacuation centre may make a natural transition into the OSS. Where this option is not viable other facilities should be considered in consultation with the Department of Communities and other relevant stakeholders

Guidelines for establishing Recovery Coordination Centre and a One-Stop-Shop can be viewed at **Appendix 7**.

#### **ACTION:**

- LRC/LRCG to determine location for RCC and establish as soon as possible.
- OSS to be established immediately following event and located appropriately.

### **7.3.2 Town of Port Hedland Staff**

#### ***Staff considerations***

Consideration needs to be given to the demands of recovery operations on staff as well as the continuity of regular business processes. As a consequence, the Business Recovery Implementation Plan needs to be consulted in concert with this consideration. Additional staff may be required to ensure that the Town continue to fulfil critical service obligations to the community. The extent of the recovery operations should not be underestimated as recovery can be a complex and lengthy process. Depending on the nature of event, some recovery services may be required for months or even years to follow.

#### ***Staffing levels***

In the event of a large-scale emergency staffing needs should be assessed by management as soon as possible to ensure adequate resourcing is available. If appropriate a request for assistance may be forwarded for consideration to the LRG. **See Appendix 12**

#### ***Stress and fatigue***

Senior staff have a responsibility to consider and monitor the impact of fatigue, stress and pressure on staff throughout the recovery process. Additionally, there may be situations where some staff members live in the affected community and have been personally impacted by the disaster. Dependent on the nature and impact of the disaster, additional support for staff should be considered by council and Human Resources Officer.

Current Employee Assistance Programs (EAP) engaged by TOPH to be utilised as necessary.

### **Staff communication**

It is **imperative** that all staff be regularly briefed and kept up to date with all activities and progress of recovery. TOPH staff communicate with a broad range of community members on a daily basis so can confidently understand and convey the extensive activities and actions the Town and its LRCG are currently engaged in.

A formal debriefing arrangement will be instigated by TOPH for all staff as they transition from recovery back to their normal duties.

#### **ACTION:**

- TOPH staff to be regularly briefed on current situation and activities within recovery.
- Stress and fatigue of TOPH staff to be monitored and assistance where appropriate.
- As soon as possible determine staffing level increase to meet demands (refer 1.7.3.).

## 8. ROLES AND RESPONSIBILITIES

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In order to facilitate the undertaking of its emergency management responsibilities, the TOPH has established the Town of Port Hedland Local Emergency Management Committee (TOPHLEMC). Where appropriate the TOPHLEMC, or members in part, will convene when the scale of an emergency dictates the requirement for the provision of any of the functions the Committee may be responsible to perform.

### 8.1 Local Recovery Coordinator

The TOPH Local Recovery Coordinator has been appointed in accordance with the Emergency Management Act 2005, S 41. (4). The Primary Local Recovery Coordinator is the Director Regulatory Services.

A deputy has also been appointed and trained to undertake the role in case the primary appointee is unavailable when an emergency occurs and to also allow rotation of the role for fatigue management. See **Appendix 2**

### 8.2 TOPH Recovery Roles and Responsibilities

A comprehensive list of all roles and responsibilities of Local Recovery Coordinator and identified TOPH staff for disaster recovery duties can be viewed at **Appendix 2**

### 8.3 External Agencies Recovery Roles and Responsibilities

The WA State Government along with Non-Government Organisations will provide a range of services and resources to the recovery effort and should be utilised wherever possible.

A complete list of agencies and their roles and responsibilities can be viewed in the State Emergency Management Plan at [Appendix E](#):

#### **ACTION:**

- All TOPH staff may be engaged in various stages of disaster recovery.
- Specific TOPH staff identified in this plan should be familiar with the roles and responsibilities involved with disaster recovery
- External agencies should be engaged and utilised wherever possible.



## 9. COMMUNICATIONS

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Recovery communications is the practice of sending, gathering, managing and evaluating information. During the response phase, the HMA/CA has the task of managing communications in an emergency. The HMA/CA formally hands communication responsibility to the local government as part of the handover for responsibility for the management of recovery. Coordinating the affected community in recovery, including communications, now rests with local government.

Communities threatened by or experiencing an impact from an emergency have an urgent and vital need for information and direction. They need to know what is likely to happen (or has happened), what to do and what to expect. They also need to know what the authorities are doing.

### 9.1 Recovery Communication Plan

A Recovery Communications Plan template has been developed as guidance to recovery communications, detailing a vision, mission and direction for communication to the affected community and provided to the Local Recovery Coordination Group.

The Recovery Communications Plan can be found at **Appendix 3**

### 9.2 Spokesperson/s

All media statements are to be approved by the LRCG prior to distribution to the public to ensure accurate and appropriate release of information. Any requests from media for comment are to be referred to the LRG.

The spokespersons for the TOPH in recovery will be the Town Mayor and/or the CEO. The CEO may delegate authority for specific person/s to act as a spokesperson.

#### **ACTION:**

- The Recovery Communications Plan will be used to provide the template of guidance in public information and communications.

## 10. STAND DOWN

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There is no definite end period to recovery; however, deliberation is required to decide when the TOPH will consider normal service delivery. This decision will be made depending on the severity and nature of the emergency, and the impact on the TOPH and the community.

### 10.1 Debriefing

A formal debriefing arrangement will be instigated by the **Manager Human Resources** for all staff through the Employee Assistance Program (EAP) as required as TOPH transits from recovery back to their normal duties.

### 10.2 Evaluation

The one-year anniversary period for the emergency marks the time when the local government is required under State Emergency Management Recovery Policy 6 *Recovery* and State EM Recovery Procedures to provide an evaluation report of their activities in recovery.

The Local Recovery Coordinator will provide the State Recovery Coordinator a formal report of reflection about the recovery process on behalf of the TOPH and its LRCG.

See **Appendix 11** Post Recovery Analysis, and **Appendix 10** Reporting template

#### **ACTION:**

- A formal Post Incident Analysis will be held for LRG for evaluation and lessons learnt application.
- A formal debrief will be held for TOPH staff for evaluation and lessons learnt application
- Assistance will be made available through EAP for any staff working in the recovery process
- Formal report compiled by LRC for council and State Recovery Coordinator

## 11. APPENDICES

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- Appendix 1** Local Recovery Group Management Structure and Functions
- Appendix 2** Recovery Roles and Responsibilities - Town of Port Hedland Staff
- Appendix 3** Recovery Communications Plan
- Appendix 4** Recovery Operational Sequence Guide
- Appendix 5** Recovery Actions Checklist
- Appendix 6** Operational Recovery Plan
- Appendix 7** Recovery Coordination Centre/s and One Stop Shop Guidelines
- Appendix 8** Recovery Health and Welfare Guidelines
- Appendix 9** Local Recovery Plan Action Items
- Appendix 10** Local Recovery Group Standard Reporting Update
- Appendix 11** Post Incident Analysis – Emergency and Recovery Management
- Appendix 12** MoU - Local Government Partnering Agreement – in draft and under review

***Note: The above appendix have been deliberately not provided due to regular update requirements.***

***Copies of any of the appendices can be made available upon request to the Town of Port Hedland, however, may exclude certain personal information.***