



Town of Cottesloe

TOWN OF COTTESLOE

LOCAL EMERGENCY RECOVERY PLAN

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DISTRIBUTION LIST

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Emergency Management Committees
State Emergency Management Committee (SEMC)
District Emergency Management Committee (DEMC)
Local Emergency Management Committee (LEMC)
<ul style="list-style-type: none"> Local Recovery Coordinators (see Town of Cottesloe **)
Emergency Service Organisations
Western Australian Police (WAPOL)
<ul style="list-style-type: none"> Central Metropolitan District Office Cottesloe Police Station
Department of Fire & Emergency Services (DFES)
<ul style="list-style-type: none"> DFES District Manager Perth Central
State Emergency Service (SES)
Support Agencies
Department of Communities (DC)
<ul style="list-style-type: none"> Metropolitan South and North Senior District Emergency Services Officers
Salvation Army
St John Ambulance
Australian Red Cross
Town of Cottesloe
Chief Executive Officer
Deputy Chief Executive Officer
Director Engineering Services
Director Development and Regulatory Services
Engineering Technical Officer
Works Supervisor
Senior Ranger
Communications and Marketing Coordinator
Note: All Town of Cottesloe Executive Staff are notified of the adoption of this sub plan and advised of the location, including it's location within the Town's electronic document management system

AMENDMENT RECORD

Feedback and comments from community members and stakeholders on this document are welcomed.

AMENDMENT		DETAILS OF AMENDMENT	AMENDED BY NAME/DATE
NO.	DATE		
1	21/8/2018	Adopted by Council	

GLOSSARY OF TERMS AND ACRONYMS

Terminology used throughout this Plan is outlined below. In the event that the meaning is not presented, terminology shall have the meaning as described in *section 3 of the Emergency Management Act 2005, (the Act)*

District Emergency Management Committee (DEMC) – a DEMC is established for each emergency management district. The committees are chaired by Police District Officers, as District Emergency coordinator, with a DFES Regional Director as Deputy Chair. Executive Officer support is provided by DFES Managers nominated by the DFES Chief Executive Officer.

Emergency Risk Management (ERM) – is a systematic process that produces a range of measures that, on implementation, contributes to the safety and wellbeing of communities and the environment. This process considers the likely effect of hazardous events and the measures by which they can be minimised.

Hazard	A situation or condition with potential for loss or harm to the community or the environment
Risk	A concept used to describe the likelihood of harmful consequences, arising from the interaction of hazards, communities and the environment.

Hazard Management Agency (HMA) – is an organisation which, because of its legislative responsibility or specialised knowledge, expertise and resources is responsible for ensuring that emergency management activities pertaining to the prevention of, preparedness for, response to and recovery from a specific hazard are undertaken.

Western Central Local Emergency Management Committee (WCLEMC) – the local government is to establish one or more LEMC's for the local government district, based on local government boundaries. The committee is chaired by a nominee of the local government and the Local Emergency Coordinator is a member. The LEMC is established by the local government to ensure that Local Emergency Management Arrangements are written and placed into effect for its district (Section 38 of the Act) The Local Emergency Management Committee has no function during emergencies.

Local Emergency Coordinator (LEC) – the Officer in Charge of each Police sub district is appointed by the State Emergency Coordinator (the Commissioner of Police) for the local government district in which they are situated (Section 37 (1) of the Act). The Local Emergency Coordinator provides advice and support to its WCLEMC in the development and maintenance of Local Emergency Management Arrangements, assists HMA's in the provision of a coordinated response during an emergency in the district and carries out other emergency management arrangements directed by the State Emergency Coordinator as per section 37(2) of the Act.

Western Central Local Emergency Management Arrangements (WCLEMA) – local governments are responsible for ensuring the preparation of Local Emergency Management Arrangements for the local government district. Arrangements must be consistent with State Emergency Management Policies and Plans and include information stipulated in *section 41 of the Act*. Arrangements should be developed in accordance with the comprehensive approach to emergency management (Prevention, Preparedness, Response and Recovery) which contributes to the reduction or elimination of hazards and to reducing the susceptibility or increase in the resilience to hazards of the community or the environment in the local government district

Prevention, Preparedness, Response and Recovery (PPPR) – makes up a legitimate and valid system of emergency management (section 3 of the Act). Each element represents a dynamic set of actions flowing into the next. Communities are encouraged to take greater responsibility for their own safety, to be more self-reliant and better prepared for the eventualities of emergencies. Activities supporting each of these elements together provide a method for local communities to minimise the impact of emergencies.

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

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

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

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

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

State Emergency Management Committee (SEMS) – the SEMC is established under section 13 (1) of the Act. Section 13(2) stipulates membership of the SEMC which consists of the Commissioner of Police, as State Emergency Coordinator and Chair of the Chief Executive Officer of the Department Fire and Emergency Services (DFES) as Deputy Chair. The Executive Director, DFES Strategic Policy and Executive Services Portfolio, is the SEMC Executive officer. Other members include a local government representative and other members as appointed by the Minister.

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

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

Welfare Plan – The document entitled, *Local Emergency Welfare Plan*, as prepared and updated by the Department of Communities on behalf of the Western Central Local Emergency Management Committee of the City of Vincent, City of Subiaco, City of Nedlands, Town of Cambridge, Town of Mosman Park, Town of Cottesloe and Shire Peppermint Grove.

ACRONYMS

DC	Department of Communities
DFES	Department of Fire and Emergency Services
ECC	Emergency Coordination Centre
EOC	Emergency Operations Centre
IC	Incident Controller
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LG	Local Government
LMDRF	Lord Mayors Distress Relief Fund
LRC	Local Recovery Coordinator
LRCC	Local Recovery Coordinating Committees
NDRA	Natural Disaster Relief Arrangements
RCC	Recovery Coordination Centre
SRCC	State Recovery Coordinating Committee
TOC	Town of Cottesloe
WANDRRA	Western Australian Disaster Relief and Recovery Arrangements
WCLEMC	Western Central Local Emergency Management Committee

1.0 INTRODUCTION

1.1 Authority

This Local Recovery Plan (the plan) has been prepared in accordance with Section 41(4) of the *Emergency Management Act 2005*, and forms part of the Local Emergency Management Arrangements for the Town of Cottesloe.

The *Emergency Management Act 2005* (“the Act”) became effective on 23 December 2005. The Act places responsibility on each local government to:

1. Establish an active Local Emergency Management Committee;
2. Prepare a Local Recovery Plan for the Town of Cottesloe;
3. Prepare and maintain Local Emergency Managements Arrangements;
4. Appoint a Local Recovery Coordinator for the purposes of the Act; and
5. Manage recovery activities within their district.

1.2 Purpose

The purpose of the Local Recovery Plan is to describe the arrangements for effectively managing recovery at a local level, including accountability and responsibility. The aim of this document is to record the recovery management arrangements in place and to restore, as quickly as possible, the quality of life in an affected community, so that affected parties can continue to function as part of the wider community.

1.3 Objectives

The objectives of the Plan are to:

Describe the roles, responsibilities, available resources and procedures for the management of recovery from emergencies/incidents for the Town of Cottesloe.

1. Establish a basis for the coordination of recovery at the local level;
2. Promote effective liaison between all Hazard Management Agencies (HMA), emergency services and supporting agencies, which may become involved in recovery; and
3. Provide a framework for recovery operation.

1.4 Scope

The scope of this Recovery Plan is limited to the boundaries of the local government area of the Town of Cottesloe and forms part of its Local Emergency Management Arrangements, and details the local recovery arrangements for the community.

2.0 PLANNING

2.1 Arrangements, Understandings and Commitments

The following local governments are members of the Western Local Emergency Management Committee (WC-LEMC), and participate in regional Emergency Management Arrangements:

1. Cambridge
2. Claremont
3. Cottesloe
4. Mosman Park
5. Nedlands
6. Peppermint Grove
7. Subiaco
8. Vincent.

The local governments listed above, participating in the Western Local Emergency Management Committee, accept and will carry out their role and responsibilities in the recovery process as outlined in the *Emergency Management Act 2005*.

Despite the regional approach to the preparation of Emergency Management Arrangements it has been agreed by each local government that recovery would be best managed by the local government in which the emergency has occurred.

Large scale recovery operations wider than the Town of Cottesloe or the Western area will be managed by the State Recovery Coordinator (appointed by the Office of Emergency Management) and will assemble a State Recovery Coordinating Committee.

Whenever possible for local recovery arrangements, the existing local government management and administrative structure and practices will be responsive to their needs and circumstances of the affected community.

Recovery information and recovery services need to be readily accessible to affected individuals, families, and communities and responsive to their needs and expectations.

A Memorandum of Understanding (MOU) for Partnership Arrangements to provide assistance following an emergency has been drafted and attached.

2.2 Resources

The Local Recovery Coordinator (LRC) is responsible for determining the resources required for recovery activities, in consultation with the Hazard Management Agency and Support Organisations. The LRC is also responsible for coordinating the effective provision of resources and services to avoid duplication.

Town of Cottesloe and community resources that may be beneficial for effective community recovery are listed as an appendix to the LEMA.

2.3 Financial Arrangements

The State Emergency Management Policy (SEMP) 4.2 outlines the Hazard Management Agency/Control Agency responsible for meeting costs associated with an emergency. The principles of funding for emergencies is to ensure accountability for the expenditure incurred, the organization with operational control of any resources shall be responsible for payment for all related expenses associated with its operation during emergencies, unless other arrangements are established.

Authority to Incur Expense by the Town of Cottesloe – where possible this should be discussed with the Chief Executive Officer and/or the Deputy Chief Executive Officer. The decision maker must:

-) Have appropriate authority; and
-) Be able to make a quick decision.

Financial Management in Recovery – Funding is not available for Recovery Planning however, there are funding arrangements for recovery assistance following an emergency/incident. The primary responsibility for safeguarding and restoring public and private assets affected by an emergency/incident rests with the owner. However, government recognises that communities and individuals do not always have the resources to provide for their own recovery and financial assistance is available in some circumstance.

Relief programs include;

-) Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA), refer to WANDRRA below;
-) Commonwealth Natural Disaster Relief Arrangements(NDRA);
-) Centerlink; and
-) Lord Mayor’s Distress Relief Fund (LMDRF) –refer to standard operations policy below.

2.3.1 WANDRRA Overview

The State and Australian governments provide a range of relief measures to assist communities severely affected by an eligible *natural disaster* event (for example

storm, storm surge, bushfire, flood, earthquake, tornado, cyclone or tsunami). Relief and recovery assistance can only be considered once the proclamation has been declared under the WANDRRA.

What is assistance for - The measures are intended to provide assistance for the recovery of communities and are offered on a needs basis.

The arrangements provide for;

-) Individuals and families;
-) Small business;
-) Primary producers; and
-) Local governments and state government agencies

What this assistance does not cover - The WA Natural Disaster Relief and Recovery Arrangements do not provide:

-) Compensation for losses suffered;
-) Assistance where adequate insurance could have been obtained. Insurable assets such as houses and vehicles will not be considered eligible under the WANDRRA; and
-) Assistance for the following which are not natural disasters for the purposes of the WANDRRA
 - o Drought;
 - o Frost;
 - o Heatwave;
 - o Epidemic and;
 - o Events where human activity is a significant contributing cause (for example, poor environmental planning, commercial development, personal intervention (other than arson), or accident.

Contact the WANDRRA Administrator at DFES for further information on (08) 0323 9522 or via email to; wandra@DFES.wa.gov.au.

2.3.2 Lord Mayor's Distress Relief Fund INC Standard Operations.

The business and operations of the Fund are conducted under the Constitution of the Lord Mayor's Distress Relief Fund Inc and operates under the following policy:

-) The Mayor's Distress Relief Fund (LMDRF) will provide aid for the victims of Events of disastrous nature for Western Australians. A public appeal may be called;
-) The Fund primarily focuses on the relief of distress and hardship of individuals;
-) The LMDRF may also choose to assist individuals who have experienced hardships following minor localised disasters;

-) Applications for assistance will include details of any other funding assistance provided to an individual to allow the Board to give a fair allocation to an individual;
-) The LMDRF will work closely with the Local Recovery Committee to ensure local issues are considered before deciding on a disbursement plan. The Local Recovery Committee authenticates applications and provides recommendations to the Board for financial assistance and;
-) All disbursements will ultimately be for the benefit of individuals.

2.3.3 Appeals and Donations

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

2.3.4 Donations of Cash

The Local Recovery Committee will encourage the use of the Lord Mayor’s Distress Relief Fund for people wanting to make cash donations, although if deemed necessary will open a separate account specifically for cash donations.

2.3.5 Donations of Service and Labor

Any donations of services or labor to assist with the recovery from an emergency/incident should be administered by the affected Local Government or if established the Local Recovery Committee. Where the State Government level recovery coordination arrangements are activated under WESTPLAN – RECOVERY COORDINATION the Recovery Services Sub Committee may arrange the administration of donations of services and/or labor.

2.3.6 Donations of Goods

The Donations of goods to assist victims to recover from an emergency may be arranged by non-government organisations. The distribution of the donated goods shall be undertaken by the organisations concerned.

2.4 Implementation

The Hazard Management Agency involved in responding to an emergency incident is responsible for ensuring that recovery arrangements are activated, if required. The Hazard Management Agency should convey the need for initiation of a recovery process to the (Local or District) Emergency Coordinator who will manage the finalisation of the response phase and participate in the local recovery process. Although recovery activities will commence shortly after the occurrence of an emergency, a formal transition from response to recovery phases must be directed by

the Local Emergency Coordinator with a declaration of cessation of response activities and the commencement of the local recovery process. A copy of the Incident Handover Form is shown in **Appendix 1**

3.0 ROLES AND RESPONSIBILITIES

The roles and responsibilities of those persons involved in recovery are outlined below:

3.1 Local Recovery Coordinator

The position of Senior Ranger has been appointed as the Local Recovery Coordinator in accordance the *Emergency Managements Act 2005* section 41(4).

The position of Engineering Technical Officer will act in the role when the primary appointee is unavailable when an emergency/incident arises.

The Local Recovery Coordinator is responsible for the development and implementation of recovery arrangements for the Town of Cottesloe.

The functions of the Local Recovery Coordinator are shown in **Appendix 2**

A checklist for the Local Recovery Coordinator is shown in **Appendix 3**

The Local Recovery Coordinator or a person delegated by this role is to initiate recovery activities as documented in this plan as soon as possible, when required after an emergency/incident occurs.

The Recovery Coordinator shall convene a meeting of the Local Recovery Team as soon as is practical where the emergency/incident is of a magnitude that requires their involvement.

The Recovery Coordinator should arrange for an event specific Local Operational Recovery Plan to be prepared, as shown in **Appendix 4**

3.2 The Local Recovery Coordination Group Membership

The composition of the Coordination Group will vary on the extent of the incident and the area affected. The establishment of a Local Recovery Coordination Group for the Town of Cottesloe will ensure that a decision making group is in place to oversee the recovery phase of an emergency and also to provide strong leadership. It is recommended that the Town's Coordination Group should include the following:

1. Mayor (as Chair);
2. Local Recovery Coordinator;
3. Chief Executive Officer;
4. Deputy Chief Executive Officer;
5. Manager Engineering Services;
6. Manager Compliance and Regulatory Services;
7. Police;
8. Department of Communities;
9. Representatives of essential services – which may be event specific;
10. It may also include members of the community – which may be event

specific.

The Local Recovery Coordination Group comprises a core membership of agencies involved in the recovery process, as shown in **Appendix 5**

3.3 The Local Recovery Coordination Group Role and Functions.

To coordinator supports local management of the recovery process within the community subsequent to a major emergency, in accordance with State Emergency Management Policy and the Local Recovery Plan.

The roles and functions of the Local Recovery Coordination Group are shown In **Appendix 6**

3.4 The Local Recovery Coordination Group Governance Structure and Subcommittees.

It may be appropriate, depending on the emergency, to establish one or more subcommittees to assist the Local Recovery Coordinator by addressing specific components of the recovery process.

The governance structure of the Local Recovery Coordination Group is shown in **Appendix 7**

Restoration and Reconstruction Sub- Committee

-) Assesses the requirements for the restoration of services and facilities with the assistance of responsible agencies;
-) Assesses the restoration process and the reconstruction policies and programs and facilitate reconstruction plans where required;
-) Reports the progress of the restoration and reconstruction process to the Local Recovery Committee; and
-) Makes recommendations to the Local Recovery Committee

Community and Personal Support Sub- committee

-) Assesses the requirement for personal support services in the short, medium and long term;
-) Facilities resources (financial and human) as required to complement/assist existing local services;
-) Monitors the progress of the local personal service providers and receives regular progress reports from agencies involved; and
-) Makes recommendations to the Local Recovery Committee.

The roles and functions of the Subcommittees is shown in **Appendix 8**

3.5 Planning and Reviewing of Local Recovery Arrangements.

It is recommended that the Local Recovery Coordination Group meet at least twice yearly to review the preparation of the various Team Leaders to deal with recovery of emergencies in the community.

The Local Recovery Coordinator is responsible for convening the Local Recovery Team Meeting.

The dates of the meetings will be such as to precede the Local Emergency Management Committee meeting to allow the Local Recovery Coordinator to provide feedback to the Western Central Local Emergency Management Committee on recovery preparedness.

3.6 Community Involvement

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

3.7 Transitioning to Mainstream Service

The planning process of the transition from a full scale recovery operation back to the usual level of government involvement in a community needs to commence very early in the recovery phase. This allows roles and functions to return to normal as quickly as possible without leaving the community feeling abandoned or creating expectations of ongoing government services that cannot be maintained. Systems and processes implemented to facilitate recovery require flexibility to adapt to evolving circumstances, and should be implemented in a way that helps affected communities to build capacity to manage their own longer-term recovery, rather than creating dependencies on new and temporary arrangements.

Social and personal support services are likely to be required in the longer term and the need for a considerable period of psychosocial support should be planned for.

1.5 Local Recovery Coordinator Name: _____

1.6 Hazard Management Agency: _____

1.7 Incident Controllers Name: _____

4.0 RESOURCES

1.8 Incident Controllers Contact Number: _____

4.9 Potential Resources

NOTE: establish the boundaries of the affected area by street names etc
The resources available for recovery have been identified and are included the following Appendices:

Appendix 9	Town of Cottesloe Key Personal Contact Details
Appendix 10	Town of Cottesloe Equipment List
Appendix 11	Town of Cottesloe - List of Potential Recovery Centers
Appendix 12	Town of Cottesloe - List of Potential Local Evacuation and Accommodation Facilities
Appendix 13	Town of Cottesloe - Potential Public Open Space Staging Areas
Appendix 14	Town of Cottesloe - List of Potential Major Food Suppliers
Appendix 15	Town of Cottesloe - List of Schools
Appendix 16	Town of Cottesloe - List of aged care facilities
Appendix 17	Possible Support Agencies

5.0 APPENDICIES

Appendix 1

Transition from Response to Recovery

Incident Handover Form – Response to Recovery Phase

The purpose of this form is to document the effect the emergency has had on the community at the time of handover from Response to Recovery.

This document will assist the Local Recovery Coordination Committee (LRCC) in the commencement of the recovery process.

The document is also regarded as the official handover from the Incident Management Team and the LRCC by the Incident Controller and the Local Recovery Coordinator.

Incident Name:		Date:	
HMA:			
Incident Controller:			
Serial	Condition	Yes/No	Comment
A	All Rescues have been accomplished		
B	All known injuries have been attended to		
C	Displaced persons provided with shelter		
D	Essential public services restored		
E	Temporary Repairs made to designated building		
F	Physical and electronic communications largely restored		
G	Final situation report provided.		

Additional Comments/Conditions:		
Position	Name	Signature
Hazard Management Agency Incident Controller		
Town of Cottesloe Local Recovery Co Coordinator		

Appendix 2

Role and Functions of the Local Recovery Coordinator

Role

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

Functions:

-) Ensure the Local Recovery Plan is established;
-) Liaise with the Controlling Agency, including attending the incident Support Group and Operations Area Support Group meetings where appropriate;
-) Assess the community recovery requirements for each event, in conjunction with the HMA, Local Emergency Coordinator (LEC) and other responsible agencies;
-) Provide advice to the Mayor and Chief Executive Officer (CEO) on the requirement to convene the Local Recovery Coordination Group (LRCG) and provide advice to the LRCG if convened;
-) Ensure the functions of the Executive Officer are undertaken for the Local Recovery Coordination Group;
-) Assess for the LRG requirements for the restoration of services and facilities with the assistance of the responsible agencies where appropriate;
-) Determine the resources required for the recovery process in consultation with the Local Recovery Coordination Group;
-) Coordinate local level recovery activities for a particular event, in accordance with plans, strategies and policies determined by the LRCG;
-) Monitor the progress of recovery and provide periodic reports to the Local Recovery Coordination Group and State Recovery Coordination Group, if established;
-) Liaise with the State Recovery Coordinator on issues where State level support is required or where there are problems with services from government agencies locally;
-) Facilitate the acquisition and appropriate application of the resources necessary to ensure an effective recovery;
-) Ensure the recovery activities are consistent with the principles of community engagement;
-) Arrange for the conduct of an operational debriefing of all participating agencies/organisations as soon as possible after cessation of the arrangements and;
-) Arrange for an evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency.

Appendix 3

Local Recovery Coordinator Checklist

Local Recovery Coordinator – Operational Checklist	
Task Description	Date of Completion
Ensure Recovery Coordinator is working closely with Hazard Management Agency & Local Emergency Coordinator	
Within 48 Hours	
Contact and alert key Town of Cottesloe staff and other relevant personnel	
Local Recovery Coordinator to liaise with the Lead Agency and participate in the Incident Management Arrangements , including the Incident Support Group and Operations Support Group (where appropriate)	
Local Recovery Coordinator to receive initial Impact Assessment Form from the Controlling Agency	
Local Recovery Coordinator to determine the need for the Local Recovery Coordination Group to be convened and its members briefed.	
Local Recovery Coordinator to establish if the emergency/incident is proclaimed an eligible natural disaster under the WA Natural Disaster Relief Arrangements and if so what assistance is available	
Local Recovery Coordinator to determine with the State Recovery Coordinator as to whether State involvement is required	
Local Recovery Coordinator to meet with specific agencies involved with recovery operations to determine actions required	
Local Recovery Coordinator to meet with internal key staff to consider the extent of support required, for example to record details etc.	
Further develop and implement event specific Communication Plan, including public information, appointment of spokesperson and the Town’s internal communication processes	
Activate appropriate inter- agency liaison mechanisms.	
Local Liaison Officer at Emergency Operation Centre (if appropriate)	
Contact all Local Recovery Team members (including team leaders) for an initial briefing (even in response stage)	
Within 1 Week	
Participate in consultation on the coordination of completion of a Comprehensive Impact Assessment Statement by the Lead Agency	
Activate a “one – stop shop” Recovery Centre (if Required) to provide the affected community with access to all recovery services.	
Determine if the subcommittees are required to be activated and determine membership for incident specific occasions.	
Develop an Operational Recovery Plan which determines the objectives and details the recovery requirement, governance	

arrangements, resources and priorities.	
Determine immediate short –term and special needs (e.g. accommodation, financial assistance and personal support).	
Identify vulnerable groups and individuals	
Manage offers of assistance, including volunteers, material aid and donated money	
Assess impact of the event through information/data from local government, geographic data and relevant response agencies.	
Meet with specific agencies involved with recovery operations to determine strategies.	
Report to organisational hierarchy on likely costs/impact of involvement in recovery activities.	
Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counseling, material aid (including other languages), accommodation, financial assistance and social, recreational and domestic facilities.	
Ensure a system is established for recording all expenditure during the Recovery Phase (including timesheets, receipts, logging of expenditure)	
Manage restoration of essential infrastructure /utilities.	
Manage the public appeal/private donations process.	
Brief the Town’s Communications and Marketing Coordinator on the Recovery Plan to prepare for media release/briefing	
Assess reports gathered through an outreach program to assess community needs.	
Meet with recovery team leaders and agencies to consider full assessment of the impact of the event. Determine the best means of involving the affected community and determine action required from specific agencies.	
Develop a community information process, including consideration of public meetings and newsletters (to be done in conjunction with the Town’s Communications and Marketing Coordinator).	
Monitor staffing arrangements.	
Review resources and services on an on-going basis.	
Determine longer – term recovery measures.	
Provide newsletters to the affected community and information to the media as required (to be done in conjunction with the Town’s Communications and Marketing Coordinator).	
Recognise agency/staff input	
Continue to monitor agency activities and reduce/withdraw services when appropriate.	
Within 12 Months	
Determine longer term strategies	
Debrief recovery agencies	
Implement transitioning to mainstream services	
Evaluate effectiveness of recovery operations.	
Consider community event to establish closure.	

Appendix 4

Local Operational Recovery Plan - Template

Operational Recovery Plan

The Town of Cottesloe and its Local Recovery Team have prepared local recovery arrangements encompassing all elements of WESTPLAN – RECOVERY as a general Recovery Management Plan. However, following a major emergency where substantial damage has occurred to residential, commercial and/or government buildings and other community infrastructure, and where significant reconstruction and restoration is required, a specific operational recovery plan may be prepared by the Local Recovery Team.

The Recovery Plan shall provide a full description of the extent of physical and human damage, and detail plans for restoration and reconstruction of the affected community.

Each Recovery Plan will be reflective of the individual emergency/incident and the severity of the destruction and disruption. The following is a guide to the elements that shall be included, and is not intended to be prescriptive.

Town of Cottesloe Local Emergency Recovery Plan (TEMPLATE)

Emergency/Incident (type and location)

Date of Emergency/Incident

1.0 Introduction

-) Background on the nature of the emergency/incident;
-) Aim or purpose of the Plan
-) Authority for Plan.

2.0 Assessment of Recovery Requirements

-) Details of loss and damage to residential, commercial and industrial buildings, transport, essential services (including state and local government agencies);
-) Estimate costs of damage;
-) Temporary accommodation requirements (includes details of evacuation centers);
-) Additional personnel requirements (general and specialist);
-) Human services (personal and psychiatric support) requirements;
-) Other health issues.

3.0 Organisational Aspects

-) Details the composition, structure and reporting lines of the teams set up to manage the recovery process;
-) Details inter-agency relationships and responsibilities;
-) Details roles, tasks and responsibilities of the various teams and those appointed to positions including Recovery Coordinator.

4.0 Operational Aspects

-) Details resources available and required;
-) Redevelopment Plans (includes mitigation proposals);
-) Reconstruction restoration program and priorities, (including estimated timeframes);
-) Includes programs and strategies for government agencies to restore essential services and policies for mitigation against future emergencies;
-) Includes the local government program for community services restoration;
-) Financial arrangements (assistance programs (Commonwealth Natural Disaster Relief and Recovery Arrangements or WANDRRA), insurance, public appeals, and donations (see also section 5 below) and;
-) Public information dissemination.

5.0 Administrative Arrangements

-) Administration of recovery funding and other general financial issues;
-) Public appeals policy and administration (including policies and strategies for

office and living accommodation, furniture and equipment details for additional temporary personnel)

6.0 Conclusion

Summary of

-) Goals;
-) Priorities and;
-) Timeframe of plan

Signed by

Local Emergency Coordinator

Date:

Appendix 5

Local Recovery Coordination Group Possible Member Agency and Organisational Responsibilities

The following list details the assigned and/or potential roles and responsibilities of organisations that may be participants in the recovery phase of an emergency/incident. Depending on the type of emergency/incident and magnitude, they may also be a member of the Local Recovery Coordination Group.

Local Government

-) Ensure that a Local Recovery Plan for its district is prepared, maintained and tested(EM Act 2205 S.41(4));
-) Appoint a Local Recovery Coordinator(s) (EM Act 2005 s.41(4));
-) Provide administrative support to the LRCG , as required;
-) Provide other representatives to the LRCG or its sub communities, as appropriate to the emergency (e.g. Environmental Health Officer, Building Surveyor, Community Services);and
-) Ensure the restoration/reconstruction of services/facilities normally provided by the local government.

Department of Communities

-) Provide representative to the LRCG;
-) Coordinate emergency welfare services as part of the recovery process, including emergency accommodation, catering, clothing and personal effects, personal services, registration and reunification, financial assistance (State EM Plan Section 5.4);and
-) Manage the provision of the Personal Hardship and Distress measures under the WA Natural Disaster Relief Arrangements, including counselling, emergency assistance and temporary accommodation (State EM Plan Section 6.10 and WANDRRA).

Department of Primary Industries and Regional Development

-) Provide a representative to the LRCG;
-) Provide technical support to primary producers and industry groups for recovery from animal or plant pest or disease emergencies; and
-) Manage the provision of assistance to farmers, particularly in relation to the Primary Producer Package under the WANDRA (State EM Plan Section 6.10 and WANDRA).

Main Roads Western Australia

-) Provide a representative to the LRCG;
-) Assess and report on damage to State/Federal road infrastructure that may impact on the community;

-) In conjunction with the Local Government assist with the assessment of damage to local roads and issue advice of roads closure/alternate transport routes; and
-) Assist the local government with the reopening and restoration of damage to local roads including providing access to funding where available through the MRWA Flood Damage to Local Roads Special Funding Assistance Program and/or the WANDRRA.

Essential Services (including Power, Telecommunications, Water and Gas – Western Power/Horizon Power, Telstra, Water Corporation, Alinta Gas)

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

Commission/Business Enterprise Centre (if available) Small Business Development Corporation

-) Provide a representative to the LRCG (co-opted as required);
-) Assist with the assessment of the impact of the emergency/incident on small business; and
-) Provide advice on and facilitate access to available business support services/funding support. E.g. WANDRRA small business support measures.

Department of Education (or Local School Representative)

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

Local Health Services Provider (Department of Health or Local Health Officer)

-) Provide a representative to the LRCG;
-) Advise on health, environmental health and medical issues arising from the emergency; and
-) Coordinate the local health components of the recovery process.

Department of Water and Environmental Regulation

-) Provide advice on environmental protection, clean up and waste management.

Lord Mayor’s Distress Relief Fund

-) Liaise with the LRCG to access the requirements for public donations and if required initiate “Calls for Public Donations’ in accordance with the State Policy on “Appeals and Donations during Emergencies”;
-) As required set up a local appeals committee in conjunction with the LRCG;AND
-) Provide advice to the LRCG on criteria for, and assessment of , requests for financial assistance.

Appendix 6

Role and Functions of the Local Recovery Coordination Group

Role

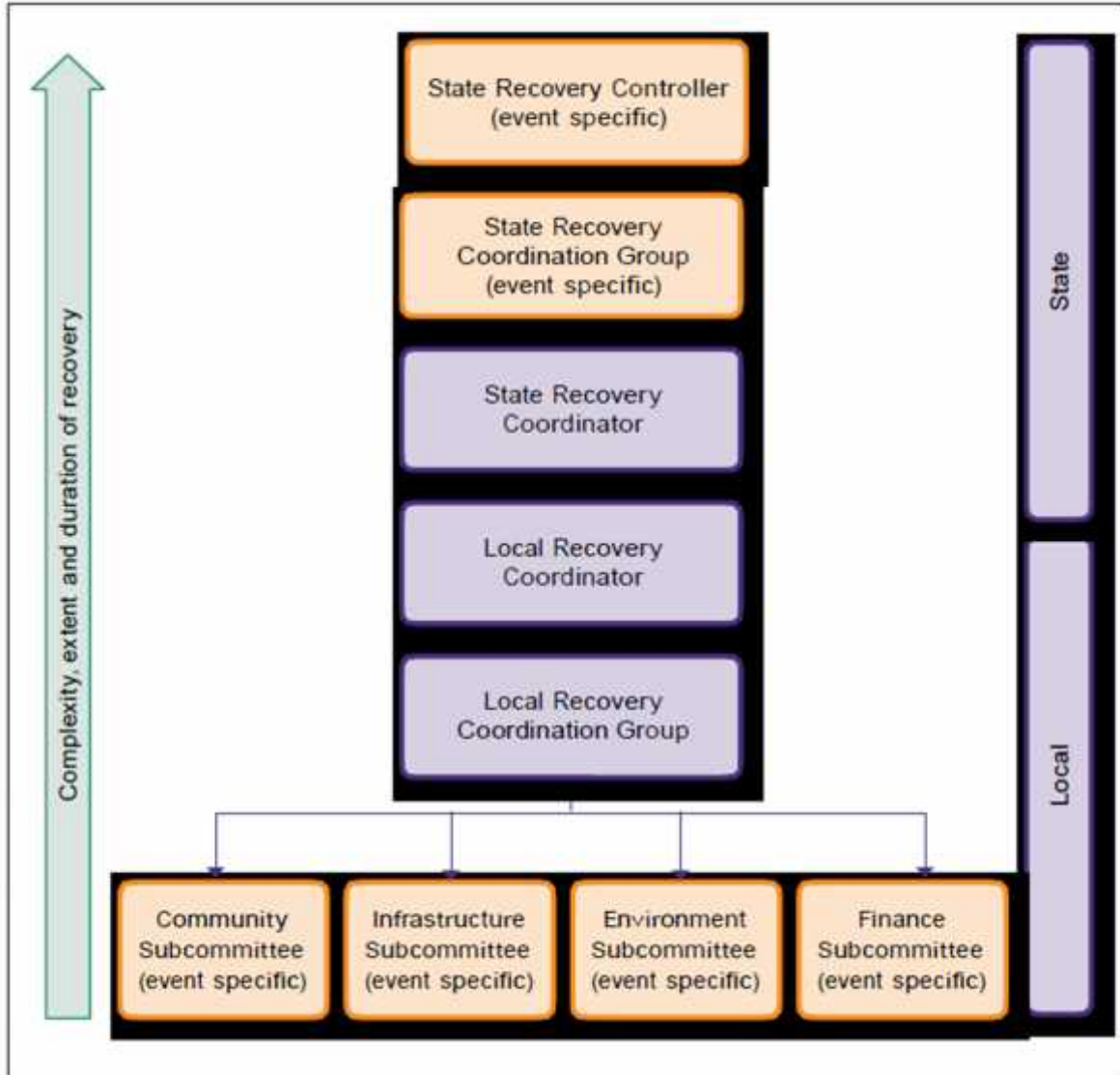
The role of the Local Recovery Coordination Group is to coordinate and support local management of the recovery process within the community.

Functions

-) Establishing subcommittees as required;
-) Assessing requirements, based on the impact assessment, for recovery activities relating to the social, built, economic and natural wellbeing of the community with the assistance of the responsible agencies where appropriate;
-) Developing an Operational Plan for the coordination of recovery process for the event that:
 - o takes account of the local government long term planning and goals;
 - o includes an assessment of the recovery needs and determines which recovery functions are still required;
 - o develops a timetable and identifies responsibilities for completing the major activities;
 - o considers the needs of youth, aged, the disabled, and culturally and linguistically diverse (CALD) people;
 - o allows full community participation and access; and
 - o allows for the monitoring of the progress of recovery.
-) Overseeing the delivery of projects that support the social, built, economic and natural environments of recovery to ensure that they are community owned and targeted to best support the recovery of impacted communities;
-) Facilitating the provision of services, public information, information exchange and resource acquisition;
-) Providing advice to the State and Local Governments to ensure that recovery programs and services meet the needs of the community;
-) Negotiating the most effective use of available resources including the support of State and Commonwealth agencies;
-) Monitoring the progress of recovery, and receiving periodic reports from recovery agencies;
-) Ensuring a coordinated multi agency approach to community recovery;
 - o Providing a central point of communication and coordination for the actions of the wide range of recovery related services and projects being progressed outside of the direct control of the Committee; and
 - o Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness.

Appendix 7

Recovery Governance Structures



Appendix 8

Role and Functions of Recovery Subcommittees

Community (or Social) Subcommittee

Objectives

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

Environment (or Natural) Subcommittee

Objectives

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

Infrastructure (Or Built) Subcommittee:

Objectives:

-) Assist in assessing requirements for the restoration of services and facilities in conjunction with the responsible agencies where appropriate;
-) To provide advice and assist in the coordination of the restoration of infrastructure assets and essential services damaged or destroyed during the

- emergency/incident; and
-) To assess and recommend priority infrastructure projects to assist with the recovery process in the immediate and short, medium and long term.

Finance (Or Economic) Subcommittee:

Role

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

Functions

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

Appendix 9

Town of Cottesloe Key Personnel Contact List

FIRST CALL OUT				
Officers Name	Role	Telephone	Mobile	Email
Lisa Squiers	Local Recovery Coordinator Senior Ranger	9285 5072	0467 696 968	sr@cottesloe.wa.gov.au
SECOND	CALL - OUT			
Freya Ayliffe	LEMC Representative Manager Compliance & Regulatory Services	9285 5045	0417 909 419	mc@cottesloe.wa.gov.au
THIRD	CALL - OUT			
Dave Derwin	Works Supervisor	9336 1552	0419 753 580	ws@cottesloe.wa.gov.au
Infrastructure				
Dave Lappan	Engineering Technical Officer	9285 5051	0428 851 556	eta@cottesloe.wa.gov.au
CEO				
Mat Humfrey	Chief Executive Officer	9285 5010	0408 374 286	ceo@cottesloe.wa.gov.au

Resources	Mobile Contact Number
Town of Cottesloe After Hours contacts	
Chief Executive Officer	0408 374 286
Deputy Chief Executive Officer	0419 265 930
Manager Engineering Services	0419 943 675
Manager Compliance & Regulatory Services	0417 909 419
Works Supervisor	0419 753 580
Assistant Works Supervisor	0418 959 350
Engineering Technical Officer (Infrastructure)	0428 851 556
Senior Ranger	0467 696 968
Manager Finance	0467 731 943
Principal Building Surveyor	0408 097 467
Buildings Projects Officer	0420 931 439

Appendix 10

Town of Cottesloe Equipment List

No	Item	Quantity Available	Responsible Area/Location	Contact name	Contact Number
1	Hino 5T Tip Truck	1	Parks	Dave Derwin	0419 753 580
2	Hino 616 Dump Truck	1	Parks	Dave Derwin	0419 753 580
3	Hako Road Sweeper	1	Parks	Dave Derwin	0419 753 580
4	Fiso Canter Tip Truck with crane	1	Parks	Dave Derwin	0419 753 580
5	Caterpillae Skid Steer Loader with Trailer	1	Parks	Dave Derwin	0419 753 580
6	Kerrick Hot Pressure Cleaner	1	Parks	Dave Derwin	0419 753 580
7	Water Tank	1	Parks	Dave Derwin	0419 753 580
8	Spraymaster Water Tank	1	Parks	Dave Derwin	0419 753 580
9	Cable and Pipe Locator	1	Parks	Dave Derwin	0419 753 580
10	Crown Reach Truck	1	Parks	Dave Derwin	0419 753 580
11	Welder	1	Parks	Dave Derwin	0419 753 580

Appendix 11

Town of Cottesloe Contractors List

Company name	Service supplied	Contact Name	Contact Number
Solo Resource Recovery	Waste Management	Peter	0455 851 411
Murphy's Electrical	Electrical repairs throughout the Town	Santo	0412 987 378
Young's Plumbing	Plumbing	Tony Young	0413 868 888
Nu-Trac Contracting	Beach cleaning/ Tractor/Front end loader	Michael Bairstow	0434 976 884
John Parker Vactor Jet Rodding	Drain cleaning/spills	John Parker	0408 944 938
Professional Tree Surgeons	Tree Works	Royce Turner	0400 446 337
Perth NRM	Coastal Care and Management	Kate Sputore or Adeline Morrissey	0477 704 076 9285 5000

Appendix 12

Town of Cottesloe – Potential Recovery Centers

Premises	Address of Centre's	Key Contact	Facilities & Shelter Capacity
Lesser Hall	109 Broome Street	Town of Cottesloe 9285 5000	Capacity: 130 tables, chairs, showers, toilets and kitchen
Jarrah Room	109 Broome Street	Town of Cottesloe 9285 5000	Capacity 170 hall, kitchen, shower and toilets
Blue Room	109 Broome Street	Town of Cottesloe 9285 5000	Capacity 130 hall, kitchen, shower and toilets

) Meeting rooms are available with the Jarrah and Blue Rooms

Appendix 13

Potential Local Evacuation and Accommodation Facilities

Premises	Address	Function	Contact
Cottesloe Civic Centre	109 Broome Street, Cottesloe	Halls, meeting rooms, Kitchen, toilets and shower	Town of Cottesloe Phone: 9285 5000
Cottesloe Beach Hotel	104 Marine Parade	Hotel, Meeting rooms	Phone: 9383 1100

Appendix 14

Town of Cottesloe Potential Staging Areas

Oval/Park	Street/Location	Open grassed area suitable for Helicopter landing	Toilets	Water	Power	Car Park number of bays
Harvey Field	47 Broome Street	✓	✓	✓	✓	-5 dedicated bays and 1 disabled bay
Cottesloe Oval		✓	✓	✓	✓	-Parking on grassed area suitable for 100 cars
Cottesloe Tennis Club	17 Napier Street, Cottesloe		✓	✓	✓	-26 car bays and 97 bays along Napier Street
Seaview Golf Club	Jarrad Street, Cottesloe	✓	✓	✓	✓	-70 car bays

Appendix 15

Potential Major Food Suppliers

Organisation	Address	Function	Contact
IGA Supermarket	36 Eric Street Cottesloe	Groceries, food, etc.	9383 1808
Woolworths	460 Stirling Hwy Peppermint Grove	Groceries ,food, etc.	6318 9990

Appendix 16

List of Schools/Day Care Facilities

School	Address	Contact Number
Cottesloe Primary School	530 Stirling Hwy, Cottesloe	9384 2426
North Cottesloe Primary School	100 Eric Street, Cottesloe	9384 7733
Cottesloe Child Care Centre	330 Marmion Street, Cottesloe	9385 1060
Seaview Community Kindergarten	71 Broome Street, Cottesloe	9384 3357
WA Foundation for Deaf Children	53 Curtin Ave, Cottesloe	9385 3557

Appendix 17

Town of Cottesloe Doctors and Aged Care Facilities

Doctors	Address	Contact Number
Cottesloe Medical Centre	525 Stirling Hwy, Cottesloe	9384 1500
Aged Care Facilities	Address	Contact Number
Wearne Hostel	1 Gibney Street, Cottesloe	13 11 51

Appendix 18

Possible Support Agencies

Other Agencies	Personnel Facilities
<p>Department of Communities</p> <p>Phone 9222 2555</p> <p>After hours 0418 943 835</p>	<ul style="list-style-type: none"> -Coordinates all welfare arrangements; -Provide a representative to the Local Recovery Centre; -Manage the provision of the Personal Hardship and Distress measures under the WA Natural Disaster Relief arrangements, including counselling, emergency assistance and temporary accommodation Western Central Recovery and WA Natural Disaster Recovery Arrangements); -Provides the Western Central LEMC'S Welfare arrangements; -Department of Communities will activate other support agencies including St Johns, Red Cross, Salvation Army, CWA, Centrelink, and Volunteering
<p>Salvation Army</p> <p>Phone 9260 9500</p>	<ul style="list-style-type: none"> Attends to issues; Provides emergency catering, clothing, personal requisites, counseling requests, etc, -Provides a support agency officer to the Local Recovery Centre or Local Welfare Coordination Centre
<p>Centrelink</p> <p>Phone 131 158</p>	<ul style="list-style-type: none"> -Assists with the welfare functional area of financial assistance and personal services; -Provide a support agency officer to the Local Recovery Centre or Local Welfare Coordination Centre -Provide financial assistance in the form of cash, cheque or bank payment to emergency victims; Provide support services or referral services to appropriate agencies, as requested
<p>Australian Red Cross</p> <p>Phone 92225 8888 or 1800 810 710</p>	<ul style="list-style-type: none"> -Assist with registration and inquiry of displaced persons; -Assist with the welfare functional area of personal services under the Department of Communities direction; -Provide a support agency officer to the Local Recovery Centre or Local Welfare Coordination Centre.
<p>North Metropolitan Area Health</p> <p>Unit – Dept of Health</p> <p>Phone 93463333</p>	<ul style="list-style-type: none"> -Provides a representative to the Local Recovery Centre; Provides advise on Health issues arising from the emergency/incident; -Coordinates the local health components of the recovery process; -Coordinates disease control issues.
<p>Western Power(Synergy)</p> <p>Phone 131 351</p>	<ul style="list-style-type: none"> -Provides a representative to Local Recovery Centre; -Asses and report on damage to power lines and progress of restoration of services; -Maintains electricity supplies and ensures safety of public and infrastructure associated with the supply of that electricity across the network; -Provides response for the reinstition to the local government area;

	Advise on priority of reinstatement of electricity
Department of State Treasury Phone 9222 9222	-Provides advice to the Treasurer on matters relating to 1. Financial assistance to local governments a. For the restoration of local assets and; b. For emergency protection works 2. Funding of temporary community facilities; 3 Grants and other forms of assistance administered by other agencies. 4 Request from agencies or other bodies for financial assistance. Note: Requests for advice or information from the Department of treasury should be directed through the Department of Communities.
Water Corporation Phone 131 375	-Provides a representative to LRC; -Assess and report on damage to water supply and progress of restoration of services; -Coordinate and manage restitution of local government area water supply; -Advise and coordinate all aspects of drainage from estuaries inlets and waterways.
Department of Education and Training Phone 9264 4111	-Provides support, advice, and specialist services to school communities and activates its alternative contact/care arrangements should parents of school aged children be caught up in an emergency/incident; -Provides planning consideration and support recovery processes in schools. -Local school representatives can provide advice on issues affecting normal operation of schools, e.g. restrictions on student access or damage to school premises
Anglicare Financial Counselling Service. Phone 9262 2000	-Provides debt negotiation and advocacy; -Access entitlements, insurance, super, Centrelink payments, and crisis payments; -Assist in interest loans for white goods and beds;
Department of Communities (Housing Division) Phone 9222 4666	-Assists with the provision of temporary housing to persons affected by emergencies; -Support to principal agencies in areas of logistics, plant and transport, and supply and maintenance of buildings.
Department of Water and Environmental Regulation Phone 64675001 or 64675002	-Responsible for environment and water regulations; Protecting and conserving the environment and nature of WA for its intrinsic value and for the benefit of present and future generations; -Manage regulate and assess major impacts caused by emergencies/incidents; -Cleaning of contaminated sites
Main Roads WA Phone: 138 138	-Provides a representative to LRC; -Assess and report on damage to State/Federal road infrastructure that may impact on the community;

	<p>-In conjunction with the Town assist with the assessment of damage to local roads and provide advice of road closures/alternate transport routes;</p> <p>-Assists with the reopening and restoration of damage to local roads including providing access to funding where available through Main Roads WA Flood Damage to Local Roads Special Funding Assistance Program and /or the WA Natural Disaster Relief Arrangements.</p>
<p>Telstra</p> <p>Phone: 132 200 or 132 000</p>	<p>-Provides a representative to LRC (co-opted as required);</p> <p>-Assess and reports on damage to local Telstra network and progress of restoration of services;</p> <p>-Coordinate and manage reinstatement of local government area communications.</p>
<p>Department of Planning and Infrastructure</p> <p>Phone 9216 8000</p>	<p>-The Department's involvement in recovery from Emergencies concerns the replacement of buildings. In particular, statutory controls over replacement may need to be assessed under existing planning instruments and an assessment may need to be made as to whether houses in hazardous areas need to be replaced and , if so, under what condition.</p> <p>-Plan the cities and towns in which we live and transport routes that connect us;</p> <p>-Regulate and educate to keep people safe on roads, waterways and railways.</p>
<p>Local Churches</p>	<p>-Provides spiritual guidance to the community;</p> <p>-The churches may operate various services such as youth and children's programs, etc.</p> <p>-Counseling and chaplains are also available.</p>
<p>WA State Emergency Services</p> <p>Phone 132 500 Northshore 9273 6020</p>	<p>-The policy of the WA State Emergency Service is that, organisationally, it does not have a role in the Recovery Phase of an emergency however, it is recognised that at a local level, and within local arrangements, volunteer units may wish to participate in their community recovery (for example, by participation on the Recovery Committee). This support can include:</p> <p style="padding-left: 40px;">) Representation on Local Recovery Committees Under Emergency Response, State Emergency Service, has relief co-operation responsibilities, which carry obligations for involvement in stand down of EMERGENCY RESPONSE, and in the transition to coordination of the recovery arrangements.</p>
<p>Department of Fire and Emergency Services</p> <p>Phone: Emergency 000 Information 133337 General 9395 9862</p>	<p>-Generally a Hazard Management Agency or combat agency but may be required for response/recovery actions to assist with logistical matters at the Local Welfare Coordination or Local Welfare Centre.</p>

<p>St John Ambulance (Volunteers)</p> <p>Phone: 9334 1222</p>	<p>-Manage first Aid services at the Local Welfare Centre if required.</p>
<p>WA Police Force</p> <p>Phone: Emergency 000 Assistance 131 444</p>	<p>-Generally a HMA/combat agency but may be required for response/recovery actions to co-ordinate public safety, provide area security, crowd control and traffic management;</p> <p>-Provide a representative to LRC (co-opted as required) - Provide a representative to the Local Welfare Co-ordination Centre.</p>
<p>Translation & Interpreting Service</p> <p>Phone: 131 450</p>	<p>-Translating and interpreting service provides;</p> <p>-immediate phone interpreting and;</p> <p>-onsite interpreting</p>