Recovery Plan

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AMENDMENT LIST

Number	Date	Amendment summary	Author
1	October 2014		
2	Janruary 2026	Full Review	Geoff Allam
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GLOSSARY OF TERMS

Terminology used throughout this document shall have the meaning as prescribed in either section 3 of the *Emergency Management Act 2005* or as defined in the State Emergency Management (EM) Glossary or the EM procedures

District: means an area of the State that is declared to be a district under section 2.1 *Local Government Act 1995*.

Municipality: Means the district of the local government.

ACRONYMS

BFS	Bush Fire Service
CEO	Chief Executive Officer
DBCA	Department of Biodiversity, Conservation and Attractions
Communities	Department of Communities
DEMC	District Emergency Management Committee
ECC	Emergency Coordination Centre
EM	Emergency Management
DFES	Department of Fire and Emergency Services
HMA	Hazard Management Agency
IMT	Incident Management Team
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LG	Local Government
LRC	Local Recovery Coordinator
LRCG	Local Recovery Coordination Group
SEC	State Emergency Coordinator
SEMC	State Emergency Management Committee
SES	State Emergency Service
SEWS	Standard Emergency Warning Signal
SOP	Standard Operating Procedures

INTRODUCTION

To understand Recovery, it is useful to perceive it in its larger context as one of the four aspects of emergency management - prevention, preparedness, response and recovery (PPRR).

Emergency management means the management of the adverse effects of an emergency including:

(a) **prevention** - the mitigation or prevention of the probability of the occurrence of, and the potential adverse effects of, an emergency; and

(b) **preparedness** - preparation for response to an emergency; and

(c) **response** - the combating of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage, and help to speed recovery; and

(d) **recovery** - the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing" (s. 3 EM Act).

Recovery requires a coordinated process to effectively support communities impacted by an emergency across the social, built, economic and environmental recovery environments.

The purpose of this document is to detail the arrangements and processes established to use before, during and after an emergency event. It will support the process to restore, as quickly as possible, the quality of life in an affected community so that they can continue to function as part of the wider community.

These Arrangements are a guide to recovery management at a local level. An emergency situation may arise which requires coordination at a state level.

Following an emergency within the Shire of Nannup, there may be the need to assist the community to recover from the effects of the emergency. This recovery is a coordinated process of supporting the affected community in:

- The reconstruction of damaged physical infrastructure; and

- Restoration of the community's emotional, social, economic and physical wellbeing.

Authority

The Local Recovery Plan has been prepared in accordance with section 41(4) of the *Emergency Management Act 2005* and forms a part of the Local Emergency Management Arrangements for the Shire of Nannup.

Purpose

The purpose of the Shire of Nannup Local Recovery Plan is to describe the arrangements for the effective management of recovery at a local level, including accountability and responsibility.

Recovery activities will normally commence in conjunction with response activities and may continue for an extended period of time after response activities have concluded.

Objectives

The objectives of the plan are to:

- Describe the roles, responsibilities, available resources and procedures for the management of recovery operations following an emergency impacting the Shire of Nannup;

- Establish a basis for the coordination between all Hazard Management Agencies, emergency services and supporting agencies which may become involved in the recovery effort; and

- Provide a framework and guidelines for recovery operations and processes.

Scope

The scope of these recovery arrangements is limited to the boundaries of the Shire of Nannup.

These arrangements prepare for and coordinate the process of supporting the Shire of Nannup community in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing.

It details the recovery arrangements for the community and does not in any way detail how individual organisations will conduct recovery activities within their core business areas.

These Arrangements are a support plan for the Shire of Nannup Local Emergency Management Arrangements.

Related Documents and Arrangements

The following documents are related to this Plan:

- Local Emergency Management Arrangements
- Local Emergency Management Plan for the Provision of Welfare Support for the Shire of Nannup – DC
- Shire of Nannup Business Continuity Plan
- Shire of Nannup Adverse Event Plan.

Existing plans & arrangements

Document	Owner	File	Expiry Date
Local Emergency Management Arrangements	Shire of Nannup		October 2024
Council MOU for the Provision of Mutual Aid During Emergencies and Post Incident Recovery	Member Councils of the South West Zone Western Australian Local Government Association		July 2023
Local Emergency Relief and Support Plan	Department of Communities		Review October 2025

Local Agreements, Understandings and Commitments

South West Emergency Management Alliance

The Shire of Nannup in conjunction with 11 other south west councils have formed an alliance to increase information and resource sharing in relation to emergency management in the region.

The purpose of the MOU is to:

- facilitate the provision of mutual aid between member councils of the South West Zone of the Western Australian Local Government Association (WALGA) during emergencies and post incident recovery;

- enhance the capacity of our communities to cope in times of difficulty; and

- demonstrate the capacity and willingness of participating councils to work cooperatively and share resources within the region.

Local governments that are signatories to the MOU are:

Shire of Augusta Margaret River	City of Bunbury
Shire of Collie	Shire of Harvey
Shire of Boyup Brook	City of Busselton
Shire of Dardanup	Shire of Manjimup
Shire of Bridgetown Greenbushes	Shire of Capel
Shire of Donnybrook-Balingup	Shire of Nannup

Partnering Expectations

- To provide where possible both physical and human resources to assist with the recovery management during emergencies. The type of assistance initially is to assist immediate response and recovery for a short duration.

- Ongoing protracted assistance, but still in the absence of the emergency being declared a disaster, will be subject to further negotiation and agreement in writing between the parties concerned.

- To ensure that all requests for support will be made through the Incident Controller (IC) of the designated Hazard Management Agency (HMA) for the incident, in consultation with the designated Local Recovery Coordinator (LRC) and the Local Emergency Coordinator (LEC).

- To ensure all personnel and equipment provided are covered by the providers own insurance.

- Providers of support will be responsible for all costs associated with its legislative responsibilities for its employees and equipment incurred during the provision of support unless otherwise agreed in writing.

- The requester for support will be responsible for all incidental costs associated with the provider's personnel and equipment such as catering, accommodation, OHS issues, transport, fuel and storage.

- In the event the emergency is of sufficient scale to qualify for State and/or Commonwealth Funding assistance, such assistance will be sought in compliance with relevant State and Commonwealth Policies.

Special Considerations

The Memorandum of Understanding acknowledges that the allocation of a participating Council's staff resources and plant is an operational issue, and as such is the responsibility of the CEO of the Council seeking to offer aid.

The CEO will be required to consider:

- After hours, weekends and public holidays staff impacts

- Culturally and Linguistically Diverse populations

- Severe weather conditions

- Remote and limited access

- Reduced resources and increased safety risks during the bush fire season from November to April

- High volumes of traffic and movement of people

South West Emergency Management Alliance

The Shire of Nannup is also a member of the South West Emergency Management Alliance (SWEMA), established as a group of Local Government representatives, who provide a forum for the coordination, enhancement, promotion and sharing of comprehensive emergency management strategies within the South West of Western Australia.

The SWEMA has the following functions:

- To collate and coordinate complex risk treatment strategies, which are beyond the capacity of individual Local Governments, or which have a regional impact and to elevate to State level for determination and resolution.

- To inform a range of partners, of regional emergency management strategies.

- To promote an integrated emergency management capability within the South West Region of Western Australia through networks, shared forums, planning initiatives, processes, information and resources.

- To raise issues and provide collective solutions to, emergency management problems.

- To promote and facilitate the integration of comprehensive emergency management planning into 'whole-of-government' agency's strategic, operational and financial planning processes.

Resources

The Hazard Management Agency (HMA) is responsible for the determination of resources required in response to the hazards for which they have responsibility.

The Shire of Nannup has undertaken an audit of the resources available within the Shire, and these can be found in the Local Emergency Management Arrangements Part B. This document is updated and reviewed quarterly by the Shire's LEMC.

This document includes information pertaining to:

- Emergency management agencies

- Local government staff, elected members and volunteers

- Organisations and community groups

- Government and non-government agencies

- Health, aged care and allied medical services

- Education and child care

- Local business and industry contacts

- Shire of Nannup plant and equipment

- Local government and community facilities.

If the Local Recovery Coordination Group (LRCG) is convened, the Local Recovery Coordination Group (LRCG) will assess the requirements for the restoration of services and facilities including determination of the resources required for the recovery process. The LRCG will source and coordinate external and internal resources, including the provision of Shire of Nannup staff.

RECOVERY PLANNING AND CONSIDERTAIONS

Recovery is defined as the coordinated support given to emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing.

For the plan to be effective, members of the LEMC, the Local Recovery Coordination Group (LRCG), relevant Shire staff and the community require an understanding of the recovery process. LEMC members, LRCG members and Shire staff, who participate in recovery training and familiarise themselves with the relevant policies and procedures, will benefit highly.

Recovery is more than simply replacing what has been destroyed and the rehabilitation of those affected. It is a complex, dynamic and potentially protracted process rather than just a remedial process. The manner in which recovery processes are undertaken is critical to their success. Recovery is best achieved when the affected community is able to exercise a high degree of self-determination.
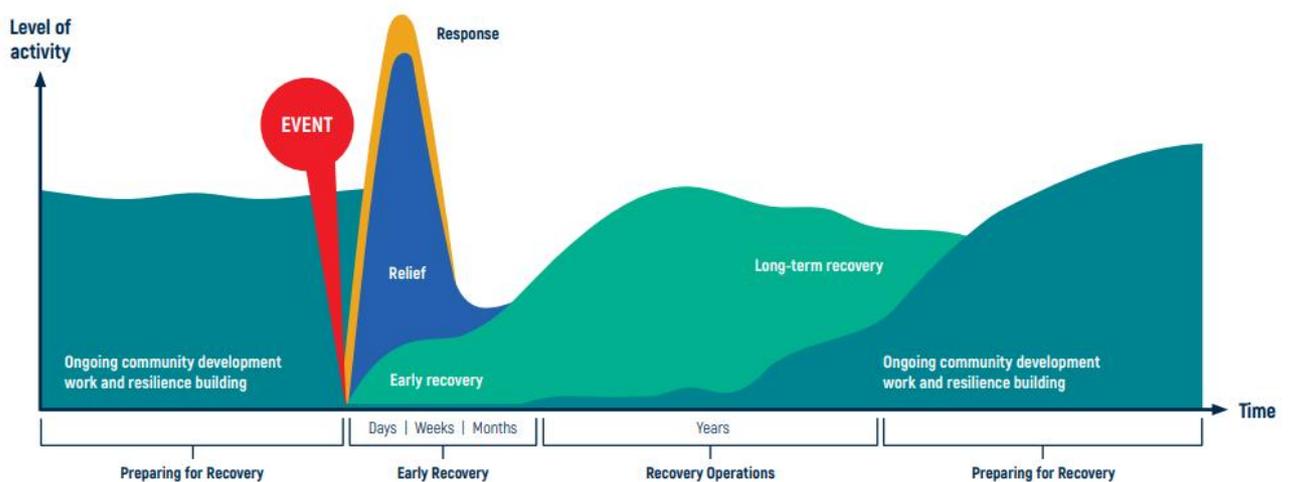
Figure 1: Phases of Recovery (Source: State EM Plan)

Key Outcomes

Key outcomes provide a benchmark for the effective implementation of community development in recovery. By addressing the outcomes in the context of the specific event, community development programs will contribute substantially to the empowerment of affected individuals and communities:

- **Informed Community**: A community that is informed and aware through provision of timely and accurate information

- **Access to Services and Facilities:** Community members and groups have access to appropriate services, facilities and resources.

- **Sense of Community Safety:** A community in which people feel safe in the pursuit of their daily lives.

- **Healthy Community:** A community which lives and promotes healthy lifestyles, through its primary health care system, preventative health measures and environmental practices.

- **Participation in Community Life:** A community where the development of cooperative partnerships is encouraged and actively promoted.

- **Sense of Belonging**: Pride, care and involvement in the unique, distinct physical, social and cultural characteristics of a community.

- **Community Cohesion:** The capacity of a community to work together with respect for differences among people.

- **Community Identity:** Expression of the life and character of a community through elements of tradition and history.

- **Economic Recovery:** Development of a community's economic capacity.

Key Messages for Recovery

- Deliver a consistent message ideally with a single spokesperson.

- Brief key stakeholders and staff.

- Primary concern is for affected persons and their welfare.

- Avoid blame.

- Assess damage and loss and be honest about it.

- Tell the truth but stress positives.

- Maintain regular contact with stakeholders, affected property owners, staff, government agencies, the broader community and the media.

- Seek and welcome help from neighbouring communities.

- It is not your role to do everything, facilitate agencies and organisations to do the work.

- Plan and develop a timetable for recovery, including anniversary events etc. Ensure the affected community are part of this conversation.

- Document everything that you do.

- Take time for yourself and ask for help, (especially if you get overwhelmed).

Recovery in the Planning Stages

- Develop a communications plan - articulating key channels and modes of communication.

- In partnership with the HMA/ CA, the local government will implement preparedness messaging to the community.

- Participate in regional LEMC exercises.

- Be proactive in encouraging businesses to prepare, particularly those new to town.

Recovery in the Response Phase

- Activate the Recovery Committee (if required)
- Prepare key media statements and appoint spokesperson (Shire President)
- Participate in ISG meetings and IMT meetings if appropriate.
- In partnership with the HMA commence impact assessment process. Take business cards and check if affected property owners need essential items such as bread, milk, bottled water, fuel etc. Gather information including names and ages of affected persons, contact details etc.
- Advise property owners to contact their Insurer and to commence documenting losses.
- Check if any animals have perished.
- Establish business recovery hub if scale of event warrants. Monitor and capture political commitments and pledges in writing.

Recovery Principles

Western Australia's recovery activities are underpinned by the National Principles for Disaster Recovery:

Understand the context: Successful recovery is based on an understanding of the community context, with each community having its own history, values and dynamics.

Recognise the complexity: Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.

Use community-led approaches: Successful recovery is community-centered, responsive and flexible, engaging with community and supporting them to move forward.

Coordinate all approaches: Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and needs.

Communicate effectively: Successful recovery is built on effective communication between the affected community and other partners.

Recognise and build capacity: Successful recovery recognises, supports and builds on individual, community and organisational capacity and resilience.

For more information on these recovery principles, refer to the [Australian Disaster Resilience Community Recovery Handbook](#) (AIDR 2018).

RECOVERY ROLES & RESPONSIBILITIES

Local Recovery Coordinator:

The Shire of Nannup CEO will appoint a Local Recovery Coordinator.

Role

The Local Recovery Coordinator coordinates local level recovery activities in conjunction with the local Recovery Coordination Group and in accordance with the plans, strategies and policies determined by the Local Recovery Coordination Group.

Functions

- Ensure the Local Recovery Plan is established,

- Support HMA/CA to complete the Impact Statement,

- Liaise with the Controlling Agency, including attending the Incident Support Group and Incident Management Team meetings where appropriate,

- Assess the community recovery requirements for each event, in conjunction with the HMA and other responsible agencies,

- Provide advice to the Shire President and Chief Executive Officer on the requirement to convene the Local Recovery Coordination Group (LRCG) and provide advice to the LRCG if convened,

- Determine the resource requirements for the recovery process in consultation with the LRCG,

- Monitor the progress of recovery and provide reports to the LRCG, 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,

- Ensure the recovery activities are consistent with the principles of community engagement,

- Arrange for the conduct of an operational debriefing of all participating agencies and organisations as soon as possible after cessation of the arrangements, and

- Arrange for the evaluation of the effectiveness of the recovery activities in relation to the recovery plan, within 12 months of the emergency.

Local Recovery Coordination Group (LRCG)

Role

To coordinate and support 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 by:

- Appointment of key positions within the committee

- Establishing sub committees as required

- Assessing requirements for recovery activities relating to the psychological, physical and economic and environmental wellbeing of the community with the assistance of the HMAs.

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 the recovery process for the event that:

    – takes account of the local government long term planning and goals;

    – includes an assessment of the recovery needs and determines which recovery functions are still required;

    – develops a timetable and identifies responsibilities for completing the major activities;

    – considers the needs of youth, the aged, the disabled, and culturally and linguistically diverse (CALD) people;

    – allows full community participation and access; and

    – 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-led 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 Government/s 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;

    – 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

    – Making appropriate recommendations, based on lessons learnt, to the LEMC to improve the community's recovery preparedness.

LRCG Membership:

The LRCG will preferably be chaired by the Shire President, the Shire CEO, or their nominee and have relevant community leaders as its members, including appropriate State Government Agency representatives. Where a LRCG is established a core group of key stakeholders will be represented on the committee supported by other organisations seconded as required. The membership of the LRCG is dynamic and will change with the needs of the community at various stages during the recovery process.

Where a LRCG is established to manage the local recovery process, the following structure will be implemented as appropriate to the situation:

- Chairperson (if not the Shire President, or the Shire CEO, then preferably a SoN Councillor);

- Local Recovery Coordinator (should be different to Chairperson);

- Secretary (normally provided by LGA);

- Local Emergency Coordinator (OIC Police).

- Local Government Officers;

- Hazard Management Agency;

- Department of Health and or Local Environmental Health Officer;

- Department of Communities

- Western Australian Police Force

- Community Representative/s; and if established

- Chairpersons of Sub-committees.

- Department of Agriculture

- Department of Biodiversity, Conservation and Attractions

- Lifelines (power, water, gas, etc);

- Main Roads;

- Department of Water;

- Regional Development Commission;

- Education/school representative;

- Community Groups;

- Chamber of Commerce;

- St John's Ambulance;

- Insurance representative;

- Finance Officer;

- Building and Planning Officer

- Other persons/organisations as identified.

Agency/ Organisation Responsibilities

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

Agency/ Organisation	Responsibilities
Local Government	- Ensure that a Local Recovery Plan for its district is prepared, maintained and tested as per Section 41(4) of the EM Act. - Appoint an LRC(s) as per Section 41(4) of the EM Act. - Chair the LRCG as per Section 36(b) of the EM Act. - Provide secretariat and administrative support to the LRCG, as required. - Provide other representatives to the LRCG or its sub-committees, as appropriate to the emergency (e.g. Building Surveyor, Environmental Health Officer, and Community Services). - Ensure the restoration/reconstruction of services/facilities normally provided by the LGA. - Identify community needs and resource availability. - Liaise, consult and negotiate of behalf of the effected community.
Department of Communities	- Provide a representative to the LRCG. - Coordinate emergency welfare services as part of the recovery process as required by the WESTPLAN – Welfare. - If determined, coordinate the provision of the Personal Hardship and Distress measures under the DRFA-WA, including counselling, emergency assistance and temporary accommodation.
DPIRD	- Provide a representative to the LRCG (co-opted as required). - Manage the provision of assistance to farmers, particularly in relation to the Primary Producer Package under the DRFA-WA
Main Roads Western Australia	- Provide a representative to the LRCG (co-opted as required). - Assess and report on damage to State/Federal road infrastructure that may impact on the community. - In conjunction with the LGA assist with the assessment of damage to local roads and give advice on roads closure and alternate transport routes. - 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 DRFA-WA.
Lifeline Agencies (including power, water and gas)	- Provide a representative to the LRCG (co-opted as required). - Assess and report on damage to lifeline services and progress of restoration of services. Facilitate restoration of priority services as requested by the LRCG.

Regional Development Commission	• Provide a representative to the LRCG (co-opted as required). • Assist with the assessment of the impact of the emergency on small business. • Provide advice on and facilitate access to available business support services/funding support, e.g. DRFA-WA small business support measures.
Department of Education and Training (or local school representative)	• Provide a representative to the LRCG (co-opted as required). • Advice on issues affecting normal operation of schools, e.g. restrictions on student access or damage to school premises.
Department of Water and Environmental Regulation	• Provide advice on environmental protection, clean up and waste management.
Local Health Services Provider (Department of Health or Local Health Officer)	• Provide a representative to the LRCG (co-opted as required). • Advise on health issues arising from the emergency. • Coordinate the local health components of the recovery process.
Lord Mayor's Distress Relief Fund	• Liaise with the LRCG to assess the requirement for public donations and if required initiate — Calls for Public Donations in accordance with SEMC PS 16. • As required set up a local appeals committee in conjunction with the LRCG. • Provide advice to the LRCG on criteria for, and assessment of, requests for financial assistance.

Council Responsibilities during Recovery Phase

During, and following, an emergency event, Shire of Nannup is the closest form of government to the local community and is in the best position to lead, manage and coordinate community recovery.

Council Role/Officer	Responsibilities
Shire CEO	**Finance (Economic) Subcommittee** - Ensure key staffing roles, including LRC are fulfilled - Ensure administrative support to LRC. Ensure fulfilment of key operational elements in line with organisational responsibilities, eg. Roads, parks, public amenities, waste disposal, building/planning. - In the absence of the Shire President to act as a spokesperson on behalf of the shire of Nannup and the community. - Shire of Nannup business continuity. **Environment (Natural) Subcommittee** - Coordinating, policing and advising on safe food, safe accommodation. Safe effluent containment and disposal, disease control and investigation, vermin and vector control, other miscellaneous environmental health and hygiene. - Fast track building approvals to facilitate rapid repair or re-building programs
Shire President	- Ensure all key aspects of community recovery are undertaken - Act as spokesperson on behalf of the Shire of Nannup and the community. - Advocate for residents to Parliamentarians and State Government
Recovery Coordinator	Facilitate and coordinate all recovery actions as directed by the Local Recovery Coordination Group or in accordance with the responsibilities identified earlier.
Manager Corporate Services	**Community (Social) Subcommittee** - All financial matters including DRFA-WA processes and funding applications
Manager Infrastructure	**Infrastructure (Built) Subcommittee** - Coordination of infrastructure restoration. Restore roads, drainage, paths, parks/ reserves and street trees within the Shire - Waste management - Assess damaged buildings and re-assess prior to re-occupation. - Arrange repairs to shire buildings
Ranger Services	Manage and assist with livestock and animal management

CESM	• Replenish and maintain equipment and consumables for emergency services (eg. Bush Fire Brigades, SES)

Lord Mayor's Distress Relief Fund Role

The Shire of Nannup will liaise with the LMDRF to make recommendations 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

• Shire to work with the LMDRF in the development of eligibility criteria and procedures by which payments from the LMDRF will be made to affected individuals which:

  – ensure the principles of equity, fairness, simplicity and transparency apply;

  – ensure the procedures developed are straightforward and not onerous to individuals seeking assistance;

  – recognise the extent of loss suffered by individuals;

  – complement other forms of relief and assistance provided by government and the private sector;

  – recognise immediate, short, medium and longer term needs of affected individuals; and

  – 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.

State Recovery Support

The level of state involvement in recovery will be determined after consideration of the emergency's recovery needs. This may lead to the engagement of the State Recovery Coordinator, establishment of a State Recovery Coordination Group and/or the appointment of a State Recovery Controller, as detailed in State EM Plan sections 6.6 and 6.7.

State Recovery Coordinator:
staterecoverycoordinator@dfes.wa.gov.au
(08) 9395 9549

LOCAL RECOVERY COORDINATION COMMITTEE SUBCOMMITTEES

The LRCG may establish one or more of the following subcommittees to assist the Local Recovery Coordinator and Coordination Group by addressing specific components of the recovery process.

Community (or Social) Subcommittee

Objectives

- To provide advice and guidance to assist in the restoration and strengthening of community well-being post the event;

- To facilitate understanding on the needs of the impacted community in relation to community wellbeing;

- To assess and recommend priority areas, 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 processes 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 of the needs of the impacted community in relation to environmental restoration;

- To assess and recommend priority areas, 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; 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

Objectives

- To assess and recommend priority recovery activities to assist with the direct and indirect impacts on the economic position of the area;

- Consider the need for an economic impact assessment;

- Liaise with and consider participation of business and/or industry representatives in economic recovery decision making;

- Work with the insurance sector to coordinate insurance companies' response;

- Consider projects to ensure tourism viability is maintained;

- Support and promotion of the economic viability of affected businesses, industry and the community through short and long term projects;

- Coordination of supply and distribution of emergency fodder, water, fencing, agistment and other materials/services; and

- To provide advice on care and management of livestock, including feed, water, fencing, agistment and transport.

COMMENCEMENT OF RECOVERY

The relevant Controlling Agency with responsibility for the response to an emergency must initiate recovery activities during the response phase of an emergency.

The responsibilities of the Controlling Agency in relation to recovery are to:

- ensure timely notification of the emergency, liaison and appropriate inclusion of those with recovery responsibilities in the incident management arrangements;

- ensure that in combating the effects of the emergency, response activities have regard for the need to facilitate recovery;

- liaise with the Local Recovery Coordinator appointed by the local government where the emergency is occurring and include them in the incident management arrangements, including the ISG and OASG;

- advise the State Recovery Coordinator when:

    - the incident is Level 2 or above;

    - an emergency situation has been declared;

    - there is a need to establish a Local Recovery Coordination Group; or

    - eligible Disaster Recovery Funding Arrangements - Western Australia (DRFA-WA) costs exceed the Small Disaster Criterion (currently $240,000). Eligible costs may include damage to essential public assets and/or recovery assistance to individuals and communities;

- undertake an initial impact assessment for the emergency and provide that assessment to the Local Recovery Coordinator and the State Recovery Coordinator; and

- Completion of the Impact Statement, prior to cessation of the response, in accordance with State EM Recovery Procedure 4, and in consultation with the ISG, all affected local governments and the State Recovery Coordinator.

TRANSITION FROM RESPONSE TO RECOVERY

Transfer of management from response to recovery handover to the Shire of Nannup shall be formalised in line with HMA/CA responsibilities and procedures.

Impact Statement

An Impact Statement (IS) is a key element of the handover process, and the HMA/CA is responsible for delivering this to Shire's CEO.

An Impact Statement (**Annexure 4**) is used to collect information about all known and emerging impacts from emergency incidents and is compiled to assist the impacted Local Government/s in management of the incident response and recovery.

The Impact Statement provides an overview for Local Government including;

- known and emerging impacts,
- management actions currently in place,
- responsible agencies,
- future management actions required, and
- changes to responsibility for impact management.

Local Government need to have a clear picture and understanding of all aspects of the incident and the immediate, short-term and medium-term actions it will be required to undertake to effectively manage the incident and associated recovery. This is achieved through the Impact Statement, which is vital to assist Local Governments and Local Recovery Coordination Groups to better understand impacts and inform their recovery activities. It also assists the State Recovery Coordinator and Local Governments to identify gaps in capacity to manage and activate necessary State support.

Impact information will continue to emerge throughout the response and recovery phases of an incident. The Impact Statement provides a point-in-time reference and its limitations in this regard must be noted.

The Impact Statement will be used to inform the development and ongoing review of the Shire's Operational Recovery Plan. More detailed Community Needs Assessments may be required to better understand impacts and plan recovery activities.

Activation

The decision to activate the Recovery Plan will be made by the Shire CEO on the advice of the Local Recovery Coordinator. An assessment of the assistance needed for recovery will be made by the Shire of Nannup, the LRCG, the Incident Support Group, and in consultation between the HMA and the CEO.

Once the plan has been authorised for activation, the Local Recovery Coordinator is responsible for implementing the recovery.

Operational Recovery Planning

Following a major emergency, where substantial recovery planning is required, an operational recovery plan should be prepared by the LRCG. The operational recovery plan should describe the extent of damage and detail arrangements for restoration and reconstruction of the affected community. The suggested structure of an operational recovery plan can be found at **Annexure 3**.

Outreach Needs Assessment

An Outreach Needs Assessment should be completed as earliest as possible to the affected area. The requirements of the impacted community will change over time and therefore it is necessary to determine the **NEEDS** of the community periodically.

NEEDS can broadly be defined as:
Physical Needs: Foor, water, clean breathable air
Psychological Needs: Psychological first aid/ support bonding
Societal Needs: Infrastructure, power, drainage, schools, communications, transport, shops.

Outreach involves visiting people in their homes or temporary accommodation to provide access to core recovery information and services. Trained volunteers from Australian Red Cross partner with the local government and other identifiable volunteers who speak directly to affected individuals to determine their requirements:

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

Conducting an Outreach Needs Assessment establishes contact ASAP with the affected community and is an effective way to capture data to assist the LRCG in prioritising the allocation of resources. It also provides the opportunity to share critical information directly to the affected community. See **Annexure 6**

Recovery Centre's

A Recovery Centre should be established if extensive recovery activities are to be undertaken. The purpose of the Recovery Centre is to bring together all agencies involved in the recovery process to ensure effective communication and coordination of resources, information and tasks.

The LRCG is responsible for the activation and coordination of the Recovery Coordination Centre.

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

Potential locations for the Recovery Coordination Centre in the Shire of Nannup include;

Building Name	Location	Contacts
Nannup Recreation and Community Centre	Centenary Road	Shire Office 9756 1018
Nannup Town Hall	Warren Road	Shire Office 9756 1018

TRANSITION TO MAINSTREAM SERVICES

The planning process for 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 journey. 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.

Clear terms of reference enable committees and other governance bodies to determine whether they have fulfilled their designated function and are able to disband.

Recovery activities which are implemented as programs or projects will have defined budgets, deliverables and timeframes which clarify expectations for the community.

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

Long-Term Recovery Strategy

The Recovery Process is most successful when it is designed to evolve, change and ultimately assist the community in returning to normal. This transition requires a comprehensive strategy that gradually integrates the recovery services into existing mainstream services. The Long-Term Recovery Strategy should be developed to achieve a holistic and enduring recovery for the community.

To build resilience in future emergencies, the economic environment, infrastructure and natural environment need to be considered. Where appropriate, the Shire of Nannup will develop a collaborative, comprehensive recovery strategy with and for the community. This will also incorporate how the community's needs have changed over time. A further outreach program may be instigated to check on the community's wellbeing.

RECOVERY COMMUNICATIONS

Recovery communications refer to the practice of sending, gathering, managing and evaluating information in the recovery stage following an emergency. Communication in recovery is about continuing the dialogue with the affected community that started during the response phase.

Media

During emergencies the media have a legitimate interest in obtaining prompt and accurate information. If media access to accurate information is restricted, rumour and speculation may be substituted for fact. Consequently, there is nothing to be gained by attempting to restrict media access. The media are also a vital link between recovery agencies and the public, and provide an effective means of disseminating information. It is recommended that regular and scheduled media briefings be negotiated to suit the publishing and broadcasting timetables of the media.

Due to the fact that the recovery process will generally involve a range of different organisations, there is a need for coordination of information to the media to avoid confusion or conflict. The most effective means of dealing with this issue is through the nomination of a media liaison officer to represent the overall recovery process.

All media releases prepared by the Shire of Nannup Recovery Sub-committee will be forwarded to the LRCG for release by the Chairperson.

Public Information Continuity

During the response phase, the Hazard Management Agency (HMA) has the task of managing communications in an emergency. The HMA officially hands this responsibility to the relevant local government/s leading the recovery via the Impact Statement. Coordinating the affected community in recovery, including communications, rests with the local government.

The CEO, Shire President or their appointed representative is the spokespeople to deal with the media.

The CEO, Shire President or their representative will;

- Manage public information during the transition from response to recovery when handover completed from HMA
- Identify priority information needs
- Develop a comprehensive media/communication strategy
- Coordinate public information through:
    - joint information centres
    - spokesperson/s
    - identifying and adopting key message priorities
    - using a single publicised website for all press releases

- Develop processes for:
  - media liaison and management (all forms e.g. print, and electronic)
  - brief politicians
  - alternative means of communication e.g. public meetings, mailbox fliers, advertising
  - communicating with community groups
  - meeting specialist needs
  - formatting press releases
  - developing and maintaining a website
  - ensuring feedback is sought, integrated and acknowledged
  - Monitor print and broadcast media and counter misinformation.

FINANCIAL RECOVERY

Local Government holds primary responsibility for managing and funding recovery activities. Accordingly, all financial implications associated with recovery operations must be carefully assessed to ensure that costs to Council are minimised and that expenditure remains aligned with approved budgets and governance requirements.

Where it is identified that external financial assistance is required to support recovery activities, a **formal written authorisation** from the relevant agency will need to be obtained.

This written authorisation must include:

- the scope and parameters of the approved funding or assistance;
- any conditions, limitations, or reporting requirements attached to the agreement; and
- the approved process for payment, reimbursement, or acquittal.

No financial commitments reliant on external agency funding are to be made without receipt of this written approval. This requirement ensures transparency, probity, and sound financial management throughout all recovery activities.

State and National relief programs include:

- Disaster Recovery Funding Arrangements (DRFA-WA)
- Commonwealth Natural Disaster Relief and Recovery Arrangements (NDRRA)
- Centrelink
- Lord Mayors Distress Relief Fund

Disaster Recovery Funding Arrangements (DRFA-WA)

The State Government has established the Disaster Recovery Funding Arrangements (DRFA-WA), providing a range of eligible assistance measures designed to help those within disaster affected communities.

Assistance is NOT provided as compensation for damage/losses sustained, or as a disincentive to self-help by way of commercial insurance and/or other appropriate strategies of disaster mitigation. Insurable assets such as houses, buildings and vehicles will **not** be eligible under the DRFA-WA. Before any DRFA-WA relief or recovery measures can be accessed, an event must be assessed as an eligible natural disaster, in accordance with the criteria specified under the DRFA- WA.

The DRFA - WA criteria for the activation of assistance measures for an *eligible disaster* are as follows:

- Must be an *eligible event*; and

- The anticipated cost to the State of *eligible measures* must exceed the small disaster criterion, being the amount of $240,000.

What is the assistance for?

To provide assistance for the recovery of communities. This assistance is delivered through a range of eligible measures that are offered on a needs basis. The arrangements provide for assistance to:

- 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

- generally provide assistance where adequate insurance could have been obtained

- provide assistance for the following which are not natural disasters for the purposes of the FRDA –WA

    - drought

    - frost

    - heatwave

    - epidemic events where human activity is a significant contributing cause (for example, poor environmental planning, commercial development, personal intervention (other than arson), or accident.

Natural Disaster Recovery Arrangements

The primary objectives of the Natural Disaster Relief and Recovery Arrangements (NDRRA) are to relieve the financial burden on states and territories of natural disaster relief and recovery efforts and to facilitate the early provision of a comprehensive range of relief and recovery measures to disaster affected communities.

The NDRRA are prescribed by determination made by the Commonwealth Minister for Local Government Territories and Roads. The determination sets the terms and conditions for the provision of assistance, which is provided by means of a partial reimbursement of state or territory eligible relief and recovery expenditures.

The NDRRA Determination defines eligible disaster events and addresses the Commonwealth/ State cost-sharing mechanism, generic criteria for eligible relief measures and administrative procedures, as well as prescribing the general intent of the program and conditions of assistance. However, implementation of measures, means tests limits and the dollar value of assistance are determined by the states within those parameters.

Lord Mayor's Distress Relief Fund

In Western Australia the Lord Mayor's Distress Relief Fund has been initiated for public appeals that have national or special interest or widespread impact and that are considered to be beyond the capacity of one local authority to manage.

Experience shows that there is a need to have procedures for handling public appeal funds available for use in the event of significant disasters occurring within Australia.

Once an appeal has been established as per SEMC OP 19, the relevant forms can be downloaded via the internet at www.appealswa.org.wa

Note that no application forms are available unless an appeal has been launched.

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.

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.

Donations of Service and Labour

Any donations of services or labour to assist with the recovery from an emergency should be administered by the affected Local Government or if established the Local Recovery Committee.

RECOVERY OF INFRASTRUCTURE

The extent of damage to infrastructure is frequently large and may disrupt both the commercial and social life of the community. The cost of this disruption is often hard to establish and may be difficult to quantify in dollar terms. Damage to industrial and commercial facilities can cause loss of production, and damage to housing and infrastructure can cause personnel shortages as workers attend to their losses.

Damage may be measured in number of ways, depending on data requirements;

- The number of buildings or services affected: useful information for planning immediate restitution work or provision of tarpaulins etc for temporary protection of property;

- The cost of damage: of interest to governments, relief agencies and insurance companies, as this indicates the scale of the operation that must be undertaken to reinstate the status quo to the affected community.

Road/Asset	Responsibility
Vasse Highway (To Busselton, Pemberton)	Main Roads
Brockman Highway (To Augusta)	Main Roads
Stewart Rd	Main Roads
Sues Rd	Main Roads
All other roads	Shire of Nannup
Shire Offices, Adam St	Shire of Nannup
Nannup Town Hall, Warren Rd	Shire of Nannup
Nannup District High School, Bishop St	Shire of Nannup
Airstrip	DBCA
Early Learning Centre, Grange Rd	Shire of Nannup
Telstra Phone Tower & Exchange behind Newsagency, Warren Rd	Telstra
Northern & Southern Traffic Bridges, Warren Rd	Shire of Nannup
Shire Depot, Kearney St	Shire of Nannup
Danjangerup Cottages	Alliance Housing
Old Railway Bridge, Brockman St	Shire of Nannup
Recreation Centre, Warren Rd	Shire of Nannup
Nannup Health Service, Carey St	WA Country Health Service
Nannup Caravan Park, Brockman St	Shire of Nannup
Tanjanerup Water Supply Dam	Water Corporation
Nannup Community Resource Centre, Warren Rd	CRC
Carlotta Phone Tower	Shire of Nannup
Water Corporation Transfer Station, Grange Rd	Water Corporation
Nannup Timber Processing	Parkside
Water Tanks, Dunnet Rd	Water Corporation
Tower Rd Radio repeaters	Shire of Nannup

Physical Infrastructure

These are the lifelines of the community which may be privately run or owned and operated by government organisations. The loss of lifelines will cause widespread inconvenience with restoration being potentially slow as infrastructure is checked, repaired and reinstated:

- Power supply and distribution networks;

- food spoils in fridges and freezers;

- food preparation by electric ovens will be affected;

- water supplies may fail as pumps stop;

- sewerage systems may back up due to pump failure

- computers inoperable;

- communication networks and systems inoperable

- fuel cannot be pumped in service stations;

- industry will cease;

- lack of lighting may cause security issues and reduce recovery operations;

- loss of traffic lights and rail signals which could compromise transportation;
- Loss of heating and cooling.

Residential Properties

Residential losses will significantly contribute to community disruption including:

- Structural damage rendering the residence dangerous for entry. Occupants will not be able to enter the residence to retrieve personal items which may cause security issues and resentment from the occupier;

- Structural damage allowing access but preventing occupation. Possessions will be retrievable but occupation is not permissible;

- Repairable structural damage: In some cases the residence may be able to be occupied though reconstruction may take time and inconvenience and resentment may occur due to the slowness of the residence's return to normality;

- Non-structural damage: In some cases the residence may be able to be occupied though reconstruction may take time and inconvenience and resentment may occur due to the slowness of the residence's return to normality;

- Contents damage: contents may be personal items, electronics, soft furnishings, etc. The loss of personal items may be more stressful than damage to the structure itself.

Disposal of Food and Building Waste

Quick restoration of basic sanitary facilities may reduce risk of infectious disease outbreak or spread. (Bodies rarely pose a health threat.) Disposal of waste is an important activity after many hazards and includes:

Disposal of food waste and wasted food. After power loss, refrigerators must be emptied. This can be complicated by:

- Access to the building. Where the owner or operator is not available, it may be difficult to gain entry to remove food;

- Access to the food. Partial building collapse may make it difficult to open the refrigerator;

- Disposal of contaminated materials. Contamination from the rotting food may have also affected soft furnishings, papers, and even building materials. All of this must be disposed of as though it was rotting food;

- Staff to perform the work. Disposing of rotting food is a particularly unpleasant job. It can only be sustained for short periods; and

- Disposal areas. The disposal of food can be by burning or burial. This requires an appropriate area where the smell is not a problem, where supervision is provided to prevent food removal by rodents or feral animals, and where equipment is available to cover the remains;

- Disposal of building waste. Building waste is generally benign and can be put into landfill quite close to residential or commercial areas. It requires equipment to compact the materials and cover them;

- Disposal of water, pond effluent and backed-up storm water. Pond liquids can harbor insects that can act as vectors for disease. The liquids can either be removed, or the vectors killed by use of various insecticides.

Commercial Properties

Employment, everyday goods and other products may be significantly disrupted with supplies potentially stopping altogether if commercial facilities are damaged.

Banks and Financial Institutions

These are a necessary part of the money cycle and without banks, currency shortages may occur. Increased credit applications may occur and can be a problem if employment has contracted after the incident.

Supermarkets

Food supplies can be in short supply in the food supply chain is disrupted. The loss of power can cause extensive perishable goods losses and data management issues. Damage to structures could extend the food shortage with reconstruction being dependent on the building size and extent of damage. Insurance issues may also hinder the re-establishment of food supplies. Prices may also be affected, particularly if the business affected is not a larger establishment.

Fuel Outlets

Power failure to service stations and fuel depots can cause major disruptions, particularly during prolonged disruptions. Transportation restrictions due to closed roads or supplier unavailability can further increase the shortage and can cause panic-buying. Generators used to supplement electricity shortages may be affected and flooding can cause fuel storage tank contamination which also increases the potential for fuel to escape and cause environmental contamination.

Other

- Hardware and Building Supply Outlets
- Chemists and Suppliers of controlled substances;
- News agencies;
- Specialist stores;
- Tourism destinations.

Community Services and Facilities

Damage and loss sustained to community facilities can affect community recovery and may include:

- Community centres;
- Schools;
- Kindergartens;
- Churches;
- Sporting clubs;
- Cultural centres;
- Entertainment venues; and
- Restaurants and cafes.

Each of the facilities can help considerably during the recovery process, but if damaged would be unable to perform their community function.

Recovery of Power

Restoration of reticulated power is quite complex and involves a number of steps including:

- generation;
- transmission;
- distribution; and
- consumer safety.

Assigning priority for restoration of the distribution network can be very sensitive. The process of restoring power to the grid is a significant commercial undertaking, but will not necessarily lead to community satisfaction. The electrical safety of premises must be checked before the connection of consumers can be completed. The personnel required for this task must also be factored into recovery operations:

- Prior to the restoration of a full and reliable power service, there may be use of portable electricity generators with implications for the recovery operations.
- Portable generators will place added pressure on fuel reserves.

- The use of these raises issues of fuel and motor safety. There may be a need for some education on safe re-fuelling practices for small engines, and on provision of adequate ventilation around engines and for exhaust gases.

- The issues of electrical safety are compounded in the unregulated environment of portable power generation. Appliances must be checked prior to connection to any power source, and portable generators must not be used to energise building wiring without checks and supervision by a suitably qualified person.

Timely restoration of power is important in the recovery of:

- water;

- sewerage systems;

- commercial activity; and

- normal accommodation functions.

Communication networks

- Towers for repeaters, mobile phone/computer networks, base stations and transmitters can be damaged;
- Handsets may be affected by lack of power and mobile phone batteries could run low;
- Partially damaged systems may overload due to increased communication traffic;
- Cabling may be damaged;

Water

- Water pipe or tank ruptures may affect water supplies;

- Drinking water may require importing;

- Water treatment may be required (e.g. chlorine tablets);

- Loss of cleaning, bathing, toilet flushing, etc can lead to sanitation/health problems;

- Emergency services may be affected by loss of water (e.g. fire fighting).

Sewerage

- Overflows could occur if pumps stop due to power shortages;

- Sewer lines may rupture;

- Inoperative sewers may cause back-flow into house, spill into public places or contaminate waterways.

Drainage

- Blockages may cause localised flooding and contamination;

- Storm drains may be contaminated by toxins or industrial liquids.

Transportation networks

- Damage to bridges, road surfaces and rail lines may render them unpassable;

- Debris from trees and buildings, downed powerlines, chemical contamination, flooding and smoke from fires may cause short or prolonged road closures;

- These are the services and support networks that are operated from the public and private sectors. The support infrastructure networks depend heavily on the physical infrastructure with restitution directly affecting the operational status of the support infrastructure.

Food and merchandise distribution systems:

- Markets;

- Wholesalers;

- Retailers;

- Building:

- Insurers;

- Builders;

- sub-contractors;

- suppliers;

- Health-care:

- Health insurance;

- Medical practitioners;

- Pharmacists;

- Hospitals;

- Education and training;

COMMUNITY INVOLVEMENT

To assist in strategic direction and restitution prioritisation, community consultation in the early stages of recovery is necessary to establish the context of restitution. The community should be invited to assist in the prioritisation process to empower the community in its own recovery.

Examples of community involvement may include Shire Councillors sitting on the LRCG and/ or Recovery Sub Committees. Key members of the community should also be invited to participate in any strategic long-term recovery planning.

Emergency Relief Organisations and Volunteers

Existing non-for-profit organisations (NGOs) can support Local Government across a broad range of recovery activities. These local organisations operate under their own insurance arrangements and are responsible for the actions of their personnel. Individuals from the local community wishing to assist with recovery efforts should be

encouraged to participate through established community or volunteer groups to ensure appropriate onboarding/ induction and coordination.

Australian Red Cross

Australian Red Cross exists to support people in their most difficult moments. With 110 years' experience and a nationwide community of 16,000+ members and volunteers, they act locally and connect globally to deliver what's needed, when it's needed most.

A wide range of helpful resources can be found on the [Australian Red Cross](#) website to help communities prepare for, respond to and recover from disasters.

Disaster Relief Australia

Disaster Relief Australia (DRA) unites the skills and experiences of Australian Defence Force Veterans, Emergency Responders and motivated civilians to deploy Disaster Relief Teams throughout Australia. DRA operates nationally at disaster relief and recovery operations. When deployed, DRA integrates into existing emergency management arrangements.

For further information on how DRA can support and enhance community recovery activities for local governments, following an emergency, contact Annette Turner Duggan, Disaster Relief Team Manager WA, at Annette.Turner-Duggan@disasterreliefaus.org or 0411 252 388.

Rapid Relief Team

Rapid Relief Team (RRT) delivers hope and relief to people across the globe. Whether it be fire, flood or humanitarian need, RRT expands their support services to meet the need at hand. Their mission is to serve people with care and compassion in their time of need.

Contact details: action.au@rrtglobal.org or Website address: https://www.rrtglobal.org

Emergency Volunteers WA

Emergency Volunteer WA (managed by Volunteering WA) is the peak body for volunteering in Western Australia. Their role is to connect people to community groups who need help outside of formal frontline emergency services roles.

During times of crisis, Volunteering WA is activated by the Department of Communities to support the community by recruiting volunteers and directing offers of gratuitous support from the community.

For more information and registration contact at: emergency.volunteer.org.au

BlazeAid

BlazeAid is a volunteer-based organisation that works with families and individuals in rural Australia after natural disasters such as fires, cyclones, droughts and floods.

BlazeAid works alongside the rural families; our volunteers help to rebuild fences and other structures that have been damaged or destroyed due to a disaster.

For more information and registration visit www.blazeaid.com.au

F.A.W.N.A

FAWNA Inc. (Fostering and Assistance for Wildlife Needing Aid) was founded in 1984 in Busselton, Western Australia, to support wildlife rehabilitators caring for orphaned, injured, or abandoned animals. Over the years, FAWNA's membership has expanded from Mandurah to Albany, covering the Swan Coastal Plain and Great Southern regions—areas known for their rich biodiversity, including a globally recognised biodiversity hotspot and significant RAMSAR wetland.

For more information and registration visit [FAWNA Inc](). | Western Australia Wildlife Rescue & Rehabilitation

Visiting VIPs

In addition to the level of media interest, there is also likely to be a number of visits to the affected area and a high level of interest in the recovery process from VIPs from government and a range of other agencies.

There are a number of issues that need to be considered by the Shire representative involved with, or responsible for hosting, such visits.

Effective briefings should be provided. These should include accurate and up-to-date information about estimated losses, assistance programs and financial assistance packages. This will ensure that any information relayed to the affected community or the media is accurate, reducing the risk of falsely raising expectations regarding such things as assistance measures, and reducing the risk of embarrassment. Some pre-visit briefing is also desirable to ensure that the visitor is well informed of the necessary information prior to arrival:

- Briefing of any visitors should also include details about the current state of the community, including the various emotions they may be experiencing as a result of the event, as well as identification of any existing sensitivities.

- Visitors should have a clear understanding of emergency management arrangements and protocols.

- Visitors should also be clearly briefed on the potential impact of their visit and their subsequent role in the recovery process. In particular, it should be emphasised that any information provided must be accurate, as the effects of inaccurate or ill-founded information on an affected community may reinforce the impact of the event.

- In the case of a disaster affecting more than one geographic area, care should be taken to ensure that communities are treated impartially and visits are arranged accordingly.

Visits by Commonwealth and State Parliamentarians (including Ministers) should be discussed in advance with the LRCG to ensure the visits are the most effective for both the community and the Member of Parliament.

Community Information Points

The Shire's community recovery information services provided to affected people aim to lower anxiety levels and to restore a sense of predictability through accurate and credible information. Information services will be made available to assist and hasten recovery as well as the means of accessing those services.

The information provided should advise:

- the support, psychological, development and resource services available;

- where, when and how to access those services; and

- The psychological reactions commonly experienced by affected people.

- The information should be provided at a "One Stop Shop" set up in a location to be determined and be available as soon as possible and provided and repeated through a range of information means. The means commonly used are:
  - leaflets;

  - posters;

  - newsletters;

  - information centres;

  - recovery centres;

  - community agencies;

  - radio;

  - newspapers;

  - television;

  - outreach visitation; and

  - Public meetings.

- The accessibility of the information to the people affected by the emergency is a major issue and actions need to ensure it is available to:
  - the whole of the affected area;

  - non-English speaking people;

  - special needs groups and or individuals;

  - isolated people and communities; and

  - Secondary victims.

Public Meetings

Various forms of public meetings provide an important part of the recovery process. The Shire will hold public meetings during or soon after an emergency has taken place as a means of communicating information to the affected community regarding such things as the extent of the damage caused by the event and the services available through the range of recovery agencies. Representation of the various recovery agencies at a public meeting will be encourage as it gives the affected community an opportunity to identify those agencies providing services and to clarify important issues. Further public meetings may be held by the Shire throughout the recovery process as the need arises.

It is important to acknowledge that public meetings provide the opportunity for members of the affected community to meet together and for rumours, which are inevitable in the early part of the recovery process, to be dispelled. However, given the volatility that may be evident immediately following an emergency, it is critical that public meetings are carefully timed and managed by a facilitator skilled in dealing with any problems which may arise.

Public forums may also be organised to provide practical advice and discussion on a range of issues from personal needs to housing and rebuilding issues. The need for such forums is best identified by workers who have a direct understanding of emerging needs within a community.

The Shire's Community recovery committees also provide an affected community with a mechanism to have an input into the management of the recovery process. These committees provide an important forum, ensuring local participation in the management of the recovery process.

It is essential during a pandemic that a live stream option is provided, to ensure that all residents, absentee landowners and visitors can receive information.

Public Information Continuity

Public information will continue after the emergency response is over, lives are no longer at risk, and the state of emergency is over. The focus might change but the purpose of maintaining the flow of information to the impacted community and the community at large remains.

Points to Consider

- Only the Shire President and/or CEO liaise with the media
- Manage public information during the transition from response to recovery when handover completed from HMA
- Identify priority information needs
- Develop a comprehensive media/communication strategy
- Coordinate public information through:
    - joint information centres
    - spokesperson/s
    - identifying and adopting key message priorities

– using a single publicised website for all press releases

- Develop processes for:
  - media liaison and management (all forms e.g. print, and electronic)
  - briefing politicians
  - alternative means of communication e.g. public meetings, mailbox fliers, advertising
  - communicating with community groups
  - meeting specialist needs
  - formatting press releases
  - developing and maintaining a website
  - ensuring feedback is sought, integrated and acknowledged
- Monitor print and broadcast media, and counter misinformation.

DEBRIEFING

The LRC will arrange for the debriefing of all participants and organisations as soon as possible after stand-down and will prepare and table a report to the LEMC for review and update of this Plan. A copy of the report will also be forwarded to the HMA and the Chairman of the SEMC Recovery Services Sub-committee and the DEMC.

Transition From Response:	OK
IC shall include the LRC in critical response briefings	
LRCG shall ensure the Incident Controller aware of recovery requirements and tasks prior to the termination of the emergency	
LRCG shall ensure that agencies with response and recovery obligations are aware of their continuing role	
LRCG to confirm whether the event has been proclaimed an eligible natural disaster under the WA Natural Disaster Relief and Recovery Arrangements and if so what assistance measures are available	
LRC shall initiate key recovery arrangements and ensure formalisation of handover takes place	
Management Structure (the LRCG Shall):	
Ensure the appointment of an LRC has occurred	
Activate a recovery coordination centre if required	
Facilitate representative sub-committees to coordinate and action recovery tasks and disseminate decisions, as required	
Ensure and facilitate the completion of the impact assessment	
Assume public information responsibilities from response agency and provide information to the impacted area and to public and media	
Facilitate and advise on State/Federal disaster relief funding, facilitate and advise on private aid and funding	
Prepare oral and written financial and non-financial reports and briefs	
Promote Community Involvement (the LRCG shall):	
Work within existing community organisations	
Recruit representatives of the affected community into recovery planning	
Establish strategies for uniting the community behind agreed objectives	
Provide information centres for advice, information and assistance during the recovery period	

Establish mechanisms for sharing information and reporting local initiatives (e.g. regular community meetings and local newsletters)	
Impact Statement - managerial issues (the LRCG shall):	
Use intelligence/planning information from the response operation, and set up a recovery liaison person in the EOC/ECC	
Confirm the total area of impact for determination of survey focus	
Set out the immediate information needs: infrastructure problems & status, damage impact and pattern, and welfare issues	
Link with parallel data-gathering work	
Identify and close information gaps (establish the "big picture")	
Assess the financial and insurance requirements of affected parties	
Gather evidence to support requests for government assistance	
Ensure all relevant information is strictly confidential to avoid use for commercial gain	
Inspections and Needs Assessments - technical focus (the LRCG shall):	
Establish and define the purpose of inspection/assessment and expected outcomes	
Consistently apply agreed criteria (requiring a common understanding by the people undertaking the survey process)	
Collect and analyse data	
Maintain confidentiality and privacy of assessment data	
Select and brief staff	
Establish a method/process to determine the type of information needed for this recovery operation, defining: - how and who will gather the information (single comprehensive survey) - how information will be shared - how information will be processed and analysed - how the data will be verified (accuracy, currency and relevance)	
Manage the process to minimise calling back	
Data Management (the LRCG shall):	
Define who is responsible for which part of the data management task and ensure proper process of relevant data transfer	
Create templates for impact assessment and for tracking assistance provided.	
State Government Involvement (the LRCG shall):	
Establish strong relationships with key regional government agency representatives, and appoint them to appropriate ERC Sub-committees, as appropriate	
Gain familiarity with the recovery claim process, Relief Fund applications, and reduction plan proposals	
Establish a system for recording all expenditure during recovery, in line with the requirements of the Local Recovery Plan (includes logging expenditure, keeping receipts and providing timesheets for paid labour)	
Answer requests for information from government agencies	
Public Information (the LRCC shall):	
Appoint spokespeople to deal with the media	
Manage public information following the handover from response to recovery by the HMA	
Identify priority information needs	
Develop a comprehensive media/communication strategy	
Coordinate public information through: - Recovery Coordination centre - spokesperson/s - identifying and adopting key message priorities - using a single publicised website for all press releases	

Develop processes for: • media liaison and management (all forms e.g. print, and electronic) • briefing politicians • alternative means of communication e.g. public meetings, mailbox fliers, advertising • communicating with community groups • meeting specialist needs • formatting press releases • developing and maintaining a website • ensuring feedback is sought, integrated and acknowledged	
Monitor print and broadcast media, and counter misinformation	
Rehabilitation and Assistance LRCG Shall:	
Establish a mechanism for receiving expert technical advice from lifeline groups	
Monitor and assist rehabilitation of critical infrastructure	
Prioritise recovery assistance	
Prioritise public health to restore health services and infrastructure	
Assist and liaise with businesses to re-establish and reopen	
Restore community and cultural infrastructure (including education facilities)	
Restore basic community amenities for meetings and entertainment	
Facilitate emergency financial assistance through the Department of Communities	
Adjust capital works and maintenance programs.	
Implement a "back in business" campaign	
Implementation of Reduction Measures LRC shall plan to:	
Take the opportunity, while doing the hazard analysis, to: • identify essential services and facilities in high-risk areas • consider the restoration options in the event of their becoming dysfunctional	
Identify options based on research and consultation	
Undertake urgent hazard reassessment based on new (event) information adhere to an ERM Plan	
Financial Management LRCG shall to:	
Review financial strategies	
Communicate with financial agencies, including insurance companies	
Keep financial processes transparent	
Reporting LRCG Shall Plan to:	
Provide a simple, flexible and succinct reporting system	
Provide adequate administrative support	
Managed Withdrawal LRCG Shall Plan to:	
Continually review the recovery management process with a view to withdrawing as the community takes over	
Identify long term recovery activities and agency responsible for management	
Establish arrangements for ongoing public information and communications including avenue for reporting and management of unresolved community recovery issues	
Stage a public event of acknowledgement and community closure	
Conduct a debrief of participants with community input to identify lessons learnt and strategies for enhancing community recovery arrangements and processes for future events	

EXERCISING AND REVIEWING

This Recovery Plan shall be reviewed in accordance with State EM Policy section 2.5 and amended or replaced whenever the local government considers it appropriate (s.42 of the EM Act). However, according to State EM Preparedness Procedure 3.8, the LEMA (including recovery plans) are to be reviewed and amended in the following situations:

- after an event or incident requiring the activation of an Incident Support Group or an incident requiring significant recovery coordination; and

- an entire review is undertaken every five (5) years, as risks might vary due to climate, environment and population changes.

The Nannup LEMC will conduct exercises to test both the Recovery Plan and the LEMA, ensuring all elements of emergency management are appropriately considered and integrated by the Committee.

ANNEXURE1: INCIDENT DETAILS

Incident/Emergency Name:	
Incident/Emergency Number:	
Incident Controller Name & Contact:	
Hazard Management Agency:	
Local Recovery Coordinator Name & Contact:	
Date and Time of Handover Meeting:	
Description of Affected Area:	
Map Attached:	Y / N
Other Local Government Areas Affected:	

Notes:

ANNEXURE 2: LOCAL RECOVERY COORDINATOR CHECKLIST

Task Description	Complete
Within 48 hours	
LRC to liaise with the Controlling Agency and participate in the Incident Management arrangements, including the Incident Support Group and Operations Area Support Group where appropriate.	
LRC to contact and alert key local contacts.	
LRC to receive initial impact statement from the Controlling Agency	
LRC to determine the need for the Local Recovery Coordination Group to be convened and its members briefed, in conjunction with the local government.	
LRC and the local government to participate in the determination of state involvement in conjunction with the State Recovery Coordinator.	
Meet with specific agencies involved with recovery operations to determine actions.	
Further develop and implement event specific Communication Plan, including public information, appointment of a spokesperson and the local governments internal communication processes.	
Consider support required, for example resources to maintain a record of events and actions.	
Activate a recovery coordination centre if required.	
Establish a system for recoding all expenditure during recovery (includes logging expenditure, keeping receipts and providing timesheets for paid labor).	
Consider establishing a liaison officer at the ECC if required.	
Within 1 week	
Participate in consultation on the coordination of completion of a Comprehensive Impact Statement by the Controlling Agency.	
Identify all special needs groups or individuals.	
Determine the need to establish subcommittees, and determine functions and membership if necessary.	
Develop an Operational Recovery Plan which determines the recovery objectives and details the recovery requirements, governance arrangements, resources and priorities.	
Confirm whether the event has been proclaimed an eligible natural disaster under the WA Natural Disaster Relief and Recovery Arrangements and if so what assistance measures are available.	
Manage offers of assistance, including volunteers, material aid and donated money.	
Report to organizational 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, accommodation, financial assistance and social, recreational and domestic facilities.	
Consider establishing a call centre with prepared responses for frequently asked questions.	
Establish a 'One Stop Shop' recover centre to provide the affected community with access to all recovery services.	
Coordinate restoration of essential infrastructure/utilities.	

Brief media on the recovery program.	
Monitor staffing levels and fatigue management.	
Within 12 months	
Determine longer-term recovery strategies.	
Debrief recovery agencies and staff.	
Implement transitioning to mainstream services.	
Evaluate effectiveness of recovery within 12 months of the emergency.	
Review Local Recovery Plan within 12 months following the emergency.	
Recognise agency/staff contributions.	

ANNEXURE 3: OPERATIONAL RECOVERY PLAN

**Shire of Nannup Local Recovery Coordination
Operational Recovery Plan**

Emergency: type and location

Date of Emergency:

Section 1 Introduction

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

Section 2 Assessment of Recovery Requirements

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

Section 3 Organisational Aspects

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

Section 4 Operational Aspects

- Details resources available and required.
- Redevelopment plans (includes mitigation proposals).
- Reconstruction restoration program and priorities (including estimated timeframes).
- Includes program and strategies of government agencies to restore essential services and policies for mitigation against future emergencies.
- Includes the local government program for community services restoration.
- Financial arrangements (assistance programs, insurance, public appeals and donations).
- Public information dissemination.

Section 5 Administrative Arrangements

- Administration or recovery funding and other general financial issues

- Public appeals policy and administration (including policies and strategies for office and living accommodation, furniture and equipment details for additional temporary personnel).

Section 6 Conclusion

- Summarises goals, priorities and timetable of plan.

Signed by:

Chair, Local Recovery Coordination Group

Date:

ANNEXURE 4: IMPACT STATEMENT

An Impact Statement is to be completed by the Controlling Agency for all level 3 incidents and level 2 incidents 1 where there are impacts requiring recovery activity. The Controlling Agency for the emergency is responsible for coordinating the comprehensive impact statement in consultation with members of the Incident Support Group.

Where required an Impact Statement must be completed prior to the transfer of responsibility for management of recovery to the affected local government(s). The Controlling Agency is to convene a meeting with the affected local government(s) and the State Recovery Coordinator to review and sign the Impact Statement.. At the point where the Controlling Agency considers it appropriate to transfer responsibility for management of the emergency to the affected local government/s, the Controlling Agency is to convene a meeting with the affected local government/s and the State Recovery Coordinator.

The information collected in an Impact Statement provides a point-in-time, concise summary of:

- known and emerging impacts,

- management actions currently in place,

- responsible agencies,

- future management actions required, and

- changes to responsibility for impact management.

Transfer of responsibility to local government for the management of recovery requires the receiving local government to have a clear picture and understanding of all aspects of the incident and the immediate, short-term and medium-term actions it will be required to undertake to effectively manage the incident and associated recovery.

For more information in regards to Impact Statements (IS) visit the State's Impact Statement Guide and Resources.

Risk Assessment Summary

The following risks have been identified as a result of this emergency. An assessment of these risks has determined that they have been reduced sufficiently to allow the community to return with appropriate controls in place, however residual risks remain that require treatment. This list is not exhaustive and some risks may have existed before the emergency. Care should be taken to continually assess residual and new risks and develop appropriate strategies for their management. These should be communicated to the affected community where appropriate.

> Alternatively, use your organisation's Risk Assessment matrix or template and attach to this document.

*

To complete this section, refer to Risk Assessment process, matrix and description in the

Impact Statement Guide Section 8.

Risk	Description	Likelihood	Consequence	Level of Risk	Responsible Agency	Treatments/Mitigation (e.g. controls undertaken, further actions required – by who and by when)
e.g. Asbestos	e.g. Asbestos has been located throughout the emergency area. The age of buildings and fencing indicates a high prevalence. There is a risk that agency personnel and/or members of community may handle disposal of asbestos incorrectly	Likely	Major	Extreme	DWER	Explain actions underway, planned and needed
e.g. Fatigue of LG staff	e.g. majority of LG staff have either been directly impacted or involved in responding to the emergency. Risk of staff fatigue, which will impact LG ability to function and recover	Almost certain	Major	Extreme	Local government	Explain actions underway, planned and needed

☐ Alternate Risk Assessment matrix attached.

Communication and Media Officers – Contact Details

* May be referred to as Public Information Officers in some instances

Organisation	Name	Position	Location	Email	Mobile	Alt. phone
Controlling agency (if not DFES) <insert org name>						
DFES						
Local government						
Local media						
Other <insert org name>						

* Add rows as needed.

Contributing Agencies

This Impact Statement should be compiled in close consultation with agencies, community service providers and other emergency management and recovery personnel. Include details for all agencies that need to, or have contributed to the compilation of this Impact Statement.

Organisation / agency	Name	Position	Phone	Email	Contact made?	Info rec'd?
☐ Aqwest (water supplier in Bunbury)					☐	☐
☐ Assoc. of Independent Schools of WA					☐	☐
☐ ATCO Gas					☐	☐
☐ Australian Red Cross					☐	☐
☐ Arc Infrastructure					☐	☐
☐ Busselton Water					☐	☐
☐ Catholic Education WA					☐	☐
☐ Dampier Bunbury Pipeline (gas)					☐	☐
☐ Dept of Primary Industry & Regional Dev.					☐	☐
☐ Dept of Communities					☐	☐
☐ Dept of Defence					☐	☐
☐ Dept of Education					☐	☐
☐ Dept of Water and Environmental Regulation					☐	☐
☐ Dept of Fire and Emergency Services					☐	☐
☐ Dept of Health					☐	☐
☐ Dept of Biodiversity, Conserv. & Attractions					☐	☐
☐ Dept of Planning, Lands & Heritage					☐	☐
☐ Dept of Transport Marine Safety					☐	☐
☐ Horizon Power					☐	☐
☐ Local government (specify)					☐	☐
☐ Local Recovery Coordination Group					☐	☐
☐ Main Roads WA					☐	☐
☐ NBN Co.					☐	☐
☐ Public Transport Authority					☐	☐
☐ Telstra					☐	☐
☐ Verve Energy					☐	☐

Organisation / agency	Name	Position	Phone	Email	Contact made?	Info rec'd?
☐ WA Housing Authority					☐	☐
☐ WA Police Force					☐	☐
☐ Water Corporation					☐	☐
☐ Western Power					☐	☐
☐ Add others as needed					☐	☐
☐ e.g. community groups					☐	☐
☐ e.g. other service providers					☐	☐
☐					☐	☐
☐					☐	☐
☐					☐	☐
☐					☐	☐
☐					☐	☐

For level 2 incidents with no significant recovery impacts, no further Impact Statement information is required.

To make this determination, consultation with the State Recovery Coordinator, local government(s) and Incident Controller is required.

For all other level 2 and level 3 incidents, the information on the following pages MUST be compiled.

Impact Statement

Where necessary, use the **Agency contributions template** to source relevant information from contributing agencies. This table template can be found in section 13.3.2 of the Impact Statement **Guide**.

Social Environment

* For help with completing this section, refer to the Guide Section 11: Impact Statement (11.1 Social environment).

Ensure that all ticked items from the checklist in Section 4: Social impacts, are transferred to this table. Add more rows as required.

Category (from checklist)	Agency/ Source	Key contact: Name, position, email, phone, mobile.	Impact: what has happened and what are the implications?	Current status: what is happening now, who is managing it and how long for?	Next steps: what needs to happen next, who will be involved and how long for?	Related attachment(s)?
Home and Community Care	*Dept of Health/HACC Agency*	*xxxxx*	*Identified that there are 15 clients still in their homes that are ageing in place and have disabilities that will not receive their Home Care Assistance*	*Dept. of Health/LG to liaise with DFES to gain restricted access permits for service providers*	*Consider relocation of clients, and level of care required*	☐
						☐
						☐

☐ Additional information on completed actions is attached to this document.

Natural Environment

* For help with completing this section, refer to the Guide Section 11: Impact Statement (11.2 Natural environment).

Ensure that all ticked items from the checklist in Section 4: Natural impacts, are transferred to this table. Add more rows as required

Category (from checklist)	Agency/ Source	Key contact: Name, position, email, phone, mobile.	Impact: what has happened and what are the implications?	Current status: what is happening now, who is managing it and how long for?	Next steps: what needs to happen next, who will be involved and how long for?	Related attachment(s)?
Reserves and Parks	*DBCA/LG*		*The closure of the parks in the impacted area will have an impact on a planned Scout jamboree*	*The park has been severely damaged by the fire with loss to the campsites and camp kitchens. DBCA to liaise with Scouts WA to advise of the impact to the park*	*DBCA/LG communication will need to extend to the public of the impact to the Park and period of closure.*	☐
						☐
						☐

☐ Additional information on completed actions is attached to this document.

Economic Environment

* For help with completing this section, refer to the Guide Section 11: Impact Statement (11.3 Economic environment).

Ensure that all ticked items from the checklist in Section 4: Economic impacts, are transferred to this table. Add more rows as required.

Category (from checklist)	Agency/ Source	Key contact: Name, position, email, phone, mobile.	Impact: what has happened and what are the implications?	Current status: what is happening now, who is managing it and how long for?	Next steps: what needs to happen next, who will be involved and how long for?	Related attachment(s)?
Other large employers	*DPIRD/DWER*		*Bannister Downs Dairy requires continued accessibility to the Dairy to transport dairy supplies and access for workers to the dairy. Lack of access will have a detrimental impact in terms of loss of produce and supplies to retailers.*	*DWER is working with Bannister Downs to arrange for appropriate disposal of spoilt milk. DPIRD is liaising with DFES to provide restricted access permits for the trucks and workers to access the diary.*	*Until the area is declared safe restricted access permits will remain in place. DPIRD and DWER will continue to provide advice to the Dairy.*	☐
						☐
						☐

☐ Additional information on completed actions is attached to this document.

Built Environment

* For help with completing this section, refer to the Guide Section 11: Impact Statement (11.4 Built environment).

Ensure that all ticked items from the checklist in Section 4: Built impacts, are transferred to this table. Add more rows as required.

Category (from checklist)	Agency/ Source	Key contact: Name, position, email, phone, mobile.	Impact: what has happened and what are the implications?	Current status: what is happening now, who is managing it and how long for?	Next steps: what needs to happen next, who will be involved and how long for?	Related attachment(s)?
Water tanks contamination	*Watercorp DWER*		*Due to the use of firefighting foam rain water tanks in the impacted area may be contaminated.*	*DWER/Watercorp to advise residents of how to dispose of contaminated water and how to clean their tanks.* *Potable water to be provided to impacted residents*	*Communication to impacted residents of where potable water can be accessed and fact sheets on contamination*	☐
						☐
						☐

☐ Additional information on completed actions is attached to this document.

NOTE:

• Details of all *Rapid Damage Assessments* should be attached to this document as applicable. Include maps and photographs as appropriate

Niam Indicators

National Impact Assessment Model indicators are used by the State to negotiate disaster relief funding with the Commonwealth. Complete this table using data captured above.

No.	Impact Indicator	Measure	# or %	Social	Built	Economic	Natural
1	INDIVIDUALS	# In evacuation centres		■			
2		# Injured		■			
3		# Fatalities		■			
4		# Unaccounted for		■			
5		# Isolated		■			
6	RESIDENTIAL PROPERTIES	# Destroyed		■	■		
7		# Damaged		■	■		
8	EMERGENCY SERVICES	# Destroyed			■		
9	Police, fire, ambulance, aviation, other	# Damaged			■		
10	HOSPITALS & PRIMARY HEALTH CARE FACILITIES	% Destroyed			■		
11		% Hospital functional		■			
12	EDUCATIONAL FACILITIES	# Destroyed			■		
13	Schools, training centres, universities, child care centres	# Damaged			■		
14		# Closed		■			
15	CORRECTION CENTRES	# Destroyed			■		
16	Incl. prisons	# Damaged			■		
17	OTHER – RESIDENTIAL GROUP HOME, AGED CARE FACILITIES	# Destroyed		■	■		
18		# Damaged		■	■		
19	OTHER BUILDINGS	# Destroyed			■		
20		# Damaged			■		
21	BUSINESS BUILDINGS	# Destroyed			■		
22	Incl. commercial and industrial	# Damaged			■		
23	(excludes rural)	# Closed				■	
24	RURAL BUILDINGS	# Destroyed			■		
25		# Damaged			■		
26	STOCK LOSSES	# Fatalities				■	
27	Livestock	# Unaccounted for				■	
28	AGRICULTURAL LAND	Ha Destroyed				■	
29		Ha Damaged				■	
30	AGRICULTURAL PRODUCTION	% Lost				■	
31	AIRPORTS / HELIPORTS	% Functional		■			
32		# Damaged			■		
33		# Destroyed			■		
34	ROADS / BRIDGES	# Main roads closed		■	■		
35		# Other roads closed		■	■		
36	PORT	# Facility destroyed			■		
37		# Facility damaged			■		
38		# Ships impacted				■	
39	RAILWAY	# Passenger lines closed		■			
40		# Freight lines closed			■		
41	TELECOMMUNICATIONS	# Customers impacted		■			
42	GAS	# Customers impacted		■			

43	ELECTRICITY	# Customers impacted				
44	SEWAGE	# Customers impacted				
45	WATER – POTABLE SUPPLY	# Customers impacted				
46	WATER – CATCHMENTS	km^2 contaminated				
47	NATIONAL PARKS	Ha affected				
48	ANIMAL WELFARE	# Injured				
49	COASTLINE AFFECTED	km affected				
50	MARINE AREA AFFECTED	Km2 affected				

List of Attachments

List all attachments to this Impact Statement

Attachment No.	Title & description (e.g. map, report, photo)
1	Transfer of Control (signed) – bushfire only
2	Rapid Damage Assessment report (DFES hazards only) including maps and photos
3	
4	
5	
6	
7	

ANNEXURE 5: CUSTOMER INFORMATION SHEET

This form is to be utilised by Shire staff to be able to provide current and consistent information when dealing with the public during an emergency situation.

Status of the Incident
For up to date information on this incident please call DFES Emergency Information Line on 133 337.

You may also view the website www.emergency.wa.gov.au for the most up to date information.

Evacuation/Welfare Centre
Your nearest designated evacuation centre is located at

_____.

Domestic pets can be taken to

_____.

Volunteering

No immediate volunteers at the evacuation centre are required unless already registered/working with authorised agencies.

If you would like to register as a volunteer please contact the Nannup Community Resource Centre, 9756 3022. Please do not present to the evacuation centre as responsible agencies are coordinating the situation.

Donations

Thank you for your concerns and offer of assistance, no donations of goods are required at the evacuation centre. If you would like to donate goods or services to support the community through this incident please do so via GIVIT www.givit.org.au/disasters

Important Contacts

Emergency – Police, Fire & Ambulance	000
Crime Stoppers	131 444
State Emergency Service	1800 333 000
Nannup Hospital	9756 3800
Busselton Hospital	9754 0333
Bridgetown Hospital	9782 1222
Bunbury Hospital	9722 1000
Life Line (Crisis Support & Suicide Prevention)	131 114
Poisons Support Centre	131 126
Department of Communities	6277 3666
Centrelink	132 850

DPIRD	1800 675 888
Main Roads	138 138
Department of Biodiversity, Conservation & Attractions	9474 9055
Telstra	13 29 99
Water Corporation	131 375
Western Power	131 351
Nannup Shire Office	9756 1018
Nannup Community Resource Centre	9756 3022

ANNEXURE 6: RECOVERY NEEDS ASSESSMENT AND SUPPORT SURVEY

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

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

You are not obliged to provide any or all the information requested. You should be aware that the information you provide may be passed to other agencies in the recovery process. Please note that completion of this survey does not guarantee your specific needs will be met immediately. However, every effort will be made to obtain the assistance you need as quickly as possible.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquiries about the survey, please ring
_____.
In terms of the Privacy Act should you wish to access, change or amend any information you have given, please ring the above telephone number. You can also contact the Recovery Committee situated at:

_____

Interview conducted at:

_____

Date: _____   Time: _____

By:

_____

Tear off this page and give it to the person being interviewed.
Also include any other relevant information sheets/brochures.

ANNEXURE 7: NOTES FOR INTERVIEWER

(Please read before commencing the survey)

Introduce yourself to the person being interviewed.

'Hello, I am *(name),* I am here on behalf of the Shire of Nannup Recovery Committee about the recent *(emergency event).* I would like to talk with you to see if there is anything we can help you with, or organisations we can refer you to, to assist your recovery.'

1. Read through the cover page with the interviewee and complete it. Tear it off and give it to the person being interviewed. It is their receipt.

2. Provide them with any information sheets/brochures.

3. Start at section 1 and continue to work through all sections.

4. Texts in grey italic font are prompts for you to note or advise the interviewee on.

5. If the interviewee declines to give information, complete known details and return the survey with cover intact.

NOTE: Some people may take this opportunity to offload any frustrations. Do not take this personally, it is best to list these items and then move on the next question when possible.