



Local Emergency Welfare Plan

ROCKINGHAM REGION

(SUPPORTING CITY OF ROCKINGHAM AND CITY OF KWINANA)

(Updated June 2020)

Prepared by

Department of Communities - Emergency Services

Tabled/Received and accepted at the

LOCAL EMERGENCY MANAGEMENT COMMITTEE on 12.03.19 City of Kwinana,
16.03.20 City of Rockingham



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

To activate this Plan call the Department of Communities - Emergency Services On Call Coordinator on [0418 943 835](tel:0418943835), 24 hours/7 days.

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Contact details

To make comment on this plan please contact –

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Amendment List

AMENDMENT		DETAILS	AMENDED BY
NO.	DATE		NAME
	08 July 2018	Complete Review and Reissue.	Terry Sillitto
1			
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1. Introduction

1.1 Outline

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

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

The scope of this local plan includes:

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

1.2 Exercise and review period

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

1.3 Welfare services definition

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

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

2. Preparedness and Operation of this Plan

2.1 Organisational responsibilities

The development and maintenance of this plan is allocated to the Communities District Emergency Services Officer, in consultation with members of the Emergency Welfare Coordination Group (EWCG), if there is one, and the Local Emergency Management Committee (LEMC). A contact list of the organisations that constitute the EWCG is provided in Appendix 2 and their agreed organisational responsibilities are provided in Appendix 3.

2.2 Special considerations

LGs plan for special considerations as per the State EM Policy 4.6.1 –

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

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

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

Animals in welfare centres

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

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in local emergency management arrangements. Also see Appendix 5 Emergency Accommodation, point 5.5 Children, organisations, educational and care facilities.

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

2.3 Resources – Preparedness and Operational

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

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

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

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

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

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2.4 Training

Training, both internally and inter-agency, will be determined by Communities and Emergency Welfare Coordination Groups. All training is to ensure staff and volunteers of Communities and partnering agencies have the necessary skills to provide appropriate welfare services under this plan, and in accordance with their roles and responsibilities.

2.5 Plan Activation Procedures

Communities will activate this plan from two sources:

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

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

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

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

2.6 Plan Activation Stages

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

Activation Stage number	Activation Stage name and actions
Stage 1	Alert: By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided from within Communities. (a) Partnering agencies are alerted by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies alert their own personnel; (c) Additional information allowing partnering agencies time to arrange preliminary preparations is provided; (d) Key personnel are briefed on action to be taken; (e) Establish liaison as appropriate with the HMA/Controlling

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Activation Stage number	Activation Stage name and actions
	Agency and/or Emergency Coordinator.
Stage 2	<p>Activation: By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided internally and/or externally.</p> <ul style="list-style-type: none"> (a) On behalf of the HMA/Controlling agency, and in consultation with the welfare centre owners, the Local Welfare Coordinator organises for the designated welfare centre to be opened if required. The safest and most appropriate centre needs to be agreed on by the HMA, LG and Communities; (b) Required partnering agencies are activated by the SWC/ESC or Local Welfare Coordinator and proceed to the welfare centre; (c) Welfare services are provided under the coordination of the Local Welfare Coordinator with partnering agencies assisting as required; (d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Local Welfare Coordinator and partnering agencies; (e) Welfare services requirements are continuously monitored and reviewed by the Local Welfare Coordinator and adjusted accordingly. (f) If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/ESC.
Stage 3	<p>Stand Down: HMA/Controlling Agency to officially notify Communities to Stand Down; or SWC/ESC or Local Welfare Coordinator to request of HMA/Controller Agency to Stand Down if they assess welfare services no longer required.</p> <ul style="list-style-type: none"> (a) Partnering agencies are informed of the Stand Down by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies stand down in accordance with relevant procedures for their agency; (c) Partnering agencies are to advise the SWC/ESC or Local Welfare Coordinator when stand down has been completed; (d) Communities to officially hand back the welfare centre facility to the owner and coordinate cleaning and any repairs required whilst the facility operated as a welfare centre; (e) The SWC/ESC or Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible; (f) Post operation reports to be written by Communities – see 2.9.

2.7 Public Information Management

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

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

2.8 Exchange of Information

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

2.9 Debriefs and Post Operation Reports

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

3 Recovery

3.1 Recovery Definition

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

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

3.2 Emergency relief and assistance in recovery

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

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

3.3 Financial Assistance in recovery

Sourced from State EM Plan 6.10 –

Through **Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA)**, the State Government provides a range of relief measures to assist communities recover from an eligible natural event

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

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

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

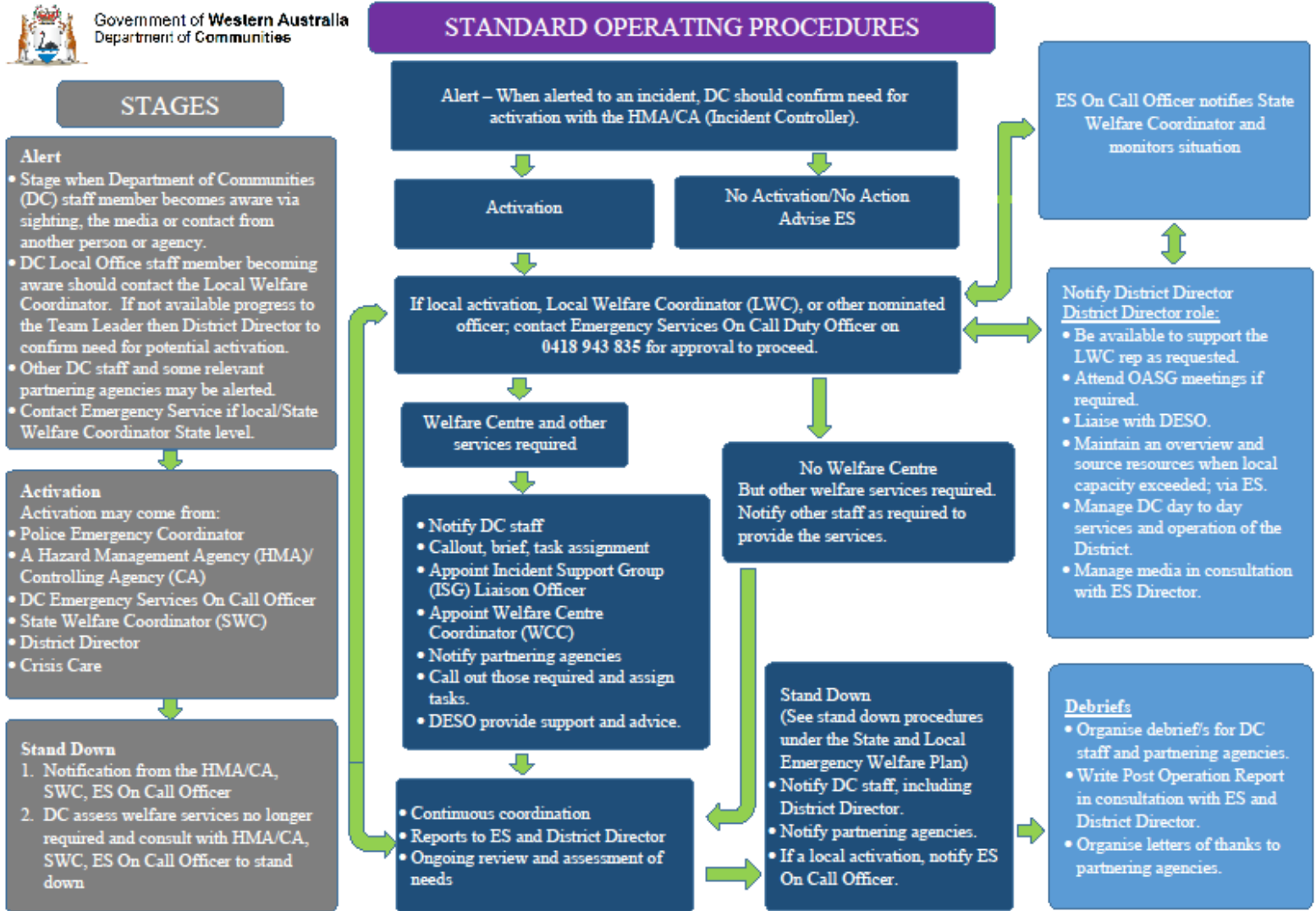
3.4 Cessation of recovery

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

3.5 Review of recovery activities

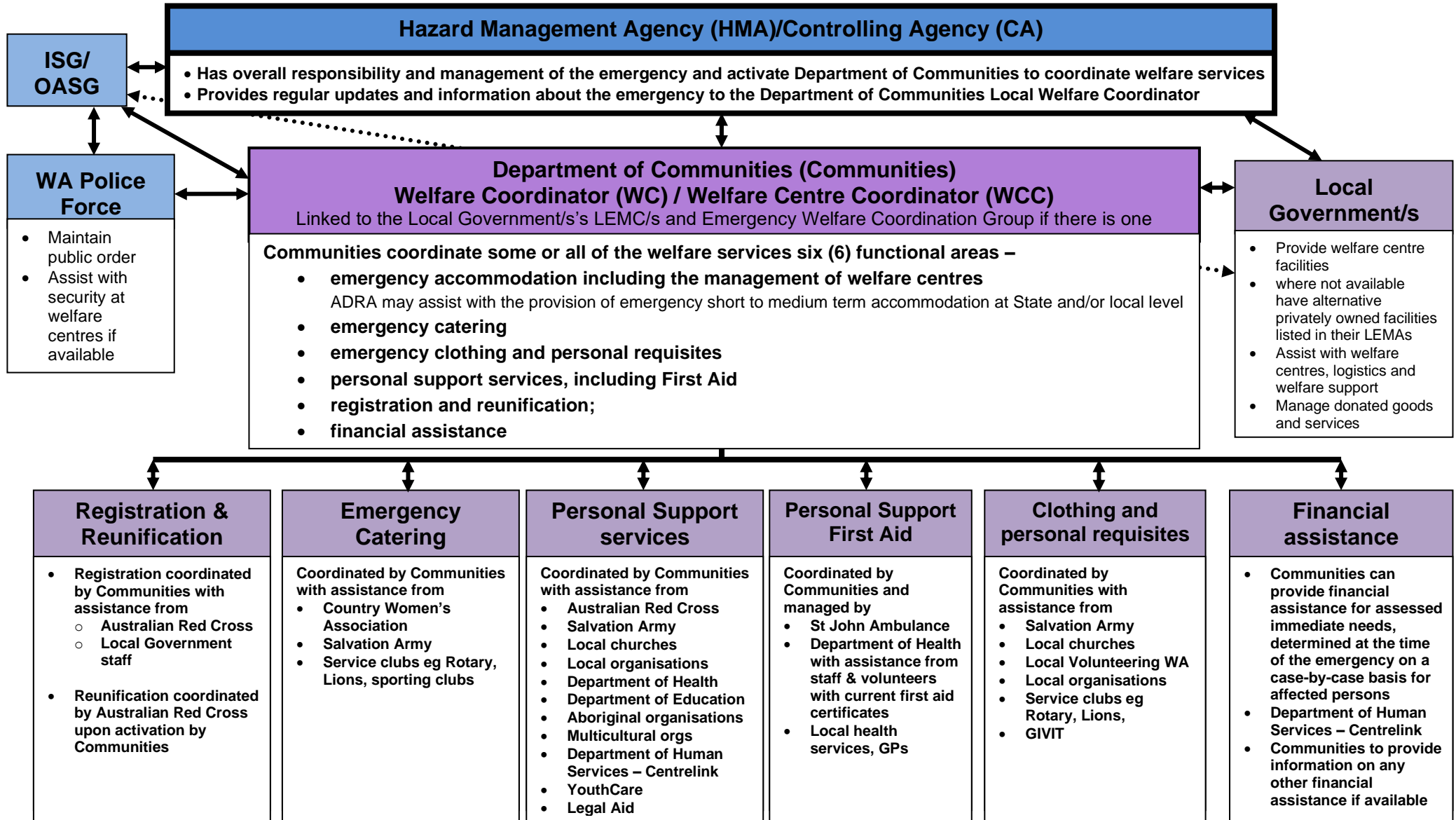
Communities will undertake an evaluation of the effectiveness of its own recovery activities including an assessment of preparedness for any future event.

Appendix 1 – Department of Communities Standard Operating Procedures



Appendix 2 – Local Emergency Welfare Coordination

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



Appendix 3 –Emergency Welfare Coordination Group/Partnering Agencies

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

Department of Communities (Communities) Functions include: Overall Coordination * Accommodation * Financial Assistance * Counselling Personal Support * Personal Requisites * Registration		
Name/Position	Work Contact	After Hours Contact
1st contact Terry Sillitto Senior District Emergency Services Officer	0427 389 375 Terry.sillitto@communities.wa.gov.au	0427 389 375
2nd Contact Tracey Nicholson A/District Director	(08) 9583 6688 Tracey.nicolson@communities.wa.gov.au	0417 546 110
3rd Contact Janet Grljusich City of Kwinana	(08) 6167 7858 Janet.grljusich@communities.wa.gov.au	
4th Contact Glenn Rykenrapp City of Rockingham	(08) 9527 0163 Glenn.Rykenrapp@communities.wa.gov.au	0419 921 344
5th Contact Mel Curran City of Rockingham (Proxy)	Mel.curran@communities.wa.gov.au	0429 043 552
6th Contact Bryan Wilkinson City of Kwinana (Proxy)	Bryan.wilkinson@communities.wa.gov.au	0418 304 623
City of Kwinana Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
1st Contact Paul Gravett Manager Community Engagement	(08) 9439 0281 Paul.gravett@kwinana.wa.gov.au	0477 146 411
2nd Contact Bruce Mentz Manager Essential Services	(08) 9439 0225 Bruce.mentz@kwinana.wa.gov.au	0427 847 751
3rd Contact Rodney De San Miguel	(08) 9439 0200 Rodney.DeSanMiguel@kwinana.wa.gov.au	0411 078 274

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City of Rockingham Functions include: Coordination Assistance * Provision of facilities to use as Evacuation Centres Financial Assistance/Appeals * Assistance with Pets		
Name/Position	Work Contact	After Hours Contact
1st Contact Greg Whip Coordinator Emergency Management	(08) 9528 0344 Greg.Whip@rockingham.wa.gov.au	0417 961 541
2nd Contact Matt Bowen Emergency Liaison Officer	(08) 9528 8652 Matthew.bowen@rockingham.wa.gov.au	0400 699 639
3rd Contact David Caporn Manager Compliance and Emergency Liaison	(08) 9528 0436 David.caporn@rockingham.wa.gov.au	0437 728 437

Red Cross Functions include: Registration of evacuees * Manage Inquiry * Personal support (1st, 2nd, and 3rd contact used for day to day business, planning LWC meetings etc..NOT for emergency responses. For emergency responses refer to after hours contact numbers in 3rd column)		
Name/Position	Work Contact	After Hours Contact
1st Contact Karen Edmeades Coordinator Resilience & Recovery	0448 713 604 kedmeades@redcross.org.au	0448 991 399 Emergency Control Centre (24/7 duty phone) 0408 930 811
2nd Contact Harry Deluxe Coordinator Operations/Workforce	0437 989 602 hdeluxe@redcross.org.au	0448 991 399 Emergency Control Centre (24/7 duty phone) 0408 930 811
3rd Contact Karen Famlonga Peel Services Volunteer	0432 531 887 kfamlonga@redcross.org.au	0432 531 887

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Salvation Army Functions include: Catering * Emergency Clothing/Personal requisites * Personal support		
1st Contact Ben Day Director of Emergency Services	(08) 9209 1142 Ben.Day@aus.salvationarmy.org.au	0407 611 466
2nd Contact Heather Donaldson Assistant State Coordinator	(08) 9209 1142 heather.donaldson@salvationarmy.org.au	0427 385 637
3rd Contact Darrell Wilson Officer in Charge - Rockingham	(08) 9527 3460 Darrell.Wilson@aus.salvationarmy.org.au	0400 170 3410
Country Women's Association Functions Include: Catering support * Personal services * Emergency clothing/personal requisites		
1st Contact Anna Atkinson Baldivis	0407 451 758 Crazypete10@gmail.com	
2nd Contact Barbara Krokosz Kwinana	0416 128 176	
3rd Contact Lesley Langley	9384 1137 leslang@bigpond.com	Activated by Salvation Army.

Services Australia (Centrelink) Functions include: Financial Assistance * Counseling		
Name/Position	Work Contact	After Hours Contact
1st Contact Sal Truscello Service Centre Manager – Rockingham	0437 092 953 sal.truscello@servicesaustralia.gov.au	0437 092 953
2nd Contact Nadene Giorgi Team Leader - Rockingham	9599 0008 nadene.giorgi@servicesaustralia.gov.au	0408 932 366

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WA Police Service Functions Include: Maintain public order at evacuation centre as required		
1st Contact Kwinana Anthony Thompson, Senior Sergeant 9089, OIC,	9411 4311 anthony.thompson@police.wa.gov.au	0409 007 571
1st Contact Rockingham Stuart Chaytor Acting OIC	(08) 9528 8073 Stuart.chaytor@police.wa.gov.au	

St John Ambulance (Volunteers) First Aid only Apart from medical emergencies all activations must be approved by the ESU On Call Emergency Services Coordinator on 0418 943 835		
First Contact St John –	Emergencies – 000/112/106 Event Health Services – Can provide advice and consult on appropriateness of activation. Will also activate services and stand down general attendance when requested. 93341234	9334 1234
Second Contact Bruce Rudrum Head of Event Health Services	(08) 9334 1468 bruce.rudrum@stjohnwa.com.au (Melissa Rourke on maternity leave to Dec 2020)	0439 717 937
Third Contact Manager EM Unit Steve Hall	em.unit@stjohnambulance.com.au	0427 113 237

DEPARTMENT OF HEALTH Functions Include:		
Name/Position	Work Contact	After Hours Contact
1st Contact Duty Nurse Manager	(08) 9599 4770 (24/7)	95994000
2nd Contact Scott Beaton Emergency Preparedness Coordinator	(08) 9599 4518 scott.beaton@health.wa.gov.au	0419 904 148 (08) 9599 4000

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DFES/COMMUNITY LIAISON UNIT (CLU) Functions Include: Public information * Liaison between Incident controller and community		
Name/Position	Work Contact	After Hours Contact
First Contact Community Liaison Unit Duty Officer	Duty Officer 0408 296 320	Duty Officer 0408 296 320 clu@dfes.wa.gov.au

Department of Education Functions Include: Personal Support * Provide Facilities for Evacuation Centres Provide Facilities for emergency catering		
1st Contact Barry Dowsett	9336 9528 Barry.dowsett@education.wa.edu.au	0434 180 951
2nd Contact Diane Richards	9336 9527 Diane.richards@education	0409 105 583

Volunteering WA Functions Include: Managing Affiliated and Spontaneous Volunteers (Level 3 activation) Volunteering WA are activated by the ESU On Call Emergency Services Coordinator on 0418 943 835		
1st Contact Jen Wyness - Snr Manager Services	jen@volunteeringwa.org.au (08) 9482 4315 Level 1, 3 Loftus St, West Leederville, Perth WA 6007	0422 941 483
2nd Contact Tina Williams - CEO	tina@volunteeringwa.org.au (08) 9482 4300	0416 095 561

Department of Defence – Navy Functions Include:		
1st Contact LCDR Jennifer Foulds	9553 5476 Jennifer.foulds@defence.gov.au	0407 194 062

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Other agencies yet to be added		
Health Department – Mental Health		
ESU negotiating with Health Dept on possible rep on state and local committees.		
Multi-cultural representation		
Other support agencies I.E. church groups		

Appendix 4 – Organisational Responsibilities

- Partnering agencies that may be engaged by Department of Communities (Communities) to assist in fulfilling their welfare obligations as part of the Local Emergency Welfare Plan.
- Communities as an emergency management support organisation coordinates emergency welfare services when activated via this plan – the Local Emergency Welfare Plan.
- To coordinate emergency welfare services requires the support of a number of statutory, private and voluntary organisations, known as partnering agencies. These responsibilities are allocated on a state-wide basis and have been determined by agreement between the respective agencies at the State level via the State Welfare Emergency Committee and Communities.
- At the local level these responsibilities may be varied to suit the capabilities and availability of welfare organisations. The responsibilities are negotiated between Communities and the agency at the local level and are reflected in this Appendix.
- The allocated responsibilities do not restrict one agency from assisting another, regardless of its primary role.
- Should a partnering agency not be able to manage its primary responsibilities, support with those responsibilities may be requested from the Local Welfare Coordinator. Ultimately, Communities is responsible for these functions where no partnering agency assistance is available.
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Agency / Organisation Name	Normal role if engaged
Department of Communities (Communities) – Lead Welfare Agency	(1) Coordinate all functional areas of an emergency welfare response during emergencies; (2) Appoint the Local Welfare Coordinators to support each Local Government area; (3) Establish and manage the activities of the Fremantle Emergency Welfare Coordination Group including the provision of secretariat support; (4) Provide staff and operate the Welfare Centres if required; (5) Coordinate all welfare resources utilised under this plan; (6) Coordinate the welfare functional areas of: (a) Emergency Accommodation; (b) Emergency Catering; (c) Emergency Clothing and Personal Requisites; (d) Personal Support Services; (e) Registration and Reunification; (f) Financial Assistance; (7) Provide representatives to various emergency management committees and coordination groups as required.
Department of Communities - Disability Services	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available; (3) Provide strategic policy advice regarding the provision of welfare services to people with disabilities; (4) Assist with other welfare functional areas where agreed.

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Agency / Organisation Name	Normal role if engaged
Department of Communities - Housing	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available; (3) Provide strategic policy advice regarding the provision of emergency accommodation; (4) Assist with other welfare functional areas where agreed.
ADRA - Adventist Development and Relief Agency	<ul style="list-style-type: none"> (1) Provide a Support Agency Liaison Officer/s as required; (2) Assist with the provision of emergency short to medium term accommodation; (3) Provide regular updates to Communities, including a list of all emergency accommodation organised for evacuees; (4) Assist with other welfare functional areas where agreed.
Australian Red Cross	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Assist with Registration at Welfare Centres; (3) Manage and operate the Register.Find.Reunite. system; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
Country Women's Association	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Emergency Catering at Welfare Centres; (3) Assist with the provision of Personal Support Services; (4) Assist with the provision of Emergency Clothing and Personal Requisites; (5) Assist with other welfare functional areas where agreed.
Department of Education	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required ; (2) Provide access to facilities for Emergency Accommodation where available; (3) Provide access to facilities for Emergency Catering where available; (4) Provide access to staff to assist with Personal Support Services, including School Psychology Service where agreed and available; (5) Assist with other welfare functional areas where agreed.
Department of Fire and Emergency Services (DFES) Community Liaison Unit	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Engage "face to face" two way communication and liaison with affected communities through a point of public interface e.g. at a welfare centre distributing relevant incident information such as traffic management information, and support the facilitation of public meetings and other community based communications.
Department of Health	<ul style="list-style-type: none"> (1) Provide a Support Agency Officer/s as required; (2) Provide a comprehensive response to mental health

Local Emergency Welfare Plan - Rockingham Region

Agency / Organisation Name	Normal role if engaged
	<p>effects of an emergency, as outlined in the Mental Health Disaster Subplan;</p> <p>(3) Provide health response as outlined in the State Health Emergency Response Plan;</p> <p>(4) Assist with the provision of Personal Support Services at Welfare Centres;</p> <p>(5) Assist with other welfare functional areas where agreed.</p>
Department of Human Services – Centrelink	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Provide Financial Assistance to people affected by the emergency in accordance with DHS Centrelink guidelines, policies and the Social Security Act;</p> <p>(3) Provide support services or referral advice to appropriate agencies;</p> <p>(4) Assist with other welfare functional areas where agreed.</p>
Department of Local Government, Sport & Cultural Industries, including Office of Multicultural Interests Divsn	<p><i>Negotiate at the local level how the Department of Local Government, Sport and Cultural Industries could assist;</i></p> <p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework;</p> <p>(3) Assist with other welfare functional areas where agreed.</p>
GIVIT – online donation management system	<p>(1) Provide a Support Agency Officer as required to be a reference source regarding donated goods.</p>
Legal Aid Western Australia	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Provide relevant legal information for emergency impacted persons and/or communities;</p> <p>(3) Assist with other welfare functional areas where agreed.</p>
Local Churches/ Church Ministers Fellowship	<p>(1) Provide a Support Agency Liaison Officer/s as required;</p> <p>(2) Assist with the provision of Personal Support Services;</p> <p>(3) Assist with other welfare functional areas where agreed.</p>
Local Government Welfare Support	<p><i>Negotiate at the local level with individual Local Governments any additional responsibilities eg Ranger Services.</i></p> <p>(1) Provide a Local Government Welfare Liaison Officer as required;</p> <p>(2) Assist with the welfare functional area of Emergency Accommodation by utilising Local Government facilities as Welfare Centres, and where not available have alternative privately owned facilities listed in their LEMAs;</p> <p>(3) Assist Communities -to provide the initial welfare response to evacuating community members. See above 2.3 Local Government Welfare Support Response.</p> <p>(4) Assist with other welfare functional areas where agreed.</p>
Salvation Army	<p>(1) Provide a Support Agency Officer/s as required;</p>

Local Emergency Welfare Plan - Rockingham Region

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

Appendix 5 – Emergency Accommodation

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

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

Points of clarification:

5.1 Establishment of welfare centres

As per State EM Policy -

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

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

5.2 Welfare centres definition

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

5.3 Safety considerations

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

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

5.4 Children, organisations, educational and care facilities

As per State EM Plan 5.3.2 Community Evacuation, Stage 4: Shelter –
Children and vulnerable people in Evacuation Centres

Local Emergency Welfare Plan - Rockingham Region

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

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

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

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

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

5.5 Animals in welfare centres

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

5.6 Responsibility for the welfare centre premises

Communities will take responsibility for the premises utilised as welfare centres from the time of their operations until their closure. Communities shall exercise reasonable care in the conduct of its activities, and agree to replace or reimburse for supplies used in the operation of welfare centres. See Checklists x 3 at the end of this Appendix.

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

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

5.7 School evacuations

If a school needs to evacuate upon receiving advice/instructions from the Incident Controller or HMA, they should try to evacuate to another school as a first option, or self-manage in a Communities designated welfare centre. Schools can evacuate to the community welfare centre with the schools' students under the duty of care and responsibility of the evacuated school.

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

Local Emergency Welfare Plan - Rockingham Region

have these resources available, Communities will share any information on sourcing items as listed in the Local Emergency Welfare Plan.

5.8 State Welfare Centres

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

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

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Appendix 5A - List of Pre-Determined Welfare Centres

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

CITY OF ROCKINGHAM

NAME	CAPACITY	ADDRESS	CONTACT
MIKE BARNETT SPORTS CENTRE	500 persons	Cnr Dixon Road and Goddard St, Rockingham	1 st call - Greg Whip 0417 961 541 2 nd call 9528 8634 3 rd call – Asset Services 9528 0333 (ask for emergency access to building)
WARNBRO COMMUNITY RECREATION CENTRE	350 persons	Okehampton Rd, Warnbro	
COASTAL COMMUNITY CENTRE	275 persons	Tangadee Rd, Golden Bay	
ROCKINGHAM AUTUMN CENTRE	260 persons	McNichol St, Rockingham	

CITY OF KWINANA

NAME	CAPACITY	ADDRESS	CONTACT
Kwinana Recquatic Centre	500 persons	2 Gilmore Ave, Kwinana	1 st call – 9439 0200 2 nd call – 0477 146 411 3 rd call - 0427 847 751 4 th call – 0411 078 274
ZONE YOUTH SPACE	400 persons	Gilmore Drive, Kwinana	
MEDINA HALL	300 persons	Harley Way, Medina	
William Bertram Centre	200 persons	1 Hero Cst and Johnson Rd, Bertram	

Note:

Capacity normal use

'Capacity normal use' is shown as the official registered capacity of the building in accordance with licensing for building use. As a guide when being used as a welfare evacuation centre, Communities would recommend utilising only one third of capacity for a short term evacuation (I.E. not overnight), or one quarter capacity for overnight or longer evacuations.

Directional signs

Communities has triangular directional signs in District Emergency Kits that can be placed on street corners to guide evacuees to nominated buildings.

Other accommodation options

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

If a small number of people were required to evacuate the Department of Communities would explore alternative arrangements, depending on the situation. This may include a range of options such as commercial or private facilities.

Refer to the Welfare Centres Local Welfare Emergency Management Support Plan – Sub Plan. This sub plan details the facilities inventory checklists, floor plans, photos and assembly points (currently being developed).

Designated State Evacuation welfare Centres

All activations and any inquiries regarding the designated State Evacuation Centres should be made via the Communities Emergency Services Unit on 0418 943 835.

Private Facilities with Capacity to Host Large Numbers

Aged Care and Disabled

Refer to the individual facilities evacuation plans for the specific details for the Emergency Evacuation and Reception of Residents – Aged Care & Disabled – due to the special needs of these groups a general evacuation/welfare centre is generally not appropriate. Local Government Authorities may be able to assist with identifying any cooperative aged/disabled care emergency evacuation agreements in place within their areas.

Appendix 5B – Alternative Temporary Accommodation Services

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

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

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

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

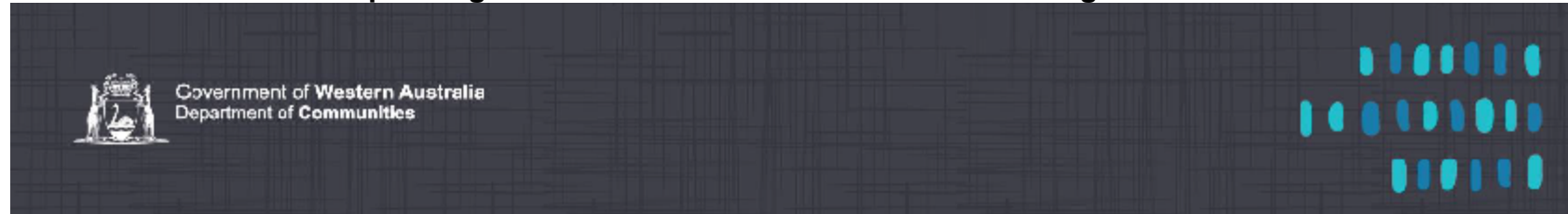
Name	Address	Contact Details	After Hours Contact

Appendix 6 – Welfare function of Registration and Reunification

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

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

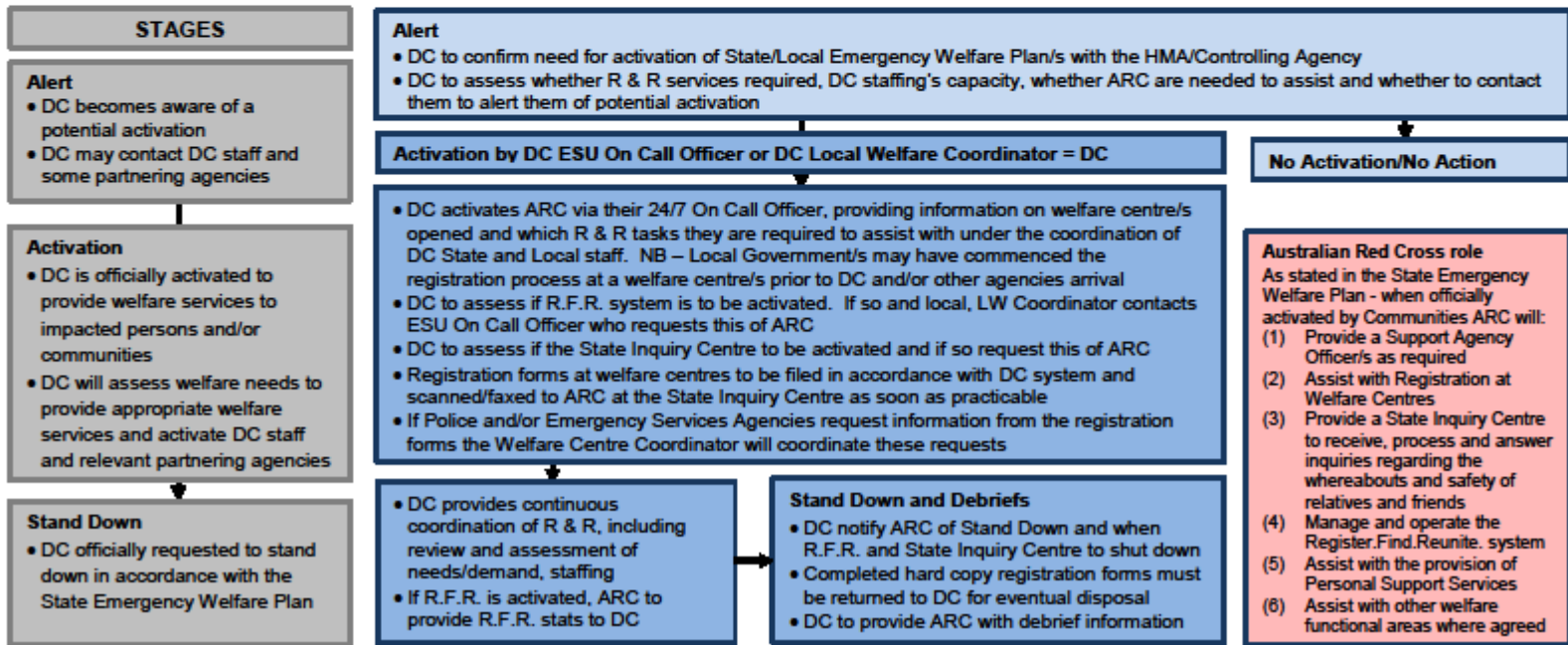
Communities Standard Operating Procedures for the welfare function of Registration and Reunification



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

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

Registration and Reunification Standard Operating Procedures – State and Local Levels



Appendix 7 – Emergency Catering Services

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

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

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

<p>Salvation Army Head Quarters – Emergency Services – 0407 611 466 ES Trailer 50-100 (Local); Truck,+ Mobile Cool Room 100-250+ (HQ) To activate and in accordance with the State Agreement/Partnership – discuss requirements further with Communities ESU On Call Duty Officer and then Salvation Army Duty Officer rather than local contacts</p>
<p>Emergency Services Unit - State Catering Resource List The Emergency Services Unit of the Department for Communities maintains a resource list of potential providers of meals, including Breakfast, Lunch, and Dinner. In the case of large and protracted emergency events requiring catering for large numbers of evacuees, the ESU On Call Duty Officer can be contacted and a request made to activate one of these service providers.</p>
<p>Country Women’s Association – will support the Salvation Army Head Office: 1176 Hay Street West Perth 9321 6041</p>

Fast Food Outlets can provide quick food in an emergency but only for the short term.

Name	Address	Contact Details
Kwinana		
Chicken Treat	Read Street, Waikiki Village Shopping Centre, Waikiki	(08) 9528 3999
McDonalds	Kwinana Hub Shopping Centre, Gilmore Ave, Kwinana	(08) 9439 3929
Domino’s Pizza	Kwinana Hub Shopping Centre, Gilmore Ave, Kwinana	(08) 9236 0720
Rockingham		
Domino’s Pizza	Shop 4, 6 Acute Court, Rockingham	(08) 9527 6423
McDonalds	53 Read St, Rockingham	(08) 9527 9449

TELEPHONE DIRECTORY ASSISTANCE

12456

YELLOW PAGES

WWW.YELLOWPAGES.COM.AU

WHITE PAGES

WWW.WHITEPAGES.COM.AU

WATER SUPPLIERS

Name	Type of Supplies	Contact Details	After Hours Contact
Water Corporation Manager Control Centre Operations (MCCO)	Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	1300 483 514	1300 483 514

Appendix 8 – Emergency Clothing and Personal Requisites

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

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

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

Petrol Stations

Name	Address	Contact Details
Rockingham		
BP	Chalgrove Ave & Read St, Rockingham	(08) 9527 2092
Shell Select	1 Gnangara Dr, Waikiki	(08) 9592 8088
Gull	40 Kent St, Rockingham	(08) 9527 1305
Caltex	29 Dixon Rd, Rockingham	(08) 9592 2443
Kwinana		
Caltex	Chisham Ave, Kwinana	(08) 9419 7456
Caltex	500 Mandurah Rd, Kwinana Beach	(08) 9419 4866
United	Gilmore Ave, Leda	(08) 9439 3661
BP	Gilmore Ave, Kwinana	(08) 9419 1558
Shell Coles Express	1 Thomas Rd Casurina	(08) 9439 5166
Puma	60 Meares Ave Kwinana	(08) 9419 4494
BP Naval Base	1352 Rockingham Rd, Naval Base	0477 341 387 / 0477 199 652

Super Markets

Name	Address	Contact Details
Rockingham		
Coles	RCSC Council Ave, Rockingham	(08) 9592 2288
IGA	6 Malibu Rd, Safety Bay	(08) 9592 3592
Coles	Warnbro Sound Ave, Warnbro	(08) 9593 0022
IGA	15-17 Railway Terrace, Rockingham	(08) 9528 2600
Kwinana		
Woolworths	Gilmore Ave, Kwinana	(08) 6595 2404
Supa IGA	1 Hero Cres, Bertram	(08) 9439 6794
IGA	14-16 Pace Rd, Medina	(08) 9415 1345

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Chemists

Name	Address	Contact Details
Rockingham		
Terry White Chemist	1 Council Ave, Rockingham	(08) 9527 3202
Health Save Pharmacy	52 Thorpe St, Rockingham	(08) 9527 1889
Chemmart	1 Council Ave, Rockingham	(08) 9527 5225
Malibu Pharmacy	Shop 3, 110 Malibu Rd, Safety Bay	(08) 9527 7013
Kwinana		
Superchem Kwinana	Chisham Ave, Kwinana Town Centre	(08) 9419 2221
Marketplace Pharmacy	Chisham Ave, Kwinana	(08) 9419 1445
Guardian Pharmacy	1 Chisham Ave, Kwinana	(08) 9419 3242

Other Retail Outlets

Name	Address	Contact Details
Bunnings	Patterson Rd, Rockingham	(08) 9550 9800
Bunnings	Sunlight Drv, Port Kennedy	(08) 9524 0200
Kmart	RCSC Read St, Rockingham	(08) 9527 0500
Kennards Hire	77 Dixon Rd, Rockingham	(08) 9529 2555
The Good Guys	Enterpirse Way, Rockingham	(08) 9550 7444
Bedshed	Enterpirse Way, Rockingham	(08) 9527 9011

NOTES:

Beds Plus hold 20+ Single foam Mattresses per store plus doubles. They can supply pillows and limited quilts as well. The owner has 11 stores across the metro area plus a warehouse. They estimate at least 200 mattresses could be gathered together fairly quickly. The manufacturer can supply 100 x 4" plus 100 x 6" mattresses within 24 hours.

There are other bedding stores within the Cities who hold some mattresses on hand. Spotlight Stores are a possible source of doona's and quilts. The supermarkets would be able to meet most toiletry requirements from stock on hand.

Appendix 9 – Personal Support Services

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

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

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

A list of relevant agencies and services is included below.

Advocacy and Counselling Services

Name	Contact Person and Address	Contact Details	After Hours Contact
Communities Psychological Services	Contact Communities Emergency Services	On Call phone	0418 943 835
Mental Health Services – Dept of Health			
School Psychologists Dept of Education			
School Chaplain			
Local Counselling Services			
Dept of Human Services - Centrelink			
Telephone Help Services			
Rural Link Dept of Health Statewide Services	Availability 4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays. During business hours connected to local community mental health clinic	1800 552 002 1800 720 101 - TTY	
HealthDirect		1800 022 222	
WA Poisons Information Centre (WAPIC)	24hr advice on the management of poisonings or suspected poisonings, poisoning prevention, drug information and the	13 1126 – 24 hour service	

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	identification of toxic agents.		
Beyondblue Support Service	24 hour telephone service Chat online (3pm - 12am) - https://www.youthbeyondblue.com	1300 22 4636	
Lifeline Crisis support, suicide prevention	24 hour telephone service Crisis support chat 7.00pm – midnight (Sydney time) 7 days. Outside of these hours call Lifeline - https://www.lifeline.org.au/get-help/online-services/crisis-chat	13 11 14	
Samaritans Crisis Line Anonymous Crisis Support	24 hour telephone service	135 247	
Suicide Call Back Service Telephone, video and online professional counselling	For at risk, carers and the bereaved Online chat and video counselling – https://www.suicidecallbackservice.org.au/need-to-talk/	1300 659 467	

Special Needs Interest Groups

Disability Services Commission Freecall – 1800 998 214 (Freecall) TTY - 9426 9315	Local Multicultural Services
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Translation, Interpretive and Hearing (AUSLAN) Services

<p>Translating and Interpreting Service (TIS National) 24/7 Some groups may be eligible for TIS' free interpreting services – ring TIS on 131 450 for more information. Costs are a guide only as they may change –</p> <ul style="list-style-type: none"> • Immediate phone interpreting including ATIS phone interpreting: 131 450 - 15mins @ \$34.22 - 4.1.18 • Pre booked Service – 1300 655 081 - 30mins @ \$82.89 – 4.1.18 <p>Text Emergency Calls TTY – Dial 106</p>	
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Local Emergency Welfare Plan - Rockingham District

Community and Aged Care Services and Facilities

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Appendix 10 – Key Contact Lists

Name	Organisation	Work Contact	After Hours Contact
Department of Health – Statewide Duty Officer – Can organize a Doctor at a welfare centre and/or write out prescriptions.	Department of Health – Duty Nurse Manager	9599 4770 24/7	9599 4000 24/7
	Western Power Telstra Alinta Gas Western Power – Control Room	Note: Requests for provision of information and services from providers of utilities should generally be directed to the Communities Emergency Services Unit. The Unit has access to these service providers via the State Emergency Coordination Group or OASG.	ESU Duty Officer 0418 943 835
Boyd Brown – Area General Manager	Telstra – Can provide a wireless connection for telephone service during an emergency	08 9726 7312 0418 748 197 Boyd.m.brown@team.telstra.com	0418 748 197
Information on road closures	Main roads	http://www.mainroads.wa.gov.au and select 'Alerts' tab	
Information on road closures	DFES	http://www.dfes.wa.gov.au/internet	
Weather	BOM	www.bom.wa.gov.au	
DFES State Public Information Officer – To be used to circulate information regarding evacuation centre location	DFES	Email: media@dfes.wa.gov.au Landline: 92255955 (diverts to Communication centre if not answered) Mobile: 0427479499	
Indigenous Health services	Derbarl Yerrigan Health Service	(08) 9421 3888 156 Wittenoom St East Perth	

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Name	Organisation	Work Contact	After Hours Contact
Special Event Crowd Control Services (To be used only where Police cannot provide this service)	Jaguar Security Services Natale Security Services Icon Security	0433 202 198 9203 5743 1300 001 915	0433 202 198 0418 953 093 1300 001 915
Camille Le Geois Margaret Mairata Multi Cultural Services Officers	Centrelink	(08) 94648186 (08) 94648139 (can provide support and information regarding CALD groups)	0411670812
Clint Dann Deanne Reed Indigenous Services Officers	Centrelink	0428 635 446 0447861040	
Maria McAtackney CEO	Noongar Patrol System	92284211 maria@nyoongarpatrol.com.au	0403 228 960
Cr Mathew Rowse – LEMC Chairperson	City of Kwinana	9439 4602 Mathew.rowse@kwinana.wa.gov.au	0400 206 008
Michelle Bell – Local Recovery Coordinator	City of Kwinana	9439 0214 Michelle.bell@kwinana.wa.gov.au	0408 866 964
Chris Tanner – Dep. Local Recovery Coord	City of Kwinana	9439 0249 Chris.tanner@kwinana.wa.gov.au	0419 950 869
Louis De Klerk – Animal Welfare	City of Kwinana	9439 0415 Louis.deklerk@kwinana.wa.gov.au	0412 524 223
Terry Wegwermer – District Officer	DFES	9395 9468 terry.wegwermer@dfes.wa.gov.au	0419 922 853

Local Emergency Welfare Plan - Rockingham District

Lifelines

LIFELINES – PUBLIC INFORMATION	PHONE/FAX
Life threatening emergency	Emergencies 000 / 112 / 106
DFES Public Information Line	13 DFES (13 3337) www.dfes.wa.gov.au/Pages/default.aspx
Emergency WA website for emergency warnings	https://www.emergency.wa.gov.au/
Bureau of Meteorology website WA Tropical Cyclone Information WA Land Weather and Flood Warnings WA Coastal Marine Warnings Australian Tsunami Threat Information (1300 TSUNAMI)	http://www.bom.gov.au/index.php 1300 659 210 1300 659 213 1300 659 223 1300 878 6264
Main Roads Western Australia (MRWA) - Primary public contact point for road closure information	Phone: 138 138 Fax: 9323 4400 www.mainroads.wa.gov.au
Alinta Gas	13 13 58
ATCO Gas Australia	Faults (public no) – 13 13 52 Head Office 6163 5000
National Broadband Network (NBN)	No phone number listed on the NBN website https://www.nbnco.com.au/ https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html
Optus	131 344
Public Transport Authority	Emergency (public no) – 9220 9999 Head Office – 136 213
SES – Public assistance Communities making requests to SES go through the DFES Communication Centre (COMCEN) – 9395 9210 or 9395 9209. NB – SES may have limited capacity to assist due to other DFES operational requirements	132 500
Telstra	Faults – 13 20 00 Head Office – 13 22 03
Water Corporation – Public assistance Water Corporation - Manager Control Centre Operations (MCCO) - 9395 9210 or 9395 9209 Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	Faults (public no) -13 13 75 Head Office – 9420 2420 Accounts and General

Appendix 11 – Animals at Evacuation Centres:

Families and individuals may arrive at the Welfare Evacuation Centre with a variety of animals, and may need to stay at the 'centre' for a period of time, including overnight stays.

Animals are not permitted to enter buildings for health and safety reasons, and therefore options may need to be explored to cater for the needs of the families and individuals who arrive with animals.

Concern for the welfare of pets can be a major stress factor in evacuees and therefore the need to address these concerns should not be overlooked.

Possible options to address the needs of evacuees who arrive with animals are set out below;

1. Evacuees who arrive with animals should be encouraged to register and then relocate with the animals to friends or family.
2. The City of Fremantle has an 'Animal Welfare Plan' which may be of assistance if evacuees arrive at the Welfare Evacuation Centre with animals.
3. Local Government Authorities may be able to offer assistance via their Ranger Services.
4. Consider contacting local Dog and Cat boarding facilities via use of search on www.whitepages.com.au OR www.yellowpages.com.au OR internet search engine such as Google OR Directory Assistance on 12456

Other useful contacts are listed below:

Balcatta Vet24 (24 hrs) 59 Erindale Road, Balcatta Phone: 63234168	Murdoch Pet Emergency Centre (24 hrs) Emergency & Critical Care 1300 652 494
Native Animal Rescue 170 Camboon Road Malaga Phone: 9249 3434	Wildlife Help Line (for injured wildlife) Dept Parks and Wildlife (Wildcare) – 9474 9055 (6am to 10PM)
Cat Haven 23 Lemnos Street, Shenton Park Phone: 9442 3600	Swan Animal Haven Lot 1 Kalamunda Road, South Guildford Phone: 9279 8485
Dog Refuge Home 30 Lemnos Street, Shenton Park Phone: 9381 8166	RSPCA 108 Malaga Drive Malaga 6090 Phone 9209 9300
Animal Protection Society 27 Talbot Rd Southern River 9398 6616 www.animalprotectionsociety.westnet.com.au	Best Friends Animal Rescue 0415 779 610

Local Emergency Welfare Plan - Rockingham District

<p>K9 Dog rescue Mandurah 9581 9005 www.k9dogrescue.org.au John Home 9581 7332</p>	<p>www.petaddress.com.au Data base for micro chipped pets. National Animal ID Register 24 hour hotline 1800 025 461 Central animal ID register 24 hour hotline 1800 333 202. After hours 0419 591 996</p>
<p>Native Ark (for injured or rescued native animals) 172 Hope Rd Bibra Lake 8am-8pm 7 days a week 94177105 A/H 94177105– Metro area only</p>	

Pet Supplies			

Appendix 12 – Security Companies:

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

Name	Address	Contact Details Day & After Hours

Appendix 13 – Distribution List:

This plan has been distributed electronically to:

Department of Communities

- Local Welfare Coordinators as a hard copy in the Local Welfare Coordinator Guide and Checklist folder
- Emergency Services SharePoint site

Local Emergency Management Committee

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

Local Welfare Emergency Coordination Group

- Email copy to all members of this group

Appendix 12 – Glossary

EMERGENCY SERVICES COORDINATOR – an appointed officer of the Department of Communities authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements.

FUNCTIONAL TEAM LEADER – a person tasked to coordinate the delivery of service provision for one of the 6 (six) Welfare defined functional areas (Accommodation, Catering, etc). The term Functional Team Leader relates to the specific task to be performed not the title of the incumbent (i.e. the Functional Team Leader may be a Department Team Leader, Manager, Project officer but is performing the task of Functional Team Leader)

LOCAL GOVERNMENT WELFARE COORDINATOR – the nominated representative of the Local Government Authority which has elected to assume the responsibility to coordinate the welfare response during emergencies, and liaise with the Welfare Coordinator of the Department.

REGISTRATION – The process of accurately recording on registration forms appropriate details of all persons affected by an emergency and who are temporarily in a Welfare Centre or other location under the authority of the Emergency Services.

STATE WELFARE COORDINATOR – the nominated representative of the Director General, Department of Communities, with the responsibility to coordinate the welfare response to emergencies.

SUPPORT AGENCY OFFICER – are officers from each Welfare Support Agency provided to the Department to assist in the management of the welfare response, as outlined in Section 3.1.3 of this plan.

WELFARE CENTRE – any centre established for the purpose of provision of emergency welfare support services to persons affected by an emergency. The facility may be named an Evacuation Centre, Accommodation Centre, Relief Centre, Recovery Centre, One-Stop-Shop or other name as appropriate. For the purposes of this plan all such facilities are classified as a Local Welfare Centre.

WELFARE CENTRE COORDINATOR – a person appointed by the District Director or Welfare Coordinator to manage the functioning of a Welfare Centre. Usually a senior Department of Communities staff member.

WELFARE COORDINATOR – the Department's staff member appointed by the District Director for the Department and have responsibilities as outlined in Section 2.3 of this plan.

WELFARE SUPPORT AGENCY – a participating organisation whose response in an emergency is to provide assistance to functions under this plan.