LOCAL EMERGENCY MANAGEMENT PLAN FOR THE PROVISION OF WELFARE SUPPORT

City of Armadale, City of Gosnells, Shire of Serpentine Jarrahdale

(July 2014)

PREPARED BY
The Department for Child Protection and Family Support on (2nd July 2, 2014)

TABLED AT THE
LOCAL EMERGENCY MANAGEMENT COMMITTEE on
Armadale   Gosnells   Serpentine Jarrahdale

THIS PLAN CAN BE ACTIVATED FOR HAZARDS DEFINED UNDER WESTPLANS E.G. WESTPLAN - CYCLONE, WESTPLAN – FIRE.

TO ACTIVATE THIS PLAN CALL THE DEPARTMENT FOR CHILD PROTECTION AND FAMILY SUPPORT EMERGENCY SERVICES ON CALL COORDINATOR – 0418 943 835, 24 HOURS/7 DAYS
LOCAL EMERGENCY MANAGEMENT PLAN FOR THE PROVISION OF WELFARE SUPPORT

Amendment Record

Proposals for amendment of this plan should be forwarded to:

Ryan Hamblion
Senior District Emergency Service Officer – Metro South
Department for Child Protection and Family Support
21 Southport St, WEST LEEDERVILLE 6007
Ryan.Hamblion@cpfs.wa.gov.au

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<td>2nd July 2014</td>
<td>Complete Review and Reissue.</td>
<td>Ryan Hamblion</td>
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Part 1 Introduction

1.1 Outline

Welfare is defined as providing immediate and ongoing supportive services, to alleviate as far as practicable, the effects on persons affected by an emergency.

The Emergency Management Act 2005 defines a Support Organisation as ‘a public authority or other person who or which, because of the agency’s functions under any written law or specialised knowledge, expertise and resources, is responsible for providing support functions.’

The State WESTPLAN - Welfare is the responsibility of the Department for Child Protection and Family Support (the Department) as are each Local Emergency Management Plan for the Provision of Welfare Support, known as the Local Welfare Plan. This Local Welfare Plan outlines the arrangements that apply in local circumstances, and as far as is practicable is consistent with the arrangements detailed in WESTPLAN - Welfare.

The Department is committed to protect and care for children and young people who are in need, and support families and individuals who are at risk or crisis. This plan provides for a community centered approach to emergency management and will coordinate the resources required to support local emergency management arrangements. The extent of welfare support activity will, however, depend on the nature and magnitude of the emergency, and may require coordination at both the local and state level. The plan is based on the utilisation of existing local resources and to supplement these resources when required from the state level.

Terminology used in this plan has the meaning prescribed by Section 3 of the Emergency Management Act 2005, unless stated otherwise.

1.2 Aim, Objectives and Scope

This plan prescribes the arrangements for the provision of welfare support services during emergencies.

The objectives of the plan are to:

- Prescribe the organisation, concepts, responsibilities, mechanisms and procedures for all organisations involved in the delivery of emergency welfare support services;
- Outline the arrangements and structure for the coordination of emergency welfare support services, including resources, during emergencies; and
- Establish the principles for planning for the provision of welfare support at the local level.

The arrangements provide for both government and non-government agencies to operate cooperatively in a coordinated manner, in accordance with the roles and responsibilities outlined herein, using an ALL HAZARDS approach. Hazards refers
to hazards defined under WESTPLANS e.g. WESTPLAN – Cyclone, WESTPLAN – Fire, WESTPLAN – Storm, WESTPLAN - HAZMAT.

Local Governments can elect to prepare their own welfare arrangements and appoint their own local welfare coordinators (Local Government Welfare Coordinators). If they do this in consultation with the Department, the Department’s Coordinators referred to in this plan will revert to a support coordination role. See 3.1.3 Local Government Welfare Support Response below for more information.

If Local Governments elect to prepare their own welfare arrangements without consultation with the Department, Local Governments are responsible for their own costs.

To assist in coordinating the provision of welfare support services six functional areas have been identified: Emergency Accommodation, Emergency Catering, Emergency Clothing and Personal Requisites, Personal Support Services, Registration and Reunification and Financial Assistance.

1.3 Related Documents

Other documents related to this plan include:

- *Emergency Management Act 2005*
- State Emergency Management Policies
- WESTPLAN - Welfare
- WESTPLAN - Registration and Reunification
- WESTPLAN - Recovery Coordination
- WESTPLAN – Reception
- WANDRRA Determination
- The Armadale, Gosnells, Serpentine Jarrahdale’s Local Emergency Management Arrangements and Sub-Plans
Part 2  Planning and Preparedness

2.1 Authority and Plan Responsibilities

The development and maintenance of this plan is allocated to the Department’s District Emergency Services Officer, in consultation with members of the Local Emergency Welfare Coordination Group, if there is one.

This coordination group is an advisory, consultative and referral group to oversee and assist in the planning and operation of local level welfare support services. A contact list of the organisations that constitute the Emergency Welfare Coordination Group is provided in Appendix 2.

2.2 Exercise and Review Period

The Department’s District Emergency Services Officer will ensure that this plan is exercised in accordance with the State Emergency Management Policy 3.1–Emergency Management Exercises (SEMP 3.1); i.e. the formal activation of this plan to respond to an emergency, or exercised at least annually.

This plan will be reviewed every two years, with Appendices and contact details reviewed quarterly and after each activation.

2.3 Responsibility for Preparedness

The responsibility for the preparedness for provision of emergency welfare services is based on the following:

2.3.1 The Department’s Emergency Services Coordinator ensuring the Department’s capacity to respond effectively to emergencies state-wide;

2.3.2 The Department’s District Emergency Services Officers and/or Welfare Coordinators appointed by the Department’s District Director managing this responsibility at the local level;

2.3.3 Emergency Welfare Coordination Groups assisting District Emergency Services Officers and/or Welfare Coordinators with their responsibilities at the local level;

2.3.4 Organisations that have designated responsibilities for each of the six welfare functional areas ensuring they have the capacity to effectively respond and provide support;

2.3.5 Other government and non-government agencies are identified to provide further support as required; and

2.3.6 Recognition that Local Government may appoint their own Local Government Welfare Coordinator to coordinate welfare services – see 3.1.3 Local Government Welfare Support Response below.

2.4 Organisational Roles and Responsibilities

Each of the six welfare functional areas is managed by the Department with the assistance of other organisations that have agreed to responsibilities under that functional area - see Appendix 3, Organisational Roles and Responsibilities. Where
an organisation is unable to meet its responsibilities, the Department shall, on being advised, make alternative arrangements.

In multi-agency responses Team Leaders for each functional area may be appointed, i.e. Registration Team Leader, Emergency Catering Team Leader.

All organisational staff and volunteers assisting the Department in accordance with this plan are required to comply with the Department’s policies, including those relating to working with children, volunteers, Occupational Health and Safety and emergency management.

2.5 Planning and Arrangements
The six welfare functional areas are:

2.5.1 Emergency Accommodation – See Appendix 4
2.5.2 Emergency Catering – See Appendix 5
2.5.3 Emergency Clothing and Personal Requisites – See Appendix 6
2.5.4 Personal Support Services – See Appendix 7
2.5.5 Registration and Reunification -
   (1) Policy governing the delivery of this function is detailed in WESTPLAN - Registration and Reunification.
   (2) Welfare Coordinators need to be familiar with WESTPLAN - Registration and Reunification to ensure that arrangements are in place to activate it.

2.5.6 Financial Assistance - The provision of financial assistance to those affected by emergencies who are eligible and in need.
   (1) There are a number of financial assistance programs that may be put in place following a major emergency. The policy governing each of these programs may vary and is determined at the time of the emergency.
   (2) Financial assistance may include:
      (a) The Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA) - Personal Hardship and Distress Relief Payments;
      (b) Other forms of emergency assistance available at the time.

2.6 Welfare Representatives and Coordinators
Welfare Coordinators are appointed as follows:

2.6.1 The Department’s State Welfare Coordinator
The title “State Welfare Coordinator” is the Department’s representative appointed by the Director General, and is responsible for the coordination of all emergency welfare support services at the state level.
2.6.2 The Department’s Emergency Services Coordinator
The Emergency Services Coordinator is an appointed officer of the Department, whose function is to ensure the preparedness of the Department to carry out its emergency management functions. The Emergency Services Coordinator is the link between the Local Welfare Coordinators and the State Welfare Coordinator and, where applicable, with the relevant HMA/Controlling Agency.

2.6.3 The Department’s District Welfare Representatives’ responsibilities include the following:
(1) The District Director, or proxy, to represent the Department on District Emergency Management Committees (DEMCs);
(2) Ensure the arrangements of this plan are clearly understood at the district level;
(3) Clarify the Department’s policy on emergency welfare matters where required;
(4) Refer matters of a contentious nature to state level for resolution; and
(5) Represent the Department on Operational Area Support Groups (OASGs), as required in the response phase.

2.6.4 The Department’s Welfare Coordinators
The Welfare Coordinator shall be a nominated officer of the Department within the Local Government area. Where the Department is not located within the Local Government area the Department, in conjunction with the LEMC, will formally appoint a suitable person as the Welfare Coordinator. The nominated person will be clearly identified in the respective local emergency management arrangements.

The responsibilities of the Welfare Coordinator include the following:
(1) Establish and manage the activities of the Emergency Welfare Coordination Groups, where determined appropriate by the District Director;
(2) Prepare, promulgate, test and maintain the Local Welfare Plans;
(3) Represent the Department and the emergency welfare function on the LEMCs and Local Recovery Committees;
(4) Ensure staff and volunteers of the Department and supporting agencies are trained and exercised in their welfare responsibilities;
(5) Coordinate the provision of emergency welfare services during response and recovery phases of an emergency; and
(6) Represent the Department on the Incident Support Group (ISG) when required in the response phase.

2.6.5 Local Government Welfare Coordinators – see 3.1.3

(1) Local Government Welfare Coordinators are the nominated representatives of Local Governments. They assist the Department’s Welfare Coordinators who have overall coordination of welfare services during emergencies.

(2) Local Governments can elect to prepare their own welfare arrangements and appoint their own Local Government Welfare Coordinators. If they do this in consultation with the Department, the Department’s Welfare Coordinator will act as a support to the Local Government Welfare Coordinator, and may activate the Local Welfare Plan, or components thereof, as requested by the Local Government Welfare Coordinator.

(3) If Local Governments elect to prepare their own welfare arrangements without consultation with the Department, Local Governments are responsible for their own costs.

2.7 Special Considerations

2.7.1 Children, Organisations, Educational and Care Facilities

Organisations such as women’s refuges, men’s hostels, group homes; educational and care facilities with responsibility for the care, supervision or provision of services to children or their clients, should ensure plans are in place to maintain service provision during an emergency. Should they evacuate or otherwise attend a welfare centre, the organisations’ supervisory staff must continue their responsibilities by remaining at the centre, continuing to supervise and provide services to their children or clients and liaising with the welfare coordinator at the centre. Children or clients are to be returned to parents or other responsible adults approved by that organisation.

During an emergency unaccompanied children without direct parental or responsible adult supervision should be brought to the attention of the Department; or evacuated to a welfare centre and into the care of the Department.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, should be considered at the local level and included in local emergency management arrangements.

2.7.2 Culturally and Linguistically Diverse, Vulnerable and other at risk and Special Needs groups

Culturally and Linguistically Diverse, Vulnerable and other at risk and Special Needs groups should be considered at the local level, and any specific local requirements included in the LEMAs.
The Department prioritises its response in line with its operational capacity and relies on those agencies or organisations which provide support to these groups to ensure they have suitable plans and response capabilities in place prior to an emergency to cater for these groups’ needs.

2.8 Resource Support

The Department has the primary responsibility for coordinating the provision of welfare resources. Requests for additional resource support should be made by the Local Welfare Coordinator to the State Welfare Coordinator.

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. At the State Government level this will be undertaken through the State Recovery Committee. The Department shall be represented on both levels of recovery coordination where required.

2.9 Training

Training, both internally and inter-agency, will be advised by the member agencies of the Emergency Welfare Coordination Groups. Training is provided so staff and volunteers of the Department and supporting agencies are provided with opportunities to have the necessary skills to ensure the provision of services under this plan.

2.10 Community Information

In collaboration with Emergency Welfare Coordination Group members, community awareness and education strategies for dissemination of all relevant information into communities may be developed, and may include fact sheets, brochures and community guides.
Part 3 Response

3.1 Responsibility for Response

3.1.1 Control and Coordination

Overall control and coordination of the emergency welfare response rests with the Department through the designated State and Local Welfare Coordinators. The Department prioritises its response in line with its operational capacity and relies on all government agencies, and non-government agencies if available, to provide assistance when requested.

3.1.2 Support Agency Officers

During response/recovery activities Support Agency Officers are provided by each of the participating organisations to assist the Welfare Coordinator in the management of the welfare response. These Support Agency Officers will need to be located at the Welfare Centre as required, and the agencies are recorded in Appendix 2.

3.1.3 Local Government Welfare Support Response

In smaller, non-complex events, and in some regional and remote areas where Local Government Welfare Coordinators are elected, the Department’s Welfare Coordinator will revert to a support coordination role. It is incumbent on the Local Government to officially record and formally notify the Department, and provide information the Department may require should a Local Government Welfare Coordinator be elected.

Any expenditure by Local Governments under this section would need to be requested and considered by the Department, prior to the financial cost being incurred as outlined in Section 3.8 Financial Arrangements for Response below.

The Department will support a Local Government in the welfare support response until any of the following actions were to occur;

(1) The Local Government advises the Department that it was no longer able to adequately provide the welfare support response;

(2) The welfare support response becomes a multi-agency and complex response requiring state level support; or

(3) The Department’s District Director or State Welfare Coordinator determines it is in the best interest of the community and/or the Department to assume the control of the welfare support response.

In any of the above actions, the Local Government should prepare a handover of all welfare support response information to the Department, who would then assume control of providing welfare support services.
3.2 Notification

The activation procedures detailed hereunder relate to local level arrangements, involving the Welfare Coordinator, the Local Government and the relevant Hazard Management Agency (HMA)/Controlling Agency.

(1) The first indication that this support plan may need to be activated will come from one of two sources as follows:
   (a) A HMA/Controlling Agency may identify the need to activate this support plan to help manage an emergency; and/or
   (b) The Welfare Coordinator, based on information provided from the Department’s Emergency Services Coordinator, may identify the need to activate this support plan.

(2) Regardless of who first identifies the need, the HMA/Controlling Agency and the Welfare Coordinator shall confer and agree that the support plan should be activated. Once this decision is made the Welfare Coordinator shall activate and manage the plan accordingly.

(3) The Department’s Emergency Services Unit On Call Duty Officer should be contacted on 0418 943 835 to advise of the situation.

3.3 Stages of Activation

The plan will normally be activated in stages as per the Department’s Standard Operating Procedures – see Appendix 12. In an impact event, for which there is no warning period, these stages may be condensed with stages being activated concurrently.

3.3.1 Stage 1 - Alert.

   (a) Participating organisations are alerted by the Welfare Coordinator;
   (b) Participating organisations alert their own personnel;
   (c) Additional information allowing organisations time to arrange preliminary preparations is provided;
   (d) Key personnel are briefed on action to be taken;
   (e) The Welfare Centre is prepared for activation if required; and
   (f) Establish liaison as appropriate with the HMA/Controlling Agency and/or Emergency Coordinator.

3.3.2 Stage 2 - Activation.

   (a) The Welfare Centre is activated if required;
   (b) Participating organisations are called out by the Welfare Coordinator and nominated Support Agency Officers proceed to the Welfare Centre;
(c) Welfare Support services are provided under the coordination of the Welfare Coordinator;
(d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Welfare Coordinator and participating organisations; and
(e) Welfare Support requirements are monitored and reviewed.

3.3.3 Stage 3 - Stand Down.

Stand Down is to occur when the decision has been made by the HMA/Controlling Agency and the Welfare Coordinator to close the welfare centre, and there are no more evacuees left in the centre. Welfare Support Services may continue beyond this time at the discretion of the Welfare Coordinator. Ongoing services will be monitored by the Department’s Emergency Services Coordinator, and participating agencies will be responsible for submitting ongoing and debrief reports to the Welfare Coordinator.

(a) Participating welfare organisations are informed of the stand down by the Welfare Coordinator;
(b) Participating organisations stand down in accordance with relevant procedures for each organisation;
(c) Organisations are to advise the Welfare Coordinator when stand down has been completed;
(d) The Welfare Coordinator advises participating agencies of debriefing arrangements;
(e) The Local Welfare Centre and/or Welfare Coordination Centre is closed down; and
(f) The Welfare Coordinator conducts a debrief, prepares and distributes Post Operation Reports in accordance with SEMC Policy 4.3, see 3.9 Post Operation Report below. After an activation a review of this Local Welfare Plan is conducted by the District Emergency Services Officer.

3.4 Levels of Response

The activation of the Local Welfare Plan will be at the request of the HMA/Controlling Agency and/or by the Welfare Coordinator, see 3.3 Stages of Activation above. The level of response will be determined by the Welfare Coordinator on the basis of information supplied by the HMA/Controlling Agency or the Emergency Coordinator. The Welfare Coordinator, or suitable proxy, will attend and/or provide advice to the Incident Support Group (ISG) where required.

3.5 Incident Management System

The Department’s staff and participating agencies will be familiar with the Australasian Inter-Service Incident Management System (AIIIMS). However, current
internal Department and participating agency management procedures shall continue to operate.

### 3.6 Public Information and Media Management

The HMA/Controlling Agency is responsible for the provision and management of public information during emergencies (Refer to State Public Information Emergency Management Support Plan). All non-welfare matters will be referred to the HMA/Controlling Agency.

The Department and other participating support agencies to this plan should only provide information to the public and the media on issues that are directly their responsibility. Departmental staff must have approval from the Department’s District Director and Corporate Communications and Marketing before having contact with the media.

### 3.7 Activation of Other WESTPLANS in Support of This Plan

Other plans may be activated to support this plan including, but not limited to, WESTPLAN – Registration and Reunification and WESTPLAN – Recovery Coordination. The procedures for activating these plans are included in the respective plans.

### 3.8 Financial Arrangements for Response

Financial arrangements for activation of this plan will be as outlined in State Emergency Management Policy 4.2 Funding for Emergencies (SEMP 4.2), unless other arrangements are negotiated and approved by the State Welfare Coordinator. All expenditure under this plan must be approved by the Department’s Emergency Services Coordinator.

### 3.9 Post Operation Reports

The Welfare Coordinator prepares and writes the Post Operation Report. Support agencies may be asked to provide feedback to the Department’s Welfare Coordinator which may be used in the preparation of the Post Operation Report. The Post Operation Report is the Department’s internal report and the whole report or parts thereof may be distributed to appropriate organisations and agencies.
Part 4    Recovery

4.1    Recovery Assessment

The Emergency Management Act 2005 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.

In order to facilitate the effective coordination of the welfare recovery process, it is essential that an assessment of the welfare recovery requirements be conducted as soon as possible after the impact of an event.

The Department is responsible for the provision of Welfare Support in the Response and Recovery phases of an emergency.

4.2    Responsibility for Recovery

Local Governments are responsible for managing recovery following an emergency affecting the community in its Local Government district, in accordance with WESTPLAN - Recovery Coordination.

The transition from Response to Recovery will be at the discretion of the Incident Controller of the HMA/Controlling Agency who should advise the Department of such transition as soon as possible.
Appendix 1 – Local Emergency Welfare Coordination

**LOCAL EMERGENCY COORDINATOR**

**LOCAL EMERGENCY MANAGEMENT COMMITTEE (LEMC)**

**WELFARE COORDINATOR**

**EMERGENCY WELFARE COORDINATION GROUP**

**LINKED TO THE LOCAL GOVERNMENT’S LEMC**

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**DEPARTMENT FOR CHILD PROTECTION AND FAMILY SUPPORT**
- Provide a Welfare Coordinator to coordinate welfare services.
- Manage Welfare Centres.
- Manage Emergency Accommodation.
- Manage Emergency Catering.
- Manage Emergency Clothing and Personal Requisites.
- Manage Personal Support Services.
- Manage Financial Assistance.
- Manage Registration and assist with inquiries.

**ST JOHN AMBULANCE**
- Manage First Aid.

**RED CROSS**
- Manage Reunification.
- Assist with Registration.
- Assist with Personal Support Services.

**WESTERN AUSTRALIAN POLICE**
- Assist with Welfare Centres; e.g. maintain public order.

**DEPARTMENT FOR HUMAN SERVICES CENTRELINK**
- Assist with Financial Assistance.
- Assist with Personal Support Services.

**SALVATION ARMY**
- Manage Emergency Catering.
- Assist with Emergency Clothing and Personal Requisites.
- Assist with Personal Support Services.

**DEPARTMENT OF FIRE & EMERGENCY SERVICES**
- SES - Assist with logistics and communications.
- **Community Liaison Unit** – Provide communication between the IMT and the impacted community/ies.

**LOCAL GOVERNMENT AUTHORITY**
- Assist with Welfare Centres; logistics and welfare support.

**COUNTRY WOMEN’S ASSOCIATION**
- Assist with Emergency Catering.

**DEPARTMENT OF HEALTH**
- Assist with Personal Support Services.

**DEPARTMENT OF EDUCATION**
- Assist with Emergency Accommodation.
- Assist with Personal Support Services.

**LOCAL CHURCHES**
- Assist with Personal Support Services.
- Emergency Catering, Emergency Clothing, bedding.

**ABORIGINAL ORGANISATION**
- Assist with Personal Support Services-child care, transport, medical services.

**MULTICULTURAL ORGANISATIONS**
- Assist with Personal Support Services.

**LOCAL ORGANISATIONS**
- Assist with Emergency Catering and Personal Support Services.
Appendix 2 – Armadale Emergency Welfare Coordination Group

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<tr>
<th>Name/Position</th>
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<tr>
<td><strong>First contact</strong></td>
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<td>Ryan Hamblion</td>
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<td>Senior District Emergency Services Officer</td>
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<td><strong>Second contact</strong></td>
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<td>Robert Becker</td>
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<td>District Director</td>
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<td><strong>Third contacts – Armadale</strong></td>
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<td>Liz O’Neill</td>
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<td>Local Welfare Coordinator</td>
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<td><strong>Third contacts – Gosnells</strong></td>
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<td>Irene Brass</td>
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<td>Local Welfare Coordinator</td>
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<td><strong>Third contacts – Serpentine Jarrahdale</strong></td>
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<td>Sue Brown</td>
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<td>Local Welfare Coordinator</td>
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Department for Child Protection and Family Support (CPFS)

Functions include:

- Overall Coordination
- Accommodation
- Financial Assistance
- Counseling
- Personal Support
- Personal Requisites
- Registration
### City of Armadale

#### Functions include:
- Coordination Assistance
- Provision of facilities to use as Welfare Centres
- Financial Assistance/Appeals
- Assistance with Pets

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<tr>
<th>First Contact</th>
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<tr>
<td>Brian Watkins</td>
<td>Manager Ranger Emergency Services</td>
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<td>Second Contact</td>
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<td>Yvonne Coyne</td>
<td>Exec. Director Community Services</td>
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<td>Third Contact</td>
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<tr>
<td>Ray Tame</td>
<td>Chief Executive Officer</td>
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### City of Gosnells

#### Functions include:
- Coordination Assistance
- Provision of facilities to use as Welfare Centres
- Financial Assistance/Appeals
- Assistance with Pets

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<tr>
<td>Rod Wallington</td>
<td>Risk &amp; Emergency Management Coordinator</td>
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<td>2nd Contact</td>
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<td>Grant Bradbrook</td>
<td>Director Governance</td>
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<td>3rd Contact</td>
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<td>Andy Brighouse</td>
<td>Manager Governance &amp; Compliance</td>
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### Shire of Serpentine Jarrahdale

#### Functions include:
- Coordination Assistance
- Provision of facilities to use as Welfare Centres
- Financial Assistance/Appeals
- Assistance with Pets

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<tr>
<td>Kim Maddern</td>
<td>Emergency Services Administrator</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd Contact</td>
<td></td>
</tr>
<tr>
<td>Jim Johnson</td>
<td>Risk Coordinator</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>3rd Contact</td>
<td></td>
</tr>
</tbody>
</table>
Red Cross
Functions include:
Registration of evacuees * Manage Inquiry * Personal support
(1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> 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)

<table>
<thead>
<tr>
<th>Name/Position</th>
<th>Work Contact</th>
<th>After Hours Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First contact</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ruth Lane</td>
<td></td>
<td>Emergency Control Centre (24/7 duty</td>
</tr>
<tr>
<td>State Manager -</td>
<td></td>
<td>phone) 0408 930 811</td>
</tr>
<tr>
<td>Emergency Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Second contact</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carolyn Doherty</td>
<td></td>
<td>Emergency Control Centre (24/7 duty</td>
</tr>
<tr>
<td>Emergency Service</td>
<td></td>
<td>phone) 0408 930 811</td>
</tr>
<tr>
<td>Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Third contact</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alison Short</td>
<td></td>
<td>Emergency Control Centre (24/7 duty</td>
</tr>
<tr>
<td>Volunteer</td>
<td></td>
<td>phone) 0408 930 811</td>
</tr>
</tbody>
</table>

Country Women’s Association
Functions Include:
Catering support * Personal Support Service * Personal requisites

| First contact         |              |                                          |
| Wilma Craggs          |              |                                          |
| Armadale              |              |                                          |

1<sup>st</sup> Contact

Gosnells

| 1<sup>st</sup> Contact |              |                                          |
| Reina Field           |              |                                          |
| Serpentine Jarrahdale |              |                                          |
## Salvation Army

**Functions Include:**
- Catering support
- Personal Support Services
- Emergency clothing/personal requisites

<table>
<thead>
<tr>
<th>1st Contact</th>
<th>2nd Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ben Day</td>
<td></td>
</tr>
<tr>
<td>Director of Emergency Services</td>
<td></td>
</tr>
<tr>
<td>Paul Hethrington</td>
<td>Officer in Charge - Armadale</td>
</tr>
<tr>
<td>Chris Footer</td>
<td></td>
</tr>
<tr>
<td>Officer in Charge - Gosnells</td>
<td></td>
</tr>
</tbody>
</table>

## Police

**Functions Include:**
- Maintain public order at Evacuation centres as required

<table>
<thead>
<tr>
<th>1st Contact</th>
<th>2nd Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Bouwman</td>
<td></td>
</tr>
<tr>
<td>Armadale OIC</td>
<td></td>
</tr>
<tr>
<td>Ray Thompson</td>
<td></td>
</tr>
<tr>
<td>Gosnells OIC</td>
<td></td>
</tr>
<tr>
<td>Mike Newman</td>
<td></td>
</tr>
<tr>
<td>Serpentine Jarrahdale OIC</td>
<td></td>
</tr>
</tbody>
</table>

## Department for Human Services (Centrelink)

**Function Include**
- Financial Assistance
- Personal Support

<table>
<thead>
<tr>
<th>1st Contact</th>
<th>2nd Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ron Sydenham</td>
<td></td>
</tr>
<tr>
<td>Service Centre Support Manager - Armadale, Gosnells, Spearwood</td>
<td></td>
</tr>
<tr>
<td>Helen Debeljakovic</td>
<td></td>
</tr>
<tr>
<td>Service Centre Manager - Gosnells</td>
<td></td>
</tr>
<tr>
<td>Maria Fuentes</td>
<td></td>
</tr>
<tr>
<td>Service Centre Manager - Spearwood</td>
<td></td>
</tr>
<tr>
<td>Richard Wootton</td>
<td></td>
</tr>
<tr>
<td>Service Centre Manager - Armadale</td>
<td></td>
</tr>
</tbody>
</table>
## Department of Health

**Function Include**  
Personal Support

<table>
<thead>
<tr>
<th>1st Contact</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Barry Morley</td>
<td>Armadale Health Campus</td>
<td></td>
</tr>
</tbody>
</table>

## St John Ambulance

**Function Include**  
First Aid

ST. JOHN AMBULANCE (First Aiders) - PLEASE CALL CPFS’S ESU - 0418 943 835 TO APPROVE COST BEFORE CONTACTING SJA. If an ambulance is required please call 000.

## VOLUNTEERING WA

**Functions Include**  
*Management of Volunteers  
*Management of Donated Goods  
*Personal Support

<table>
<thead>
<tr>
<th>Name/Position</th>
<th>Work Contact</th>
<th>After Hours Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jen Wyness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Manager Services</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 3 – Organisational Roles and Responsibilities

The provision of emergency welfare services requires the support of a number of statutory, private and voluntary organisations. These responsibilities are allocated on a state-wide basis and have been determined by agreement between the respective organisations, the State Welfare Emergency Committee and the Department.

The roles and responsibilities of each co-opted agency are negotiated with that agency at a local level to suit the capabilities and availability of welfare organizations. The roles and responsibilities are then reflected in this plan.

The allocated responsibilities do not restrict one organisation from assisting another, regardless of its primary role.

Should an organisation not be able to manage its primary role, support with that role may be requested from the Welfare Coordinator. Ultimately, the Department for Child Protection and Family Support is responsible for these functions where no Welfare Support Agency assistance is available, subject to Part 3 of this plan.

Please note this List of Agencies is state level agencies as per the State Westplan – Welfare. DESOs will need to identify appropriate agencies at the local level; negotiate with each of them appropriate Roles and Responsibilities and record accordingly below. Please keep this list in alphabetical order.

List of Agencies:

Aboriginal Affairs (Department of)
Adventist Development and Relief Agency
Child Protection and Family Support (Department for)
Council of Churches
Country Women’s Association
Disability Services Commission
Education (Department of)
Fire and Emergency Services (Department of) – State Emergency Service and Community Liaison Unit
Health (Department of)
Human Services (Department of) – Centrelink
Local Government and Communities (Department of)
Local Government Authority/ies – relevant to this plan
Multicultural Interests (Office of)
Red Cross (Australia)
Salvation Army
St John Ambulance
Volunteering WA
WA Police

CHILD PROTECTION AND FAMILY SUPPORT (DEPARTMENT FOR)

a. Role:
   • To coordinate all functional areas in the emergency welfare response during emergencies.

b. Responsibility:
   (1) Appoint the Welfare Coordinator to support each Local Government area/s;
   (2) If applicable, establish and manage the activities of the Armadale Emergency Welfare Coordination Group including the provision of secretariat support;
   (3) Provide staff and operate Welfare Centres if required;
   (4) Coordinate all welfare resources utilised under this plan;
   (5) 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; and
       (f) Financial Assistance;
   (6) Provide representatives to various emergency management committees and coordination groups as required.

ABORIGINAL AFFAIRS (DEPARTMENT OF) (DAA)/LOCAL ABORIGINAL ORGANISATIONS

a. Role:
   • Assist with welfare functional areas where agreed.

b. Responsibility:
   (1) Provide a Support Agency Officer/s as required;
   (2) Provide strategic policy advice regarding the provision of emergency welfare services to indigenous members and communities; and
   (3) Assist with other welfare functional areas where agreed.

ADVENTIST DEVELOPMENT AND RELIEF AGENCY (ADRA)
a. **Role:**
   - Assist with the welfare functional area of Emergency Accommodation; and
   - Assist with other welfare functional areas where agreed.

b. **Responsibility:**
   1. Provide a Support Agency Officer/s as required;
   2. Manage short to medium term accommodation services; and
   3. Assist with other welfare functional areas where agreed.

**COUNCIL OF CHURCHES/LOCAL CHURCHES/CHURCH MINISTERS FELLOWSHIP**

a. **Role:**
   - Assist with the welfare functional area of Personal Support Services; and
   - Assist with other welfare functional areas where agreed.

b. **Responsibility:**
   1. Provide a Support Agency Officer at the Welfare Centre if required;
   2. Assist with the functional area of Personal Support Services at Welfare Centres where available; and
   3. Assist with other welfare functional areas where agreed.

**COUNTRY WOMEN’S ASSOCIATION (CWA)**

a. **Role:**
   - Assist with the welfare functional area of Emergency Catering.
   - Assist with the welfare functional area of Personal Support Services;
   - Assist with the welfare functional area of Emergency Clothing and Personal Requisites; and
   - Assist with other welfare functional areas where agreed.

b. **Responsibility:**
   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; and
   5. Assist with other welfare functional areas where agreed.
DISABILITY SERVICES COMMISSION (DSC)

a. Role:
   - Assist with the welfare functional area of Personal Support Services.
   - Assist with other welfare functional areas where agreed.

b. Responsibility:
   (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; and
   (4) Assist with other welfare functional areas where agreed.

EDUCATION (DEPARTMENT OF) (DoE)

a. Role:
   - Assist with the welfare functional area of Emergency Accommodation;
   - Assist with the welfare functional area of Personal Support Services;
   - Assist with the welfare functional area of Emergency Catering; and
   - Assist with other welfare functional areas where agreed.

b. Responsibility:
   (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 where agreed and available; and
   (5) Assist with other welfare functional areas where agreed.

FIRE AND EMERGENCY SERVICES (DEPARTMENT OF) (DFES) – STATE EMERGENCY SERVICE (SES)

a. Role:
   - Provides immediate local support to the HMA/Controlling Agency and to local residents in combating a disaster;
   - May be required for response/recovery actions to assist with logistical matters at the Welfare Centre if one is opened; and
• Assist with other welfare functional areas where agreed.

b. **Responsibility:**
(1) Provide a Support Agency Officer/s as required;
(2) Coordinate all evacuation resources and establish and operate designated evacuation departure points;
(3) Provide a DFES/SES Officer at the Welfare Centre, if and when required to assist with logistical matters resulting from the emergency/disaster, including transport of people, goods and equipment, and provision of emergency power and lighting; and
(4) Assist with other welfare functional areas where agreed.

**FIRE AND EMERGENCY SERVICES (DEPARTMENT OF) (DFES) – COMMUNITY LIAISON UNIT (CLU)**

a. **Role:**
• The Primary role of the Community Liaison Unit is to provide two way communications between the Incident Management Team (IMT) and the affected community/communities during the ‘response’ phase of the incident.
• The specific role and function of the Unit will vary on an incident by incident basis.

b. **Responsibility:**
(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;
(3) Support the facilitation of public meetings and other community-based communication networks to support the IMT provide the community with timely, accurate and relevant information about the incident;
(4) Obtain local ‘intelligence’ and feedback from the community/communities relating to the incident and provide this to the IMT; and
(5) Providing an interface for community members and others to request specific incident based support.

**HEALTH (DEPARTMENT OF) (DoH)**

a. **Role:**
• Assist with the welfare functional area of Personal Support Services, in particular specialist counselling services; and
• Assist with other welfare functional areas where agreed.
b. **Responsibility:**
   (1) Provide a Support Agency Officer/s as required;
   (2) Provide a comprehensive response to mental health effects of an emergency, as outlined in the Mental Health Disaster Subplan;
   (3) Provide health response as outlined in WESTPLAN - Health;
   (4) Assist with the provision of Personal Support Services at Welfare Centres; and
   (5) Assist with other welfare functional areas where agreed.

**HUMAN SERVICES (DEPARTMENT OF) - CENTRELINK**
a. **Role:**
   - Assist with the welfare functional area of Financial Assistance;
   - Assist with the welfare functional area of Personal Support Services; and
   - Assist with other welfare functional areas where agreed.
b. **Responsibility:**
   (1) Provide a Support Agency Officer/s as required;
   (2) Provide Financial Assistance to people affected by the emergency in accordance with Centrelink guidelines, policies and the Social Security Act;
   (3) Provide support services or referral advice to appropriate agencies; and
   (4) Assist with other welfare functional areas where agreed.

**LOCAL GOVERNMENT AND COMMUNITIES (DEPARTMENT OF)**
a. **Role:**
   - Assist with welfare functional areas where agreed.
b. **Responsibility:**
   (1) Provide a Support Agency Officer/s as required;
   (2) **Negotiate at the local level how the Department of Local Government and Communities could assist;** and
   (3) Assist with other welfare functional areas where agreed.

**LOCAL GOVERNMENT AUTHORITY/IES (Insert name)**
The specific role of individual Local Government Authorities (LGA) are negotiated by the Department at the local level – this could include Ranger Services.
a. Role:
- Assist with the welfare functional area of Emergency Accommodation; and
- Assist with other welfare functional areas where agreed.

b. Responsibility:
(1) Provide a Support Agency Officer/s as required;
(2) Assist with the welfare functional area of Emergency Accommodation by utilising Local Government facilities as Welfare Centres; and
(3) Assist with other welfare functional areas where agreed.

MULTICULTURAL INTERESTS (OFFICE OF) (OoMI)/LOCAL MULTICULTURAL GROUPS

a. Role:
- Assist with welfare functional areas where agreed.

b. Responsibility:
(1) Provide a Support Agency Officer/s as required;
(2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework; and
(3) Assist with other welfare functional areas where agreed.

RED CROSS (AUSTRALIAN)

a. Role:
- Manage the welfare functional area of Registration and Reunification.
- Assist with the welfare functional area of Personal Support Services; and
- Assist with other welfare functional areas where agreed.

b. Responsibility:
(1) Provide a Support Agency Officer/s as required;
(2) Assist with Registration at Welfare Centres;
(3) Provide a State Central Registry and Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends;
(4) Manage and operate the Registration and Reunification System;
(5) Assist with the provision of Personal Support Services; and
(6) Assist with other welfare functional areas where agreed.

**SALVATION ARMY**

a. **Role:**
   - Manage the welfare functional area of Emergency Catering;
   - Manage the welfare functional area of Emergency Clothing and Personal Requisites;
   - Assist with the welfare functional area of Personal Support Services; and
   - Assist with other welfare functional areas where agreed.

b. **Responsibility:**
   1. Provide a Support Agency Officer/s as required;
   2. Provide Emergency Catering at Welfare Centres;
   3. Provide Emergency Clothing and Personal Requisites such as toiletries and other incidentals to those affected as required;
   4. Assist with the provision of Personal Support Services; and
   5. Assist with other welfare functional areas where agreed.

**ST. JOHN AMBULANCE (First Aiders) - PLEASE CALL CPFS’S ESU - 0418 943 835 TO APPROVE COST BEFORE CONTACTING SJA.** If an ambulance is required please call 000/112/106.

a. **Role:**
   - Assist with welfare functional area of Personal Support Services; and
   - Assist with other welfare functional areas where agreed.

b. **Responsibility:**
   1. Provide a Support Agency Officer /s as required;
   2. Provide qualified First Aiders at Welfare Centres, where required; and
   3. Assist with other welfare functional areas where agreed.

**VOLUNTEERING WA AGENCY**

a. **Role:**
   - Assist with welfare functional areas where agreed.

b. **Responsibility:**
(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; and
(4) Assist with other welfare functional areas where agreed.

**WA POLICE**

a. **Role:**
   - Assist with welfare functional areas where agreed.

b. **Responsibility:**
   (1) Provide a Support Agency Officer/s as required;
   (2) Maintain public order where required; and
   (3) Assist with other welfare functional areas where agreed.
Appendix 4 – Local Welfare Centres

The management of Evacuation is the responsibility of the HMA/Controlling Agency in charge of the emergency. It is the responsibility of Local Governments to ensure the provision of facilities for use as Welfare Centres in an emergency (DFES Local EM Arrangements Development Guide 2009 page 32). The Department works in partnership with Local Governments and establishes and manages Welfare Centres on behalf of the HMA/Controlling Agency. The Department appoints a Welfare Centre Coordinator to coordinate welfare services at the Welfare Centre.

Emergency Accommodation is the provision of temporary shelter for persons rendered homeless by an emergency or due to evacuation from an emergency, ranging from short term emergency shelter to medium term accommodation determined by the Department.

Accommodation facilities, such as government owned or managed or private residential facilities may be utilised when available and appropriate. A list of pre-determined Welfare Centres should be negotiated and maintained by the Department’s District Emergency Services Officer and is included in this Appendix, together with Appendix 4A Emergency Accommodation Services.

(1) The provision of temporary shelter may take the form of a centre established and maintained to provide emergency welfare services to disaster affected persons, known as a Welfare Centre. Welfare Centres may include: Evacuation Centres, Relief/Recovery Centres (commonly referred to as ‘One Stop Shops’) and Accommodation Centres.

(2) Welfare Centres are pre-determined by the Department in partnership with the Local Government/s’ Local Emergency Management Committees (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 the Department) 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.

(3) The pre-determined Welfare Centres are recorded on the State Welfare Centre Database which HMAs/Controlling Agencies have access to, in Local Governments’ LEMAs and in relevant Local Welfare Plans.

The activation of which pre-determined Welfare Centre to utilise for all hazards is through consultation with the respective Local Emergency Coordinator, the HMA/Controlling Agency, the Department’s Welfare Coordinator and the relevant Local Government to ensure the safety of evacuees, welfare centre staff and volunteers. Therefore, the Department 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.

The HMA/Controlling Agency must consult with the Department’s Welfare Coordinator and the Local Government regarding the activation of Welfare
Centres as part of the assessment of the integrity and suitability of buildings, particularly in cyclone areas and for other hazards such as storm surge and flood.

(4) In smaller, non-complex events, and in some regional and remote areas where the Local Government Welfare Coordinator has been approved by the Department, any expenditure under this arrangement would need to be requested and considered by the Department prior to the financial cost being incurred, as outlined in Section 3.8 Financial Arrangements for Response above.

Where Local Governments elect to make their own arrangements to establish and manage Welfare Centres, without consultation with the Department, they do so at their own expense.

(5) The Department will take responsibility for the premises utilised as Welfare Centres and shall exercise reasonable care in the conduct of its activities and agrees to replace or reimburse for supplies used in the operation of the Welfare Centre.

The Department staffs and operates 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 facility as a Welfare Centre, the Department will facilitate processes with the HMA/Controlling Agency to respond to the claim.

The owner/s of the facilities agree to utilise their building insurance, in the event of damage resulting from the actual disaster event to the structure of the building.

The Department will utilise contract cleaners or pay for the use of the usual cleaners to restore the facilities directly utilised as a Welfare Centres back to serviceable condition.

(6) In some circumstances the HMA/Controlling Agency may need to exercise powers within the Emergency Management Act 2005 to acquire such suitable facilities for use in the event of an emergency (as deemed necessary).

Please note the following:

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

- Some special groups may need their own secure section in a welfare centre, or a separate welfare centre.

- Organisations, educational and care facilities, e.g. aged, special needs, with responsibility for the care, supervision or provision of services to children or their clients, should ensure plans are in place to maintain service provision during an emergency. Should they evacuate or otherwise attend a welfare
centre, the organisations’ supervisory staff must continue their responsibilities by remaining at the centre and continuing to supervise and provide services to their children or clients, liaising with the welfare coordinator at the centre. Children or clients are to be returned to parents or other responsible adults approved by that organisation.

- Welfare centres will only accept Assistance Dogs e.g. Guide Dogs, “Hearing” Dogs and Disability Aid Dogs.

- If a school needs to evacuate they would try to evacuate to another school as a first option. Schools would use resources within the school such as gym mats, blankets if they had them, any food in school canteens etc. However if these resources weren’t available and the Department had spare items, these items would be shared with the school. If schools and the Department didn’t have these resources available, the Department would share any information on sourcing items from Appendices in this Local Welfare Plan.

See over for the list of Pre-determined Welfare Centres.
<table>
<thead>
<tr>
<th>NAME</th>
<th>ADDRESS</th>
<th>LGA</th>
<th>CONTACT</th>
<th>CAPACITY</th>
<th>STREETSMART</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armadale Arena</td>
<td>Townley St, Armadale</td>
<td>City of Armadale</td>
<td>Brian Watkins -</td>
<td>550</td>
<td>496/C8</td>
</tr>
<tr>
<td>Frye Park Pavilion</td>
<td>Clifton St, Kelmscott</td>
<td>City of Armadale</td>
<td>Brian Watkins -</td>
<td>100</td>
<td>466/E7</td>
</tr>
<tr>
<td>John Dunn Pavilion</td>
<td>Third Av, Kelmscott</td>
<td>City of Armadale</td>
<td>Brian Watkins -</td>
<td>150</td>
<td>466/C10</td>
</tr>
<tr>
<td>Kelmscott Hall</td>
<td>River Rd, Kelmscott</td>
<td>City of Armadale</td>
<td>Brian Watkins -</td>
<td>400</td>
<td>466/E9</td>
</tr>
<tr>
<td>Maddington Community Centre</td>
<td>Alcock St, Maddington</td>
<td>City of Gosnells</td>
<td>Rod Wallington -</td>
<td>400</td>
<td>436/B3</td>
</tr>
<tr>
<td>Langford Community Centre</td>
<td>Brookeman Rd, Langford</td>
<td>City of Gosnells</td>
<td>Rod Wallington -</td>
<td>460</td>
<td>434/E1</td>
</tr>
<tr>
<td>Beckenham Community Centre</td>
<td>Streatham St, Beekenham</td>
<td>City of Gosnells</td>
<td>Rod Wallington -</td>
<td>400</td>
<td>405/C8</td>
</tr>
<tr>
<td>Richard Ruston Community Centre</td>
<td>Baron Wy, Gosnells</td>
<td>City of Gosnells</td>
<td>Rod Wallington -</td>
<td>700</td>
<td>435/E9</td>
</tr>
<tr>
<td>St Adains Emergency Centre</td>
<td>Clifton Street, Byford</td>
<td>Shire of Serp/Jarra</td>
<td>Lorna Green -</td>
<td>100</td>
<td>556/D1</td>
</tr>
<tr>
<td>Byford Recreation Centre</td>
<td>Mead St, Byford</td>
<td>Shire of Serp/Jarra</td>
<td>Emergency After Hours - 0439 514 399</td>
<td>500</td>
<td>556/C2</td>
</tr>
<tr>
<td>Clem Kentish Hall</td>
<td>Wellard St, Serpentine</td>
<td>Shire of Serp/Jarra</td>
<td>Emergency After Hours - 0439 514 399</td>
<td>200</td>
<td>646/A3</td>
</tr>
<tr>
<td>Bruno Gianatti Hall</td>
<td>Munro St, Jarrahdale</td>
<td>Shire of Serp/Jarra</td>
<td>Emergency After Hours - 0439 514 399</td>
<td>200</td>
<td>617/E8</td>
</tr>
<tr>
<td>Mundijong Pavilion</td>
<td>Cockram St, Mundijong</td>
<td>Shire of Serp/Jarra</td>
<td>Emergency After Hours - 0439 514 399</td>
<td>150</td>
<td>586/A8</td>
</tr>
<tr>
<td>Byford Hall</td>
<td>South West Hwy, Byford</td>
<td>Shire of Serp/Jarra</td>
<td>Emergency After Hours - 0439 514 399</td>
<td>150</td>
<td>556/C4</td>
</tr>
<tr>
<td>Byford Briggs Park Hall</td>
<td>Mead St, Byford</td>
<td>Shire of Serp/Jarra</td>
<td>Emergency After Hours - 0439 514 399</td>
<td>70</td>
<td>556/C2</td>
</tr>
</tbody>
</table>
Appendix 4A – Alternative Accommodation Services:
In the event of an evacuation, people may make their own accommodation arrangements e.g. stay with family or friends locally (if this is safe) or in another town.

If a small number of people were required to evacuate the Department would explore alternative arrangements, depending upon the situation at the time. This may include a range of options such as commercial and private facilities. PLEASE ENSURE ACCOMMODATION PROVIDERS HAVE ABNs – providers cannot receive payment without one.

Please contact the On Call Duty Officer of CPFS’s Emergency Service Unit – 0418 943 835 – to seek approval for use of commercial accommodation.

In a larger emergency CPFS 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 On Call Duty Officer of CPFS’s Emergency Services Unit – 0418 943 835 and the Officer will activate ADRA if appropriate.
Appendix 5 – Emergency Catering Services

The establishment of an emergency catering service for those rendered homeless, evacuees and welfare workers engaged under this plan.

(1) Depending on the numbers involved and the length of time catering is required, this may be met through the following:
   (a) voluntary groups such as the Salvation Army, Country Women's Association (CWA) or local service clubs;
   (b) fast food outlets;
   (c) Meals-on-Wheels; or
   (d) Hospital/Hotel/Motel/Public Catering services.

(2) Responsibility for the provision of meals for non-wage emergency workers is the responsibility of the HMA/Controlling Agency.

(3) A resource list of catering agencies and other options should be maintained by the District Emergency Services Officer and is included in this Appendix.

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 CPFS Duty Officer and then Salvation Army Duty Officer rather than local contacts

Meals on Wheels
Stirling – Cnr Natalie Way & Delawney Street, Balcatta Ph: 9345 8580
Subiaco – 6 Rupert Street, Subiaco Ph: 9381 2129
Head Office – 67 Cleaver Street, West Perth Ph 9285 5822
(Approx 1000 chilled meals ready for reheating and distribution)

Country Women's Association – will support the Salvation Army
Head Office: 1174 Hay Street West Perth 9321 6041
**Fast Food Outlets** can provide quick food in an emergency but only for the short term.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Armadale</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subway Sandwiches &amp; Salads</td>
<td>194 Jull St, Armadale</td>
<td>(08) 9399 8813</td>
</tr>
<tr>
<td>Domino's Pizza</td>
<td>89 Jull St, Armadale</td>
<td>1300 366 466</td>
</tr>
<tr>
<td>McDonald's: Armadale</td>
<td>69 Jull St, Armadale</td>
<td>(08) 9399 3599</td>
</tr>
<tr>
<td>Red Rooster</td>
<td>Cnr Fourth Rd &amp; Streitch Ave, Armadale</td>
<td>(08) 9399 8811</td>
</tr>
<tr>
<td><strong>Gosnells</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subway Sandwiches &amp; Salads</td>
<td>Shop 7 / 2328 Albany Hwy, Gosnells</td>
<td>(08) 9490 8687</td>
</tr>
<tr>
<td>Red Rooster</td>
<td>2184 Albany Hwy, Gosnells</td>
<td>(08) 9398 1972</td>
</tr>
<tr>
<td>Domino's Pizza</td>
<td>Gosnells Shopping Centre Albany Hwy, Gosnells</td>
<td>(08) 9234 5888</td>
</tr>
<tr>
<td><strong>Serpentine Jarrahdale</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilize their own catering during events.</td>
<td></td>
<td>Local Shire (Appendix 2)</td>
</tr>
</tbody>
</table>
Appendix 6 – Personal Requisites – Supply Information and Retail Outlets

The provision of essential clothing and personal requisites, such as toiletry packs, to persons affected by an emergency.

1. This function includes the provision of basic necessities such as blankets, towels, mattresses, pillows, bedding, disposable nappies, and sanitary needs, as required.

2. Where possible new clothing or financial assistance for the purchase of new clothing should be provided to eligible persons as soon as practicable.

3. The use of ‘recycled’ clothing is a last resort.

4. A resource list of emergency clothing and personal requisites suppliers should be maintained by the District Emergency Services Officer and is included in Appendix 6 of this plan. This lists organisations and retail outlets who agree to participate in these arrangements, and ensures that acceptable procedural matters have been established.

<table>
<thead>
<tr>
<th>Petrol Stations</th>
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</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td><strong>Address</strong></td>
<td><strong>Contact Details</strong></td>
</tr>
<tr>
<td><strong>Armadale</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BP</td>
<td>269 South Western Highway, Armadale</td>
<td>(08) 9497 9013</td>
</tr>
<tr>
<td>BP</td>
<td>3249 Albany Hwy, Armadale</td>
<td>(08) 9399 2204</td>
</tr>
<tr>
<td>Liberty Armadale</td>
<td>Church Ave, Armadale</td>
<td>(08) 9399 8512</td>
</tr>
<tr>
<td>Gull Petroleum</td>
<td>Third Ave, Armadale</td>
<td>(08) 9399 8377</td>
</tr>
<tr>
<td>United Petroleum</td>
<td>178 South Western Highway, Armadale</td>
<td>(08) 9497 1997</td>
</tr>
<tr>
<td>Mobil Oil</td>
<td>South Western Hwy</td>
<td>(08) 9497 1997</td>
</tr>
<tr>
<td><strong>Gosnells</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caltex</td>
<td>Ypres Rd, Kelmscott</td>
<td>(08) 9390 9711</td>
</tr>
<tr>
<td>BP</td>
<td>Warton Rd (cnr Matilda Rd), Huntingdale</td>
<td>(08) 9490 2912</td>
</tr>
<tr>
<td>BP</td>
<td>2810 Albany Hwy, Kelmscott</td>
<td>(08) 9495 1475</td>
</tr>
<tr>
<td>Quick Stop Fuel</td>
<td>412 Orrong Rd, Kewdale</td>
<td>(08) 9451 6245</td>
</tr>
</tbody>
</table>
Caltex 2347 Albany Hwy, Gosnells (08) 9490 2288

**Serpentine Jarrahdale**

Caltex 20 Paterson St, Mundijong (08) 9525 5010
Caltex South Western Hwy, Serpentine (08) 9525 2528
Caltex South West Hwy, Byford (08) 9525 1033

<table>
<thead>
<tr>
<th>Supermarkets</th>
<th>Name</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Armadale</strong></td>
<td>IGA Kelmscott</td>
<td>2784 Albany Hwy, Kelmscott</td>
<td>(08) 9390 3133</td>
</tr>
<tr>
<td></td>
<td>Coles</td>
<td>193 Jules St, Armadale</td>
<td>(08) 9399 6888</td>
</tr>
<tr>
<td></td>
<td>Woolworths</td>
<td>Orchard Ave, Armadale</td>
<td>(08) 9399 1466</td>
</tr>
<tr>
<td><strong>Gosnells</strong></td>
<td>IGA</td>
<td>2251 Albany Hwy, Gosnells</td>
<td>(08) 9398 2837</td>
</tr>
<tr>
<td></td>
<td>Coles</td>
<td>2160 Albany Hwy, Gosnells</td>
<td>(08) 9451 4160</td>
</tr>
<tr>
<td></td>
<td>Coles</td>
<td>Ranford Rd, Gosnells</td>
<td>(08) 9398 6499</td>
</tr>
<tr>
<td></td>
<td>Coles</td>
<td>2176 Lakey St, Southern River</td>
<td>1800 061 562</td>
</tr>
<tr>
<td><strong>Serpentine Jarrahdale</strong></td>
<td>IGA Mundijong</td>
<td>20 Paterson Rd, Mundijong</td>
<td>(08) 9525 5010</td>
</tr>
<tr>
<td></td>
<td>IGA Byford</td>
<td>867 South West Hwy, Byford</td>
<td>(08) 9525 1500</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chemists</th>
<th>Name</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Armadale</strong></td>
<td>Terry White Chemist</td>
<td>193 Jull St, Armadale</td>
<td>(08) 9399 5557</td>
</tr>
<tr>
<td></td>
<td>Pharmacy Plus Kelmscott</td>
<td>2784 Albany Hwy, Kelmscott</td>
<td>(08) 9390 9911</td>
</tr>
</tbody>
</table>
LOCAL WELFARE PLAN
City of Armadale, City of Gosnells, Shire of Serpentine Jarrahdale

West Armadale Pharmacy 23 Girrawheen Ave, Armadale (08) 9399 3963

Gosnells
Gosnells Pharmacy 2251 Albany Hwy, Gosnells (08) 9398 2556
Chemist Warehouse 2175 Albany Hwy, Gosnells (08) 9490 2791
Chemart 43 Attfield St, Maddington (08) 9459 5991

Serpentine Jarrahdale
Byford Pharmacy 865 South West Hwy, Byford (08) 9525 1010

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ranger camping</td>
<td>Willeri Dr Canning Vale</td>
<td>(08) 9455 5875</td>
</tr>
<tr>
<td>Coates Hire</td>
<td>William St Cannington</td>
<td>(08) 9451 5211</td>
</tr>
<tr>
<td>Beds Plus</td>
<td>1359 Albany Highway Cannington</td>
<td>(08) 9350 6277</td>
</tr>
<tr>
<td>Neverfail Springwater</td>
<td></td>
<td>(08) 9204 0101, 0437 548 751</td>
</tr>
<tr>
<td>Kennards Hire - Cannington</td>
<td>Nicholson Road, Cannington</td>
<td>(08) 9358 6366</td>
</tr>
<tr>
<td>Bunnings - Maddington</td>
<td>Burslem Drive, Maddington</td>
<td>(08) 9493 1344</td>
</tr>
</tbody>
</table>

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 7 – Personal Support Services

The provision of Personal Support Services, including practical assistance, emotional support, basic first aid services, information, referral, advocacy, advice, counselling, child care and psychological services, is to ensure that affected persons receive the necessary personal support to cope with the effects of loss, stress, confusion, trauma and family disruption.

(1) Departmental officers will work with other specialist agencies in providing this service. These include specialised counselling and psychological services, childcare facilities and self-help groups.

(2) Referral to information and advisory services on matters which may include other relief measures not necessarily provided by the Department, such as availability of grants and other forms of financial assistance, healthcare, provision of child care and financial counselling.

(3) A list of relevant agencies and services should be maintained by the District Emergency Services Officer and is included in this Appendix.

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Organisation</th>
<th>Contact Name</th>
<th>Address</th>
<th>Contact Numbers</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psych Counselling</td>
<td>CPFS Armadale</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Department of Education and Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Relief</td>
<td>CPFS Armadale</td>
<td></td>
<td></td>
<td>See Appendix 2</td>
<td></td>
</tr>
<tr>
<td>Financial Support/Advice</td>
<td>Centrelink</td>
<td>See Appendix 2 For Contact Details</td>
<td></td>
<td>See Appendix 2</td>
<td></td>
</tr>
<tr>
<td>Registration and Inquiry</td>
<td>CPFS Armadale</td>
<td>See Appendix 2 For Contact Details</td>
<td></td>
<td>See Appendix 2</td>
<td></td>
</tr>
<tr>
<td>Personal Support</td>
<td>CPFS Armadale</td>
<td>See Appendix 2 For Contact Details</td>
<td></td>
<td>See Appendix 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Australian Red Cross</td>
<td></td>
<td></td>
<td>See Appendix 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Salvation Army</td>
<td></td>
<td></td>
<td>See Appendix 2</td>
<td></td>
</tr>
<tr>
<td>Service Type</td>
<td>Provider</td>
<td>Address</td>
<td>Contact Number</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Interpreters</td>
<td>Deaf Society of WA</td>
<td>46/5 Aberdeen St, East Perth</td>
<td>9441 2677</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counselling and Social Workers</td>
<td>Association for the Blind of WA</td>
<td>16 Sunbury Rd, Victoria Park</td>
<td>9311 8202</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cultural Support and advice</td>
<td>South Metropolitan Migrant Resource Centre</td>
<td>241-243 High St, Fremantle</td>
<td>9335 9588</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethnic Communities Council (Peak Body) – Broad level advice only</td>
<td>Nora</td>
<td>9227 5322</td>
<td></td>
<td></td>
<td></td>
</tr>
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<td>---------------------------------------------------------------</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multicultural Services Centre of WA</td>
<td>Ramadas Sankaran Executive Director</td>
<td>9328 2699</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to support from churches of various denominations</td>
<td>Council of Churches</td>
<td>Revd Eira Clapton</td>
<td>9385 5477</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Special Needs Interest Groups**

<table>
<thead>
<tr>
<th>Disability Services Commission</th>
<th>Local Multicultural Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freecall – 1800 998 214</td>
<td></td>
</tr>
</tbody>
</table>

**Translation, Interpretive and Hearing (AUSLAN) Services**

<table>
<thead>
<tr>
<th>Translating and Interpreting Service (TIS)</th>
<th>Phone: 13 14 50 - 24 hour Service</th>
<th>15mins @ $23.98, Pre booked - 30mins @ $55.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text Emergency Calls – Dial 106</td>
<td>For people who use a TTY (teletypewriter) or computer to access telephone network</td>
<td></td>
</tr>
</tbody>
</table>

For people who use a TTY (teletypewriter) or computer to access telephone network
# Appendix 8 – Key Personnel and Contact Lists:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organisation</th>
<th>Work Contact</th>
<th>After Hours Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Crisis Care 24 Hour line</strong></td>
<td>Department for Child Protection and Family Support</td>
<td>1800 199 008</td>
<td>1800 199 008</td>
<td></td>
</tr>
<tr>
<td><strong>City of Gosnells</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Or Russell Lawrence - LEMC Chairperson</td>
<td>City of Gosnells</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grant Bradbrook - Director Governance (Recovery Coordinator)</td>
<td>City of Gosnells</td>
<td>9397 3010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brett Finlay – District Manager South East Metropolitan</td>
<td>DFES – Fire Services</td>
<td>9478 8324</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steve Pethick - Field Services Coordinator</td>
<td>Western Power</td>
<td>9441 1402</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paul Hollamby - Local Manager</td>
<td>Gosnells SES</td>
<td>9490 5070</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mike Hayward - Disaster Preparedness &amp; Emergency Management Coordinator</td>
<td>Armadale Health Service</td>
<td>9391 2313</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
LOCAL WELFARE PLAN
City of Armadale, City of Gosnells, Shire of Serpentine Jarrahdale

<table>
<thead>
<tr>
<th>Chris Kin-Maung - District Officer - SES Metro Operations</th>
<th>DFES - SES</th>
<th>9478 8329</th>
</tr>
</thead>
</table>

City of Armadale

Lifelines

<table>
<thead>
<tr>
<th>LIFELINES</th>
<th>PHONE/FAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Western Power</td>
<td>Ph 13 1351</td>
</tr>
<tr>
<td></td>
<td>Fax 9345 8822</td>
</tr>
<tr>
<td>Alinta Gas</td>
<td>131 352</td>
</tr>
<tr>
<td>Water Corporation</td>
<td>131 375</td>
</tr>
<tr>
<td>Main Roads Western Australia (MRWA)</td>
<td>PH138138</td>
</tr>
<tr>
<td></td>
<td>Fax 93234400</td>
</tr>
<tr>
<td>Public Transport Authority</td>
<td>9326 2000 or 9220 9999</td>
</tr>
<tr>
<td>Telstra</td>
<td>132 203</td>
</tr>
<tr>
<td>Optus</td>
<td>131 344</td>
</tr>
<tr>
<td>SES</td>
<td>9444 9440 or 132500</td>
</tr>
</tbody>
</table>
Appendix 9 – Sanitary, Waste Disposal, Hire Services:

<table>
<thead>
<tr>
<th>Name</th>
<th>Type of Supplies</th>
<th>Contact Details</th>
<th>After Hours Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Government</td>
<td>Waste disposal, sanitary and disposal management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coates Hire</td>
<td>Hire portable toilets, ablution blocks, generators</td>
<td>9752 3757</td>
<td>13 15 52</td>
</tr>
<tr>
<td>Sita-Medi Collect</td>
<td>All clinical waste, Perth</td>
<td>9356 5737</td>
<td></td>
</tr>
</tbody>
</table>

Appendix 10 – Distribution List:

This plan has been distributed electronically to:

Department for Child Protection and Family Support
- Local Welfare Coordinator’s (Liz O’Neill, Sue Brown, Irene Brass)
- District Director (Robert Becker)
- Emergency Services Unit Staff
- Senior District Emergency Services Officer – South Metro

Local Emergency Management Committee
- Armadale, Gosnells, Serpentine Jarrahdale Local Emergency Management Committee/s (Controlled Document)

Welfare Coordination Group
<table>
<thead>
<tr>
<th>Name</th>
<th>Agency</th>
<th>Address Email &amp;/or Postal</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>
Appendix XX – The Department’s Standard Operating Procedures:

**STAGES**

Alert
- Stage when someone becomes aware via sighting, the media or contact from another person.
- The person becoming aware should contact the LEMC representative in the first instance, and if not available progress to the Team Leader then District Director to ensure a responsible person within the Department will verify.
- Other CPFS staff may also be alerted to the incident.

Activation
- Activation may come from:
  - Police Emergency Coordinator
  - A Hazard Management Agency
  - CPFS Emergency Services Unit On Call Coordinator
  - State Welfare Coordinator
  - District Director

Stand Down
- Participating organisations are informed of the stand down by the Emergency Services Coordinator. Local Welfare Coordinator ensures stand down in accordance with Local Welfare Plan.

**PROCESS**

Alert – Advise LEMC Representative
- Contact OIC Local Policing/HMA to verify

Activation
- Local Welfare Coordinator (LEMC representative), or other as nominated conduct assessment.
- Contact Emergency Services On Call Duty Officer on 0418 943 835

No Activation/No Action
- Advise LEMC Representative

Welfare Centre and other services required
- Notify CPFS staff
  - Call out, brief, task assignment
  - Appoint liaison officer
  - Appoint welfare centre coordinator
  - Notify support agencies
  - Call out those required and assign tasks

No Welfare Centre
- But other services required
- Notify other staff as required to provide the services

ESU Manager notifies State Welfare Coordinator and monitors situation
- Notify District Director
  - District Director Role
  - Be available to support the LEMC rep as requested.
  - Appoint a Local Welfare Coordinator if where the LEMC rep is not available. Liaison with other LEMC reps as necessary, e.g. resolving interagency issues.
  - Maintain an overview and source resources when local capacity exceeded.
  - Manage CPFS day to day services and operation of the District e.g. workload management to relieve staff involved in emergency event.
  - Manage media in consultation with Manager ESU.

Continuous coordination
- Reports to ESU and District Director
- Ongoing review and assessment of needs

Stand down
- (See stand down procedures under Local Welfare Plan)
- Notify CPFS staff
- Notify Welfare Support Agencies
- Notify ESU & District Director

Debriefs
- Written report to ESU & District Director
- Draft letter thanking other support agencies.
Appendix XX – Glossary

In accordance with SEMC State Emergency Management Plans Development Guide, only terms and acronyms used in this document which are not identified in the Emergency Management Western Australia Glossary are included here.

**EMERGENCY SERVICES COORDINATOR** – an appointed officer of the Department for Child Protection and Family Support 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 for Child Protection and Family Support, 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 for Child Protection and Family Support staff member.

**WELFARE COORDINATOR** – are the Department’s staff member appointed by the District Director for the Department and have responsibilities as outlined in Section 2.6 of this plan.

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