Emergency Relief and Support

STATE SUPPORT PLAN

Contact Details

To provide comment on this guideline, contact:

Incident Management Team, Department of Communities incidentcontroller@communities.wa.gov.au

Amendments Table

Date	Details	Amended by
May 2020	Interim Version 01.00 – New State Support Plan format, content adjusted to suit new headings, including removal of resulting duplicated content. Amalgamation of the Interim State Emergency Welfare Plan Annexes into body of document – Annex A – Registration and Reunification Annex B – Reception Annex C – Disaster Information Support and Care Centre (DISCC)* Incorporate recommendations arising from the Emergency Management Welfare Response Review and broaden scope of plan to enhance flexibility. Incorporate feedback arising from State Welfare Committee membership review. Decisions and language around SWICC terminology (State Welfare Incident Coordination Centre); Food provision; Emergency Services Coordinator to Welfare Emergency Controller (WEC); role of State Welfare Coordinator (SWC), State Emergency Management Committee (SEMC) and Department of the Premier and Cabinet (DPC) in AUSRECPLAN; delegations of the SWC and WEC.	Department of Communities
June 2020	SEMC review editorials incorporated – DBCA, DPC, WAPOL, ExO SEMC, DFES Legislation and Policy	Department of Communities

Date	Details	Amended by
December 2020	Interim Version 01.01 – Amendments approved by SEMC (Resolution Number 84/2020) as per State EM documents amendments table v02.06.	SEMC Business Unit
December 2022	Version 01.02 - Amendments approved by SEMC Executive Officer (Resolution Number 17/2021). Statement of fact changes and updated hyperlinks to new SEMC website as per amendments table December 2022.	SEMC Business Unit
October 2023	Version 2.00 - Comprehensive Review and Accessibility Redesign (Resolution Number 79/2023).	Department of Communities
December 2024	Version 2.01 - Statement of fact amendments following the further implementation of Emergency Relief and Support structure Approved by SEMC (Resolution Number 92/2024).	Department of Communities

The SEMC acknowledges the Aboriginal peoples throughout the state of Western Australia as the Traditional Custodians of the lands where we live, work and volunteer. We recognise Aboriginal peoples' continued connection to land, waters and community, and pay our respects to Elders both past and present.

This document was designed to be viewed electronically and aims to meet the West Australian Government's accessibility and inclusivity standard, including meeting the World Wide Web Consortium's Web Content Accessibility Guidelines version 2.1 (WCAG 2.1) at level AA. If anything in this document is inaccessible to you, or you are experiencing problems accessing content for any reason, please contact the State Emergency Management Committee Business Unit at: semc.policylegislation@dfes.wa.gov.au.

All of the State emergency management legislation and documents can be accessed via the State Emergency Management Framework page of the State Emergency Management Committee website.

Contents

Part One:

Introduction

The State Support Plan – Emergency Relief and Support (Plan) documents the arrangements for the strategic management and coordination of emergency relief and support (ERS) services under the Western Australian (WA) State Emergency Management (EM) arrangements. Under section 3 of the *Emergency Management Act 2005* (EM Act), the term 'emergency' means 'the occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response'.

In alignment with the EM Act and the *Emergency Management Regulations 2006* (EM Regulations), the Department of Communities (Communities) is the support organisation responsible for providing and coordinating welfare services for the 28 prescribed hazards. This Plan refers to the function of welfare services as ERS services.

This Plan refers to a range of existing plans and documents relating to ERS services but does not duplicate the information contained in these. Instead, this Plan provides directions to websites or other sources where further information can be obtained if required.

1.1   Purpose of this Plan

The purpose of this Plan is to provide an effective framework for the coordination of ERS services before, during and after emergencies at State, regional and local levels. The objectives are to outline:

·   the scope of ERS services

·   the role of Communities and partner agencies in providing ERS services

·   the responsibilities of Communities and partner agencies across prevention, preparedness, response and recovery

·   the roles and responsibilities of Emergency Management Agencies (EMAs), Controlling Agencies and other public authorities in relation to ERS services

·   responsibilities for activating and standing down this Plan.

1.2   Scope

The EM Regulations identifies the Hazard Management Agencies (HMAs) that are responsible for maintaining State Hazard Plans across the legislated hazards. Under the State Hazard Plans, the Controlling Agency may activate Communities as a Support Agency to provide ERS services.

In addition, when activated by the Commonwealth, Communities will assume overall control of services under the Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN) in WA.

ERS services provide immediate and ongoing social supports to alleviate, as far as practicable, the effects on individuals impacted by an emergency. The State Emergency Management Plan (State EM Plan) section 5.5.4, states Communities has the primary responsibility for coordinating the provision of ERS services across six functional domains:

·   emergency accommodation

·   emergency food

·   emergency clothing and personal requisites

·   personal support services

·   registration and reunification

·   financial assistance.

While following aspects of emergency management are interrelated, ERS services do not include:

·   Animal welfare, which is the responsibility of the Department of Primary Industries and Regional Development (DPIRD) under the State Support Plan – Animal Welfare in Emergencies, supported by the local government

- Health services, which is the responsibility of the WA Department of Health and St John Ambulance (WA) Incorporated under the EM Regulations

- Transport of individuals impacted by an emergency, which remains the responsibility of the Controlling Agency.

1.2.1 Overview of the Six Domains

A broad overview of each of the six functional domains is provided below. Further details about each domain can be found in the relevant sections of this Plan relating to prevention, preparedness, response, and recovery.

Emergency accommodation – the provision of temporary shelter for impacted people evacuating from or displaced by an emergency.

Emergency food – coordination of basic and essential food support for people impacted by an emergency without the capacity to self-manage.

Emergency clothing and personal requisites – coordination of basic and essential clothing, and personal items for individuals affected by an emergency.

Personal support services – the provision of a variety of assistance for people impacted by an emergency. This can include early psychosocial support, practical assistance, and referral to advisory services, counselling or psychological services.

Registration and reunification – the process of enabling individuals in a community impacted by an emergency to be traced and reunited with family and friends.

Financial assistance – the coordination of State-level financial assistance which, depending on the nature of an emergency, may be available to eligible individuals affected by the emergency.

1.3 Authority to Plan

The State Emergency Management Committee (SEMC) has delegated the responsibility for the preparation, maintenance and review of this Plan to Communities. Communities will formally review this Plan every five years as per section 1.5.10 of State Emergency Management Policy (State EM Policy).

This Plan must be exercised in accordance with State EM Policy section 1.5.10.2.

1.4 Plan Responsibilities

As outlined in this Plan, Communities has responsibility for the provision of ERS services. This includes the coordination and oversight of support delivered by partner agencies.

Communities is also responsible for the development and maintenance of Local Emergency Relief and Support Plans (LERSPs) for each local government in WA.

1.5 Activities Informing the Assurance Process

Communities undertakes lessons learned processes after each major incident and engages with partner agencies, intrastate and national stakeholders before, during and after an emergency. This ensures a consistent and continuous improvement approach to Communities' delivery of ERS services.

1.6 Plan Activation and Levels of Response

This Plan, in consultation, may be activated at the request of:

- the HMA/Controlling Agency

- State Relief and Support Coordinator

- State Emergency Coordinator

- State Recovery Coordinator or Controller in terms of recovery

- Local government in terms of recovery

- Commonwealth Government and Department of the Premier and Cabinet (AUSRECEPLAN).

To ensure a common understanding of the potential or actual severity of the incident, response levels are broadly classified into three incident levels as per the State EM Plan section 5.1.5:

- **Level 1 incident**: typically, these are incidents where there is a single or limited multi-agency response, with minor impact on community and critical infrastructure. Communities may be tasked by a HMA and/or Controlling Agency to provide ERS services to people impacted by this level of event within a single local government or district area.

- **Level 2 incident:** typically, these incidents are of medium complexity and require a multi-agency response. Resources are likely sourced from a regional level. These incidents have a medium-level (actual or imminent) impact on the community and critical infrastructure.

- **Level 3 incident:** typically, these incidents are of high complexity and require significant coordination of a multi-agency response. These incidents are often protracted in nature and significantly impact the routine functioning of the community and infrastructure. Delegation of incident management functions may be required.

Emergency Situation and State of Emergency events may be declared when extraordinary measures are necessary to respond to an actual or imminent emergency under section 56 of the EM Act.

The State Emergency Coordinator or relevant HMA may declare that an Emergency Situation exists in an area of the State in respect of a hazard (section 50 EM Act). The Emergency Situation declaration allows for the

appointment of Hazard Management Officers to access additional legal powers to respond to an emergency.

The Minister for Emergency Services may also declare a State of Emergency when they have considered the advice of the SEC and are satisfied that extraordinary measures are necessary to respond to an actual or imminent emergency for the protection of life, property and/or the environment. The Minister may declare the state of emergency for the whole State or for any area or areas of it. During a State of Emergency, the SEC may appoint Authorised Officers to exercise powers under the EM Act.

1.7 Exercise and Review Periods

Communities is responsible for the review and exercising of this Plan, in accordance with State EM Policy section 1.5.10. This Plan may be exercised independently or as part of stakeholder exercises, such as those for State Hazard Plans or broader State EM arrangements.

An activation of the response arrangements within this Plan during an emergency may satisfy the requirement to exercise, as described within State EM Policy section 4.9. Communities will exercise the capabilities required to fulfil the roles and responsibilities described within this Plan, in accordance with State EM Policy section 4.8.5.

Post-exercise reports describing lessons identified will be submitted to the SEMC in accordance with State EM Policy 4.8.8.5. Recommendations will be referred to the relevant SEMC subcommittee or reference group, where state-level lessons are identified for further action.

1.8 Interpretation of Statements

The interpretation of roles and responsibility statements in this Plan are in line with State EM Policy section 1.1.1 and have the following meanings:

- statements containing the words or terms, 'must', 'directs', 'is directed to', and 'are/is responsible for' are directions by the SEMC that the action must be undertaken by the nominated public authority/authorities. Any directional statement will be previously assigned within the EM Act, EM Regulations, State EM Policy, State EM plans and State Emergency Management Procedures.

- statements containing the word 'may' are directions by the SEMC that the action may be undertaken after considering the circumstances, and

- statements containing the word 'should' are recommendations by the SEMC that the action be undertaken by the public authority as best practice.

1.9 Related Documents

This document is to be read in conjunction with the following suite of State EM documents:

- EM Act

- EM Regulations

- Disaster Recovery Funding Arrangements Western Australia 2018

- State EM Policy

- State EM Plan

- Relevant State Hazard Plans

- Relevant State Support Plans

- State Emergency Management Procedures

- Relevant State Emergency Management Guidelines

- State Emergency Management Glossary

- Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN)

- Local Emergency Relief and Support Plans

- Local Emergency Management Arrangements

- Disaster Recovery Funding Arrangements Western Australia

- Perth Airport Aerodrome Emergency Plan.

Part Two:

Organisational Responsibilities

2.1   State Relief and Support Coordinator

Communities' Director General is the State Relief and Support Coordinator and the accountable authority for the overall delivery of ERS services. This responsibility may be delegated as appropriate. Appendix A provides information on Communities' specific staff roles and responsibilities relevant to this Plan.

2.2 Partner Agencies and Stakeholders

Communities may identify capable partner agencies to aid in a scalable community-centred approach to delivering sustainable ERS services. Partner agencies may include other Government, industry and community sector organisations.

In providing ERS services, partner agencies are coordinated by Communities. Partner agencies are therefore required to operate in accordance with Communities' policies or equivalent. Where a partner agency cannot meet its responsibilities, this should be made known to Communities, to enable alternative arrangements to be made.

Each partner agency and stakeholder with a role or responsibility under this Plan should have appropriate aligning procedures detailing their emergency arrangements.

2.3 Governance Arrangements

2.3.1   Alignment with EM Arrangements

The SEMC is a standing committee that provides strategic advice to the Minister for Emergency Services. Communities' Director General is a member of, and reports to, the SEMC concerning this Plan. Communities' Director General is also represented on the State Emergency Coordination Group and the State Recovery Coordination Group when they are established for an incident.

At a district level, Communities is represented on each of the State's District Emergency Management Committees (DEMC). DEMCs help to establish and maintain effective emergency arrangements across WA. Communities reports to the DEMCs on regional arrangements for ERS services.

Communities is a member of each Local Emergency Management Committee (LEMC). The purpose of the LEMCs is to provide a community-focused, coordinated approach to managing all potential emergencies. Communities is responsible for reporting to the LEMCs on local arrangements to provide ERS services.

Communities may establish State, district and local ERS committees to ensure a coordinated response and recovery service delivery. This ensures continuous improvement at all stages and levels of emergency response and recovery. These align with the State emergency management governance arrangements.

2.3.2 State Emergency Relief and Support Committee

The State Emergency Relief and Support Committee (SERSC) is an advisory, consultative and reference group, which is responsible for:

- establishing and implementing plans for the delivery of ERS services at all levels throughout WA, and

- making recommendations to enhance the effectiveness and efficiency of ERS services delivery.

2.3.3 SERSC - Operations

The SERSC Operations is an operational advisory group that provides an opportunity to strengthen partnerships between Communities and partner agencies to support the operational coordination of ERS services across the State.

Its responsibilities include providing oversight and assurance of on-the-ground ERS services across the State. This includes the engagement

and coordination of operational partner agencies in capability development and preparedness across all hazards.

2.3.4 Emergency Relief and Support Coordination Groups

At a local level, Communities establishes Emergency Relief and Support Coordination Groups to assist in the delivery of ERS services across the preparedness, response, and recovery phases. These are recorded in the LERSPs.

Part Three:

Prevention and Preparedness

3.1 Responsibility for Prevention

Prevention is defined as the mitigation or prevention of the probability of the occurrence of, and the potential adverse effects of, an emergency (EM Act section 3). HMAs are assigned responsibility for prevention within emergency management legislation, other emergency management agencies may also undertake prevention activities.

Communities does not have any assigned responsibilities for prevention.

3.2 Responsibility for Preparedness

Communities and its partner agencies undertake preparedness activities at State and local levels to enable ERS services to be effectively and efficiently mobilised should an emergency occur.

Preparedness is defined as the 'preparation for response to an emergency' (section 3 EM Act). Preparedness means that actions and arrangements are put in place to ensure that, should an emergency occur, all resources and services needed to combat the effects of the emergency can be effectively and efficiently mobilised and deployed.

HMAs have a responsibility for preparedness for their hazards and other emergency management agencies have a responsibility to prepare for the conduct of their prescribed emergency management activities as prescribed in the EM Regulations. Under Part 4 of the State EM Plan, public authorities, the private and community sectors, households, and individuals share the responsibility for emergency preparedness.

The State Relief and Support Coordinator has overall responsibility for planning and preparedness in relation to ERS services as outlined below. This responsibility can be delegated as required.

3.2.1 Partner Agencies During Preparedness

Communities will seek to understand the partner agencies' capabilities and limitations to ensure adequate planning, preparation, response and recovery.

In readiness for emergency response and recovery, Communities will work with partner agencies to develop and implement ERS planning systems.

Communities may enter into memoranda of understandings or service level agreements with partner agencies in preparation for the activation of this Plan. At the local level, these responsibilities may be varied to suit the capabilities and availability of partner agencies and are reflected in the LERSPs.

3.3 Planning

Under the State EM Plan, planning is defined as the methodical development of arrangements for addressing every stage of an emergency. It outlines effective ways for achieving outcomes and communicates the expectations of all response and recovery partners.

Communities works with its partner agencies to undertake planning at State and local levels to provide ERS response and recovery under this Plan.

3.3.1 State Level Planning

Communities' role in hazard-specific planning is detailed in the State hazard plans. Communities may conduct hazard specific ERS planning in consultation with HMAs.

3.3.2 Local Emergency Management Arrangements

In accordance with the EM Act, local governments are responsible for having Local Emergency Management Arrangements (LEMAs) in place. As part of the LEMA, Communities is responsible for preparing and maintaining LERSPs in collaboration with partner agencies at both State and local levels.

Communities also has responsibility for supporting local governments to:

- identify risks that may impede the delivery of effective ERS services in response and recovery from an emergency, and

- establish mitigating strategies in the LERSPs as per the LEMAs.

This includes highlighting partnerships with organisations that aid in effective regional delivery of ERS services.

Local-level capability is recognised as the frontline for emergency management. All emergency ERS preparedness, response and recovery activities are conducted in line with the LERSPs and this Plan.

3.3.3 Community Evacuation Planning

An evacuation is a risk management strategy that may mitigate the effects of an emergency in a community. It involves the movement of people to a safer location. The HMA has overall responsibility for evacuation in the event of an emergency. Evacuation planning arrangements are to be identified in the LEMAs.

Local governments, HMAs, relevant EM agencies, in consultation with relevant LEMCs must identify refuge sites and evacuation centres appropriate for hazards that are high risk to the area. These must be documented in the LEMA (State EM Policy section 5.7.4). Where no suitable evacuation centre facilities are identified, this must be documented in the LEMA.

Communities is responsible for planning the provision of ERS services and the specific social needs resulting from an evacuation in collaboration with the local government (State EM Plan sections 5.3.2 and 4.6.1).

State Evacuation Centres
In some circumstances, particularly in larger State-level emergencies, facilities in a local area in which an emergency has occurred may not be suitable or sufficient to ensure the safety of all evacuees and staff.

In these instances, local governments or private facility owners may be asked for use of their facility as a State evacuation centre to assist affected members of other local governments. At these times, the expectation is that the State evacuation centre will operate in a similar manner, with the same procedures as a local evacuation centre, as outlined in this Plan.

Safety Considerations
The safety of evacuees and evacuation centre staff is of primary concern when determining the location for an evacuation centre.

Evacuation centres will not be established in:

- bushfire emergency warning areas

- bushfire watch and act areas (unless the HMA/Controlling Agency has provided assurance that it is safe to do so)

- areas where there are no safe access routes to the evacuation centres

- facilities where there are structural concerns, and/or health concerns (for example, no running water, no drinking water, non-functioning sewage system, gas or chemical leaks in the area).

When identifying potential evacuation centre locations, it is the responsibility of the local government, in collaboration with the LEMC and relevant emergency management agencies, to determine if the facility is suitable for identified hazard events. The number of persons a site can accommodate is to be based on the official registered capacity of the building in accordance with licensing for building use. As well as being outlined in the LEMA, identified facilities are also recorded on the State Evacuation Centre Database.

Responsibility for the Evacuation Centre Premises
Communities is responsible for the premises for the period it is used as an evacuation centre. Communities should exercise reasonable care in the conduct of its activities and agree to replace or reimburse supplies used in the operation of evacuation centres.

Communities operate evacuation centres on behalf of the relevant HMA and Controlling Agency. In the event of any claim for unusual damage incurred because of the use of a facility as an evacuation centre, Communities will facilitate processes to respond to the claim.

The owner(s) of the facility are to utilise their building insurance in the event of damage resulting from the disaster event, should damage be caused to the structure of the building.

3.3.4 Planning for People At-Risk (Evacuation)

There are individuals whose circumstances put them at greater risk in the event of an emergency. At-risk individuals may require specific evacuation consideration and planning (as listed in the State EM Policy section 4.6). At-risk individuals include groups within the community whose circumstances may create barriers to obtaining information, understanding instructions, or reacting to an emergency.

State Hazard Plans may identify specific at-risk groups that may experience greater challenges resulting from that hazard. To assist with evacuation planning, specific arrangements should be documented in LEMAs. To assist with evacuation planning, specific arrangements for at-risk groups should be documented in LEMAs. This may include:

- children and youth
- schools
- aged-care facilities
- hospitals
- caravan and holiday parks
- persons with disabilities
- elderly persons
- medically reliant individuals
- individuals from culturally and linguistically diverse backgrounds
- Aboriginal communities
- isolated individuals and communities
- transient individuals and communities.

Communities supports a multi-sectoral strengths-based approach, engaging all stakeholders to effectively respond to the emerging challenges for people at-risk.

Organisations providing support to groups who are at greater risk to the effects of a hazard are responsible for having suitable plans and response capabilities in place prior to an emergency. This is to cater for any specific needs to effectively assist at-risk people during times of an emergency, such as an evacuation. (State EM Plan sections 5.3.2 and 4.6.1).

Communities and supporting partners will support the LEMC to identify at-risk groups to inform evacuation planning.

3.3.5 Cultural Considerations

To ensure ERS services are delivered in a culturally appropriate manner, Communities engages with local government and relevant community groups or partner agencies to identify the needs of local Aboriginal or culturally and linguistically diverse populations.

Communities may engage staff or partner agencies with cultural competencies to assist in the delivery of ERS services. This may be further assisted through liaison with local Aboriginal Practice or Liaison Officers or Cultural Diversity Officers.

The HMA/Controlling Agency is responsible for preparing and providing clear information and instructions in the relevant language(s) to identified cultural groups as per 4.4.5 of this Plan. Public information management including preparing and distributing accessible information and instructions as described in section 4.4.5 of this Plan.

Communities is responsible for supporting the Controlling Agency and providing translated ERS service information written or via interpreters.

3.3.6 Registration and Reunification

Communities is responsible for ensuring arrangements are in place in each region for registration and reunification services. These arrangements are recorded in the LERSPs.

3.4 Related Plans

3.4.1 Animal Welfare in Emergencies

DPIRD has been assigned the role and responsibility for coordinating animal welfare services in emergencies (State EM Policy section 5.9.7), supported by local government. Arrangements are established within State Support Plan – Animal Welfare in Emergencies.

The owner or carer is responsible for the animal and should consider its welfare during all stages of an emergency (State Support Plan – Animal Welfare in Emergencies section 1.4).

3.4.2 Planning for AUSRECEPLAN

As per State EM Policy section 5.9.6., Communities develops State level plans for the reception of Australian citizens and foreign nationals evacuated from overseas under the authority of the AUSRECEPLAN.

3.4.3 Perth Airport Aerodrome Emergency Plan

The Perth Airport Aerodrome Emergency Plan provides a framework for a timely, measured and coordinated response to emergencies at the Perth Airport. Communities is responsible for identifying and maintaining ERS systems and available resources at the Perth Airport and surrounds.

Communities is also responsible for chairing the Aerodrome Emergency Relief and Support Sub-committee and conducting annual hypothetical field exercises.

3.4.4 Disaster Information Support and Care Centre Guidelines

As per State EM Plan 5.5.4, Communities is responsible for maintaining the Disaster Information Support and Care Centre (DISCC) Guidelines, which outline the establishment of a DISCC in the event of a major emergency when:

- many people experience significant personal loss and grief

- existing infrastructure and services are not considered by the requesting authority to be adequate or appropriate, and/or

- mass disaster victim identification processes are to be used.

3.5 Resource Planning

Communities is responsible for planning and identifying staff with the required capabilities for delivering ERS services to meet its obligations under the EM Act and EM Regulations.

Communities will identify critical roles and provide an outline of the core responsibilities of these roles across all emergency stages. It is noted that the roles and responsibilities of staff are subject to the nature of each emergency and will be adjusted accordingly. Appendix A highlights Communities' specific roles and responsibilities.

3.6 Training and Education

Communities will conduct training and education to ensure all staff involved have the necessary skills to provide appropriate ERS services under this Plan and in accordance with their roles and responsibilities. This may include key staff and volunteers from partner agencies.

Capability-based training and education will be determined by Communities and guided by the Emergency Relief and Support Coordination Groups, SERSC and SERSC Operations member agencies. Proactive training and education conducted before an emergency is preferred, in addition to prioritising staff and volunteers undertaking critical functions. However, ongoing training throughout an emergency will be considered in response to identified needs.

Communities is responsible for promoting awareness of the roles and responsibility of this Plan within the scope of ERS services.

Part Four:

Response

4.1 Responsibility for Response

Response is defined within the EM Act as 'the combating of the effects of an emergency, provision of emergency assistance for casualties, reduction of further damage, and help to speed recovery'.

The Controlling Agency is responsible for the overall response in an emergency. This is the agency nominated in the EM Act or by the HMA to control the response activities for a specified emergency. In most cases, the Controlling Agency and the HMA are from the same agency.

Respective designated agencies/positions listed under Section 1.6 of this Plan are responsible for activating Communities and the ERS response arrangements under this Plan (regulation 32 EM Regulations; State EM Policy section 5.3.4).

Communities is responsible for supporting the Controlling Agency through the coordination and delivery of ERS services to the community.

Before response activities are formally stood down, recovery ERS services may have commenced. Further details on recovery arrangements are outlined in Part 5 of this plan.

4.2 Stages of Response

Response is broken down into three stages. Further information can be found in Appendix C.

Stage 1 - Alert

An alert of an emergency incident requiring ERS services may arrive from a respective designated agency/position listed under Section 1.6.

Stage 2 - Activation

This Plan is activated through an agreement between the respective designated agency/position and Communities. Once this Plan is activated, the respective LERSP(s) is activated.

Stage 3 - Stand Down from Response

Response stand down activities will commence with an agreement between the respective designated agency/position and Communities. The designated agency/position is responsible for formally notifying Communities to stand down the response. The local government, District or State Recovery Controller (if activated) may assess that ERS services continue to be required and may request Communities' assistance in the recovery phase. Communities may also advocate for their continuation based on an early needs assessment, prior to the stand down from response.

4.3 Scalable Response

Communities operates a scalable response model. This is undertaken through an assessment to determine the appropriate level of ERS services required. Key considerations include (however not limited to):

- size of the impacted population

- demographic of the impacted community

- geographical area of the impacted community, and

- potential ERS service demand.

Depending on the nature of the emergency, and the scale of ERS service demand, Communities may provide services remotely, via mobile outreach or through a static service model. The appropriate mode of delivery will be agreed in consultation with the Controlling Agency.

4.3.1 Financial Arrangements for Response

The State Relief and Support Coordinator is responsible for activating the financial arrangements and approving all expenditure under this Plan unless other arrangements are negotiated (State EM Policy section 5.12 and State EM Plan section 5.4).

Following consultation with Communities, eligible partner agencies entitled for reimbursement are required to maintain accurate records of costs incurred in providing ERS services.

4.3.2 Response Resources

Communities is responsible for deploying and utilising appropriate allocated officers in specialised roles, to coordinate and deliver ERS services when this Plan is activated. This may include the deployment of capable partner agency personnel. Local resources are used as a first level response. When local capacity is exceeded, this is supplemented with regional, State and National resources.

Emergency powers may be granted to Communities staff and authorised by the HMA to act as Hazard Management Officers during an emergency declared situation or as Authorised Officers during a State of Emergency (State EM Response Procedure 4.10 and 4.19).

4.3.3 Partner Agencies during Response

Partner agencies are responsible for their deployed staff on behalf of Communities. Should a partner agency not be able to manage its primary responsibilities, support may be requested from Communities.

Allocated responsibilities do not restrict one partner agency from assisting another, regardless of its primary role.

4.3.4 Aerial Support and Other Provisions

Aerial support is a significant component of emergency management, and Communities may access aerial support through HMAs such as WA Police Force and the Department of Fire and Emergency Services.

Aerial support services may include the provision of staff and other resources to support operations and aerial mapping services for informed decision making.

When additional aerial support is required, Communities will liaise with EMAs to source available aerial support providers, including commercial providers, to support the delivery of ERS response and recovery.

4.3.5 Interstate Assistance

When the capacity of the State to provide ERS services is exceeded, interstate resources and staff may be required. The State Relief and Support Coordinator may request interstate assistance to provide ERS services via the Minister for Community Services to their counterparts in other jurisdictions. The State Relief and Support Coordinator will inform the HMA and Controlling Agency of this request.

4.3.6 Requests for Australian Government Physical Assistance

Under the Defence Aid to the Civil Community (DACC) arrangements, the Australian Defence Force resources may be available to support the ERS response. This may include aerial support, accommodation facilities, transport options, planning and general logistics. All requests for Australian Government physical assistance must be requested by the State Relief and Support Coordinator via the HMA.

4.4 Operational Coordination

In the event of an activation, an Incident Support Group(s) or Operational Area Support Group may be formed by the Incident Controller to provide strategic management of the emergency. A Communities' representative will be appointed to provide ERS advice (State EM Plan section 5.3.2).

Communities will determine the level of ERS service response in line with incident management principles. The response will be prioritised based on identified community needs and the operational capacity of Communities and its partner agencies.

4.4.1 Operational Coordination Under the AUSRECEPLAN

The Department of Home Affairs may issue a request to Communities to activate the AUSRECEPLAN. Department of the Premier and Cabinet is

responsible for reviewing and accepting the jurisdictional task request to utilise State resources to carry out reception activities.

Once the AUSRECEPLAN is activated, the State Relief and Support Coordinator will adopt the delegated responsibilities of the Incident Controller. Communities may establish an Incident Support Group and request assistance from partner agencies.

4.4.2 State Relief and Support Incident Coordination Centres

Following guidance from the HMA, one or more State Relief and Support Incident Coordination Centres (SRSICC) may be activated at the direction of the State Relief and Support Coordinator.

The purpose of a SRSICC is to provide a primary designated centre from which ERS services can be coordinated. Communities is responsible for establishing and operating a SRSICC at an appropriate location.

The State Relief and Support Coordinator is responsible for standing down the SRSICC following direction from the HMA.

4.4.3 Incident Management System

Depending on the nature of the emergency, Communities may use an internal incident management system or adopt an approach such as the Australasian Inter-Service Incident Management System (AIIMS) or the Incident Command and Control System Plus (ICCS Plus).

Communities is responsible for communicating the incident management system to be used, with relevant partner agencies.

4.4.4 Exchange of Information

Disclosing personal information relating to individuals affected by an emergency may be critical (State EM Plan section 5.2.5). The State's public sector is governed by various confidentiality provisions in State legislation, including the EM Act (State EM Plan section 5.2.5).

Communities will work with HMAs to establish pre-arranged agreements that enable the exchange of information during an emergency in accordance with State EM Response Procedure 4.10.

If authorised during an emergency situation or State of Emergency declared event, a Hazard Management Officer or Authorised Officer may request or share information with an EMA for the purposes of emergency management (s.72 EM Act).

The Communities' State Relief and Support Coordinator or an appropriate delegate will be consulted regarding the exchange of information.

4.4.5 Public Information Management

The responsibility for management of the public information function during the response rests with the Controlling Agency. This is in accordance with State EM Policy section 5.6, the State EM Plan section 5.3.1 and the State Support Plan – Emergency Public Information (SSP - Public Information) section 3.3.

The Controlling Agency and HMA are responsible for preparing and distributing public community information and instructions to provide the public with accurate, coordinated, timely and accessible information. This may include instructions and warnings so people are aware of the situation and can take appropriate action to safeguard life, property and the environment.

When there is a need for a whole-of-government public information arrangement, the State Emergency Public Information Coordinator is responsible for activating this.

This includes appointing an appropriate support structure (SSP - Public Information section 3.6).

Communities is responsible for supporting the Controlling Agency and the HMA to facilitate the provision of public information (State EM Policy section 5.6). In addition, Communities is responsible for the following:

- providing the Controlling Agency with information on the ERS services available, and

- providing information to the public on the ERS services available.

The Controlling Agency and HMA are responsible for confirming the protocols for support agencies in delivering public communication during an emergency.

4.5 Evacuation

4.5.1 Responsibility for Evacuation

The HMA is responsible for the decision to evacuate and for the overall management of the evacuation during an emergency. This responsibility is maintained throughout the event (State EM Policy section 5.7.3).

4.5.2 Evacuating At-Risk People

The Controlling Agency and/or HMA is responsible for at-risk people whose circumstances require specific consideration during an emergency. This includes transporting at-risk people from an endangered location to a place of safety.

4.5.3 Establishing Evacuation Centres

Evacuation centres are established as emergency facilities for the coordination of accommodation, food, clothing, financial assistance, registration, personal support and other relief and support services until alternative arrangements can be made.

The location of the evacuation centre/s that will be activated for the incident is determined by the HMA/Controlling Agency in consultation with Communities and the relevant local government. Depending on the nature

of the emergency, an evacuation centre may be activated in a different local government to which the incident is occurring.

Communities is responsible for operating evacuation centres within the required safety measures on behalf of the HMA/Controlling Agency, until directed to stand down. This is accomplished in consultation with the local government.

Role of the local government in establishing evacuation centres
When an emergency takes places within the boundaries of a local government, the local government may be activated by the HMA/Controlling Agency or by Communities to support the initial emergency relief and support response to evacuating community members.

If the local government receives the activation request from the HMA/Controlling Agency, the local government should contact Communities to inform and consult with them about the activation of an evacuation centre.

Animals in evacuation centres
For health and safety reasons, no pets or animals are permitted in evacuation centres, with the exception of assistance animals, such as guide dogs and "hearing" dogs. If safe to do so, animal owners and carers should seek to evacuate their animals to the properties of friends and family outside of the impacted area or to identified public locations if available.

LEMAs should identify if animals can be accommodated in the vicinity of evacuation centres or possible alternate options. More information is available in the State Support Plan – Animal Welfare in Emergencies.

School evacuations
Schools, supported by the Department of Education or their relevant professional association, are responsible for having emergency arrangements in place. This includes evacuation plans.

If a school is instructed to evacuate by the HMA the school should seek to evacuate to another school as a first option, or to a designated evacuation centre, which will be managed by the school. School resources, such as gym

mats, blankets and any food in school canteens, should be used to support the evacuation. If schools do not have sufficient items. If schools do not have sufficient items, Communities may share spare items or provide information about where to source additional items.

Where the above is not available, schools may evacuate to a Communities' run evacuation centre. Supervisory and teaching staff of the evacuated school are responsible for their students in the evacuation centre and will retain duty of care until a parent or a responsible adult is identified.

Communities is responsible for providing ERS services to the evacuated school and supporting the HMA/Controlling Agency at request.

People with complex needs in evacuation centres
Communities is responsible for providing ERS services for at-risk individuals in an evacuation centre and supporting the local government at request.

Members of organisations such as schools, childcare facilities, women's refuges, men's hostels, residential care facilities and aged care facilities etc, who have supervisory responsibilities, must remain at the evacuation centre with their client(s). Their supervisory role must continue until alternative arrangements are made.

Where a family-centred or community-centred solution cannot be identified, unaccompanied children without supervision by a parent or a responsible adult, should be evacuated into the care of Communities. Further advice and assistance regarding this can be sought from the Evacuation Centre Coordinator at an evacuation centre (State EM Plan section 5.5.4 Evacuation Centres).

4.6 Emergency Relief and Support Services

Once this Plan has been activated, Communities is responsible for coordinating, providing, and connecting affected individuals to ERS services from a designated location, such as an evacuation centre.

Each LERSP identifies local services which can aid the delivery of ERS services.

4.6.1 Emergency Accommodation

Communities is responsible for coordinating and assessing the provision of temporary shelter for people impacted or displaced by an emergency, or due to evacuation from an emergency. This may range from short to medium-term accommodation.

Communities is not responsible for coordinating accommodation for HMA officers or other EMA personnel.

4.6.2 Emergency Food

Communities is responsible for coordinating food for people taking shelter in an evacuation centre. Partner agencies may provide this service under the coordination of Communities. Only food prepared by registered businesses, or suitably qualified persons with appropriate food handling certification, can be served by or on behalf of Communities.

Communities is responsible for coordinating emergency food provision to people impacted by food scarcity resulting from an emergency for which Communities has been activated. The service depends on the emergency response circumstance and is only offered if a family member or friend cannot acquire food on their behalf. Emergency food may include grocery supplies, grocery deliveries, food boxes, meal packs, catered food options, food vouchers or other means.

Communities may engage with a variety of partner agencies to support emergency food provision. Where possible Communities and its partner agencies will work with local providers to source appropriate food. A list of identified approved food providers can be found in the respective LERSP. Where local resources are exceeded, Communities may utilise State-wide partners to assist with food provision.

Communities is not responsible for providing meals to staff from other EMAs.

Communities is not responsible for food insecurity beyond the scope of an activated ERS emergency. For example, where there is a broader lack of

food access due to geographical isolation or economic supply challenges impacting a community.

4.6.3 Emergency Clothing and Personal Requisites

Communities coordinates the provision of essential clothing and personal requisites to individuals affected by an emergency. This service is dependent on the circumstances of the emergency. This function may include provision of basic necessities such as toiletry packs, blankets, towels, mattresses, pillows, bedding, supplies for children and infants including disposable nappies and sanitary needs, as required.

Where possible, new clothing, or financial assistance for purchasing may be provided to eligible individuals. However, the use of 'second-hand' or donated clothing is the last resort.

Medication
Communities is not responsible for the provision of medication.

Donated goods and services
Communities is not responsible for coordinating or collecting monetary donations and donated goods or services.

4.6.4 Emergency Financial Assistance

Following a major emergency there are a number of financial assistance programs that may be available to assist eligible impacted individuals.

Communities is responsible for assessing the immediate needs of impacted individuals and providing financial assistance to those deemed eligible. The provision of this assistance is determined at the time of the emergency using the principle of needs on a case-by-case basis for affected persons, as approved by the State Relief and Support Coordinator.

4.6.5 Emergency Personal Support Services

Emergency personal support services are offered to assist affected individuals to cope with the effects of an emergency.

To ensure a coordinated response to mental health assistance, personal support services may interface with existing mental health and community services.

A trained partner agency or Communities staff may deliver personal support services. Personal support services can encompass a variety of assistance such as practical assistance, support to access identity documents, advocacy, counselling, psychological services, and referral to other services.

In addition, this may include providing information and connecting impacted individuals to advisory services and relief measures not provided by Communities, such as legal advice, healthcare and financial counselling.

4.7 Registration and Reunification

Registration and reunification enable people within an emergency affected community to be traced and reunited with family and friends. Inquiries about individuals can be coordinated, intrastate, interstate or internationally.

The State Relief and Support Coordinator is responsible for activating registration and reunification services under the guidance of the HMA. This service can be activated during any emergency response level. Communities is responsible for managing and coordinating this service as per this Plan. The public will be informed of the purpose of the services, how evacuees and the public can register and enquire.

If required, a designated State Inquiry Centre will be established to receive and process registration forms and inquiries concerning the tracing and reunification of persons.

Communities will use an appropriate system to facilitate registration and reunification services. Partner agencies such as the Australian Red Cross may be engaged to assist or be delegated this function under the direction of Communities.

The Australian Red Cross may be requested to activate their Register.Find. Reunite. system (RFR) to aid in this service on Communities' behalf. The RFR

provides a State and National level service and may be utilised in liaison with the Department of Home Affairs.

4.7.1 Registration of hospitalised evacuees

The Department of Health is responsible for registering hospitalised evacuees via the hospital intake and mortuary intake processes. Registration as a priority will be entered directly into the appropriate system to facilitate registration and reunification services unless the State Relief and Support Coordinator agrees to other arrangements.

Where agreed by the State Relief and Support Coordinator, WA Police Force or the Department of Health, the State Inquiry Centre may release details of hospitalised persons.

No details are to be released unless in the circumstances it is authorised under the EM Act and/or the registered person provides consent.

Under no circumstances are the deceased to be registered or details of the deceased to be released by any organisation except WA Police Force.

4.8 Support During a Major Emergency

Communities may be activated by the HMA/Controlling agency to provide support in the event of a major emergency when:

- many people experience significant personal loss and grief

- existing infrastructure and services are not considered by the requesting authority to be adequate or appropriate, and/or

- mass disaster victim identification processes are to be used.

In these events, DVI specialists in the WA Police Force may activate Communities to assist with Disaster Victim Identification processes. This may include operating as part of a multi-disciplinary team to provide emotional support to bereaved families and friends involved in a DVI process.

In addition, Department of Communities may be activated to:

- coordinate emergency relief and support services to bereaved families and friends, and/or

- set up a DISCC to coordinate provision of a wide range of multi-agency, multi-disciplinary services to bereaved families and friends.

The activation of a DISCC is determined by the State Relief and Support Coordinator, in consultation with the controlling agency or the HMA. The State Relief and Support Coordinator may appoint a DISCC Coordinator to undertake operational management of the DISCC.

4.9 Stand Down from Response

Communities' stand down actions will commence following directions received from the Controlling Agency. ERS services may continue beyond this time at the discretion of the State Relief and Support Coordinator. Ongoing services will be monitored locally. Partner agencies will be responsible for submitting ongoing reports to Communities.

4.10 Debriefs and Post-Operation Reports

Communities will adhere to the principle of continuous improvement, in accordance with State EM Policy section 4.12. Communities conducts a debrief with participating staff and stakeholders as soon as practical after all agencies are stood down. As part of the incident review, partner agencies involved in the emergency response may provide a post incident analysis to Communities. Where local-level action or response is required, these will be referred to the local emergency agencies where relevant.

On request from the HMA, Communities will prepare an agency post-operations report. This will inform the HMA's post-operations report to the SEMC in accordance with State EM Policy section 5.11.

Part Five:

Recovery

5.1 Recovery Definition

Recovery is defined as 'the support of emergency-affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing' (section 3, EM Act). The recovery process begins at impact. It operates in parallel to the response phase and may continue after the response phase is complete. Depending on the nature of the impact, recovery phases will continue where there is defined community need.

WA's recovery activities are underpinned by the National Principles for Disaster Recovery and delivered across four environments; social, built, economic and natural. The local government is responsible for the overall management of recovery activities as per section 36(b) of the EM Act.

Under the State EM Plan – Appendix E: Roles and Responsibilities, Communities is responsible during recovery to coordinate the ERS components of recovery in line with the services outlined in this Plan for people affected by an emergency.

Communities' State Relief and Support Coordinator, or a delegated representative, will coordinate ERS services at the State level and participate in the State Recovery Coordination Group if one is established. This may include the State Relief and Support Coordinator liaising with the State Recovery Controller and/or State Recovery Coordinator on the interaction between ERS provision and recovery programs.

At the local level, if recovery ERS services are required, Communities' local staff will contact the State Relief and Support Coordinator to discuss assessment, need and delivery of these services.

The local government or State Recovery Coordinator or Controller may request Communities continued assistance to coordinate and deliver ERS services in the recovery phase. Requests are made through the State Relief and Support Coordinator or the relevant delegate. Communities may also advocate for continued involvement in the recovery phases based on early needs assessment.

5.2 Recovery Assessment

Comprehensive impact information is required by local governments to assist in planning recovery activities. As described in State EM Policy section 6.2.1, 'The Controlling Agency is responsible for coordinating an assessment of all impacts relating to all recovery environments prior to cessation of the response. This includes a risk assessment and treatment plan to provide safe community access to the affected area.

To facilitate effective coordination of the ERS recovery process, an assessment of the ERS recovery requirements may be conducted, as soon as possible, and when safe to do so, after the onset of an emergency. The purpose of this assessment is to understand the community's capacity and resilience to direct their own recovery and to identify community needs.

Communities will monitor and evaluate the impact of its services and contracts throughout the recovery process and undertake ongoing needs assessment, so services remain responsive to community needs.

5.3 Responsibility for Recovery

The local government is responsible for managing recovery following an emergency affecting a community within their district (State EM Policy section 6.3). This includes identifying a Local Recovery Coordinator and having a Local Recovery Plan.

Where more than one local government is affected, a coordinated approach should be facilitated by the Local Recovery Coordinators. The Local Recovery Coordinator is responsible for coordinating local level recovery activities in conjunction with the Local Recovery Coordination Group, when formed.

The Local Recovery Coordinator can request Communities' involvement in recovery, with the delivery of ERS services. Communities will work with the Local Recovery Coordinator to develop and support community strategies that will build on strengths and support resilience.

Communities is responsible for supporting the local government in relation to the social environment once the recovery arrangements under this Plan have been activated. This includes working with the Local Recovery Coordination Group and State Recovery Coordination Group to advocate for the social needs of impacted people and community recovery.

Communities will work with the local government and partner agencies to identify people at-risk and facilitate an appropriate support model. Communities and its partner agencies will prioritise supporting communities' and individuals' capacity to self-manage and make their own choices throughout the recovery process. This includes providing connections to community activities and programs to support overall wellbeing.

If a request from the Local Recovery Coordinator is not received, Communities may advocate for the continuation of its ERS service responsibility. This includes responding to other priorities as directed by the State Relief and Support Coordinator.

5.3.1 Emergency Relief and Assistance in Recovery

Offers of, or requests for, volunteer assistance with recovery activities and spontaneous donations should be coordinated through the Local Recovery Coordination Group to avoid duplication of effort (State EM Policy section 6.9). At a State level, coordination of assistance is undertaken by the State Recovery Coordinator or the State Recovery Coordination Group, if established (State EM Policy section 6.8).

Communities is responsible for requesting interstate assistance with provision of ERS services, consistent with the process outlined in 4.3.4 of this Plan.

5.3.2 Exchange of Information During Recovery

Communities is responsible for establishing information exchange agreements and processes with partner agencies and the local government(s) to enable effective ERS service delivery during the recovery phase. If authorised, a Local Recovery Officer may request or share information with partner agencies and the local government(s) for the purposes of recovery management.

The Communities' State Relief and Support Coordinator or an appropriate delegate will be consulted regarding the exchange of information.

5.4 Approach to Recovery

Communities' activities are underpinned by the National Principles for Disaster Recovery. This recognises that successful recovery:

- is based on an understanding of the community context

- acknowledges the complex and dynamic nature of emergencies and communities

- is responsive and flexible, engaging and empowering communities to move forward

- requires a planned, coordinated, and adaptive approach based on continuing assessment of impacts and needs

- is built on effective communication with affected communities and other stakeholders, and

- recognises, supports, and builds on community, individual and organisational capacity.

5.5 Scalable Recovery

5.5.1 Recovery Resources and Partner Agencies

Communities and partner agencies will generally assist a recovering community by:

- respecting the impacted community's existing capacity and resilience

- facilitating connections between local programs and networks to established community service resources for the initial phase of recovery.

As a principle, Communities will seek to build the capacity of the community to manage their own longer-term recovery, rather than create dependencies on new and temporary arrangements. Accordingly, Communities will work to enhance local resources to respond to increased need by deploying allocated officers or partner agencies to fulfil specialised functions. If local services are not available or not appropriate, additional regional or State supports will be activated as required.

5.5.2 Financial Assistance in Recovery

Under the State EM Plan section 6.10, the primary responsibility for safeguarding and restoring public and private assets affected by an emergency rest with the owner. Asset owners need to understand the level of risk and have appropriate mitigation strategies in place. However, Government recognises that communities and individuals do not always have the resources to provide for their own recovery and financial assistance may be available in some circumstances.

Assistance is not compensation based nor is it intended to replace or act as a disincentive for self-help, insurance or other mitigation strategies. Through the Disaster Recovery Funding Arrangements WA (DRFAWA), the State Government provides a range of relief measures to assist communities recover from an eligible event. See State EM Recovery Procedure 5.2 for further information.

Communities may provide some financial assistance in recovery for individuals and families if DRFAWA is activated. This assistance is to alleviate the personal hardship or distress arising as a direct result of an eligible emergency. It is assessed on a case-by-case basis and subject to income and/or assets testing. The State Relief and Support Coordinator has authority to set the financial limits for the categories of assistance.

Other financial assistance may be available after an eligible emergency through Services Australia as described in section 6.10 of the State EM Plan.

5.6 Cessation of Recovery

State EM Policy section 6.6 outlines the formal process of ceasing State-level recovery arrangements.

Communities' cessation of recovery services will be dependent on community needs, access to existing community services and individuals and community's resilience. Cessation will be determined by the State Relief and Support Coordinator in consultation with relevant parties such as State Recovery Coordinator/Controller and local government.

Communities' cessation may differ across recovery projects.

5.7 Review of Recovery Activities and Lessons Learned

The evaluation of recovery activities is essential to maximise lessons learned and identify where improvements can be made. Communities will undertake an evaluation of the effectiveness of its coordinated recovery activities including an assessment of preparedness for any future event. Communities will also participate in evaluation processes undertaken by the Local Recovery Coordinator.

Appendices

Appendix A: Communities' roles and responsibilities

This appendix should be read in conjunction with State EM Policy Appendix A: List of Emergency Management Roles and Responsibilities.

Role	Communities' responsibilities during preparedness, response and recovery

State Relief and Support Coordinator (SRSC) - formerly the State Welfare Coordinator	• The role and responsibilities of the SRSC sit with Communities' Director General.
	• The SRSC may delegate this responsibility and appoint a Deputy State Relief and Support Coordinator.
	• The SRSC:
	  – is the overall accountable authority for the delivery of ERS services in WA across Prevention, Planning, Preparedness, Response and Recovery
	  – can activate and stand down this Plan
	  – will adopt the delegated responsibilities of the Incident Controller on activation of the AUSRECEPLAN
	  – is the overall accountable authority for approving the financial arrangements of this Plan
	  – represents Communities at the State Emergency Coordination Group and State Recovery Coordination Group
	  – is the overall accountable authority responsible for making Category A (Emergency Support for Individuals) measures available as part of Recovery, as outlined in the DRFAWA
	  – administers Category A measures without prior Commonwealth approval
	  – is responsible for determining what Category A measures will be made available and the level/amount of assistance that will be made available.
	  – In consultation with Department of Fire and Emergency Services, the SRSC is responsible for notifying and communicating with the Commonwealth to activate DRFAWA for eligible emergencies.

Deputy State Relief and Support Coordinator (DSRSC)	• This role is appointed by the SRSC and usually sits with Communities' Executive Director, Emergency Relief and Support. • The DSRSC may assume the responsibilities of the SRSC.

Role	Communities' responsibilities during preparedness, response and recovery

Regional Operations Manager (ROM)	• The role and responsibilities of the ROM sit with the Communities' ERS Regional Manager in the relevant region.
	• The ROM:
	  – provides evacuation centre mentoring and coaching for Evacuation Centre Coordinators (ECCs) and other staff
	  – attends Incident Support Group and Operational Area Support Group Meetings
	  – completes the Post Operational Report after consultation and input from external key stakeholders
	  – provides stakeholder coordination between the ECC, EOC and partner agencies.

Emergency Operations Coordinator (EOC)	• The role and responsibilities of the EOC sit with the Communities' Operations On-call Operating Model.
	• The EOC:
	  – has delegated authority to authorise and activate responses to emergencies
	  – approves emergency expenditure and utilisation of resources to meet ERS requirements
	  – appoints staff into key ERS roles in an incident
	  – attends Incident Support Group and Operational Are Support Group meetings
	  – assists with the completion of the Post Operational Report after consultation and input from external key stakeholders.

Evacuation Centre Coordinator (ECC)	• The role and responsibility of the ECC sits with Communities' regional staff and the local government(s).
	• The ECC:
	  – oversees the running of emergency evacuation centre(s) for evacuation and delivery of ERS services
	  – assists with appointing evacuation staff into key ERS roles within an evacuation centre
	  – assists in coordinating partner agencies and local government staff in an evacuation centre
	  – contributes to supporting the safety and wellbeing of staff and partner agencies in an evacuation centre
	  – provides handover briefs to the next ECC
	  – assists the ROM with situational reports and the completion of the Post Operational Report.

Role	Communities' responsibilities during preparedness, response and recovery
Regional Coordinator (Communities)	• As a local emergency management resource, the Regional Coordinator is involved in regional planning and preparedness to ensure the region can adequately respond to an emergency event. This includes but is not limited to: – undertaking appropriate planning across 28 hazards – developing and maintaining Local Emergency Relief and Support Plans (LERSP) and other Emergency Management policies. – undertaking regional and State-level planning with key HMAs with partner agencies – building and maintaining relationships with Government and non-Government partner agencies who can assist during and after an emergency – pre-positioning critical assets and equipment – regional training, testing and exercising of staff and stakeholders – managing and maintaining evacuation centres within the region – training and mentoring Evacuation Centre staff and Evacuation Centre Coordinators – analysing emerging regional risks, issues and capability gaps including identifying high risk and critical sites and client groups in the region – procuring regional services to assist in responding to emergency events – reporting on regional preparedness to inform State level capability.
Community Recovery Officer (CRO)	• The CRO: – supports the local government in identifying the community need for provision of emergency relief and support services during the recovery phase – works with partner agencies to coordinate the provision of recovery ERS services at designated recovery facilities – attends Local Recovery Coordination Group meetings and reports on ERS recovery activities – participates in local and state led debriefs and lessons learned processes – supports the local government to oversee the effective management of recovery outcomes.

Appendix B: Organisation emergency relief and support responsibilities

Communities is prescribed as the support organisation responsible for providing and coordinating emergency relief and support (ERS) services. ERS services provide immediate and ongoing social services to alleviate, as far as practicable, the effects on individuals impacted by an emergency. The following are the emergency relief and support responsibilities of agencies under this Plan. This Appendix should be read in conjunction with the State EM Plan, Appendix E.

Organisation	Emergency relief and support responsibilities
Australian Defence Force	• Consider requests for Australian Government Physical Assistance, which may include aerial support, accommodation facilities, transport options, planning and general logistics.
Australian Red Cross	• Support Communities as a partner agency in the provision of ERS services as required. • Activate and coordinate the Register.Find.Reunite registration and reunification services.
ARC infrastructure	• Activate Communities as a result of a rail crash on the ARC Infrastructure network.
Department of Education and relevant professional association	• Activate emergency arrangements for schools in an emergency, including evacuation plans. • Maintain responsibility for their students in an evacuation centre and will retain duty of care until a parent or a responsible adult is identified. • Provide a Liaison Officer/s as required. • Provide access to facilities for Emergency Accommodation, where available. • Provide access to facilities for Emergency Food Provision, where available. • Provide access to staff to assist with Personal Support Services, including School Psychology Services, where agreed and available. • Assist with other ERS functional areas, where agreed.

Organisation	Emergency relief and support responsibilities
Department of Fire and Emergency Services	• Activate Communities as a result of a prescribed hazard for which Department of Fire and Emergency Services (DFES) is responsible. • Support Communities in the provision of ERS services as required. • Provide emergency management expertise to support the ERS planning, response and recovery. • Engage 'face to face' two-way communication and liaison with affected communities through a point of public interface, and support the facilitation of public meetings and other community-based communications in relation to natural hazard • Provide aerial support to Communities as requested. • Coordinate the resupply of isolated communities in the recovery phase of a prescribed hazard for which DFES is responsible. • Fulfil DFES roles and responsibilities associated with state-level recovery arrangements.
Department of Health	• Activate Communities as a result of a prescribed hazard for which Department of Health is responsible. • Register and manage hospitalised evacuees for the purposes of reunification services. • Provide a Liaison Officer/s as required. • Provide health response as outlined in the State Health Emergency Response Plan. • Assist with the provision of Personal Support Services at evacuation centres. • Contribute to the coordination of providers to support social and emotional wellbeing in the recovery • Assist with other ERS functional areas, where agreed.
Department of Home Affairs	• Through WA Department of the Premier and Cabinet activate Communities for the provision of reception activities and ERS services under the AUSRECEPLAN. • Provide National Register.Find.Reunite registration and reunification service support to Communities.

Organisation	Emergency relief and support responsibilities
Department of Justice	- Provide a Liaison Officer/s as required. - Provide relevant legal information for emergency impacted persons and/or communities. - Assist with other ERS functional areas where agreed.
Department of Local Government, Sport and Cultural Industries	- Provide a Liaison Officer/s as required. - Negotiate at the local level how the Department of Local Government, Sport and Cultural Industries could assist. - Provide strategic policy advice regarding the provision of ERS services within a multicultural framework. - Support community-based Recovery activities. - Assist with other ERS functional areas where agreed.
Department of the Premier and Cabinet	- Review and accept the AUSRECEPLAN jurisdictional task request to utilise State resources to carry out reception activities. - Provide a Liaison Officer/s as required. - Negotiate how the Department of the Premier and Cabinet could assist. - Provide strategic policy advice.
Department of Primary Industries and Regional Development	- Activate Communities as a result of a prescribed hazard for which Department of Primary Industries and Regional Development is responsible. - Coordinate the State animal welfare arrangements during an emergency, as per the State Support Plan: Animal Welfare in Emergencies. - Contribute to coordination of social and emotional wellbeing supports to primary industry and regional cohorts in Recovery. - Provide a Liaison Officer as required.

Organisation	Emergency relief and support responsibilities
Department of Transport	• Activate Communities as a result of a prescribed hazard for which Department of Transport is responsible. • Provide a Liaison Officer as required.
Department of Treasury	• Provide a Liaison Officer/s as required. • Negotiate how the Department of Treasury could assist. • Provide strategic policy and financial advice.
Energy Policy WA	• Activate Communities as a result of a prescribed hazard for which Energy Policy WA is responsible.
Mental Health Commission	• Provide a Liaison Officer/s as required. • Negotiate how the Mental Health Commission could assist. • Provide strategic policy advice regarding emergency accommodation and ERS services for people with mental health and alcohol and drug issues during Response and Recovery. • Provide strategic policy advice regarding the provision of services to mitigate the impact of an emergency on the mental health of the community. • Assist with other ERS functional areas where agreed.

Organisation	Emergency relief and support responsibilities
Local governments	• Support Communities in the provision of ERS services. • Provide advice and resources to manage the emergency. • Support the establishment of evacuation centres. • Document specific arrangements for the evacuation of at-risk groups in the LEMA. • Lead, manage and coordinate community recovery in close cooperation with or, directly supported by State government departments and supporting agencies (especially during and before formal response stand down). • Activate Communities for the provision of recovery ERS services if required by the local government to support Recovery.
National Disability Insurance Agency	• Provide a Liaison Officer/s as required • Negotiate how the National Disability Insurance Agency could assist. • Provide strategic policy advice regarding the continuity of services to people with disability.
Partner agencies	• Support Communities in the provision of ERS services as required.
Perth Airport	• Implement the Perth Airport Aerodrome Emergency Plan. • Support Communities in the provision of ERS services as required.
Public Transport Authority	• Activate Communities as a result of a rail crash on the Public Transport Authority network. • Provide a Liaison Officer/s as required.

Organisation	Emergency relief and support responsibilities
Services Australia	• Provide a Liaison Officer/s as required. • Provide Financial Assistance to people affected by the emergency in accordance with DHS Centrelink guidelines, policies and the *Social Security Act.* • Provide support services or referral advice to appropriate agencies. • Assist with other ERS functional areas where agreed.
St John Ambulance	• Provide qualified First Aiders at evacuation centres, where required and available. • Assist with other ERS functional areas where agreed. • Provide support to Communities and Department of Health as the prescribed Combat Agency for the emergency management of health services.
WA Police Force	• Activate Communities as a result of a prescribed hazard for which the WA Police Force is responsible. • Support Communities in the provision of ERS services as required. • Assist with the provision of aerial mapping and other aerial support and advice, in consultation with the Operations Manager / Officer in Charge of Police Air Wing. • Manage the activity of Disaster Victim Identification. • Provide a Liaison Officer/s as required. • Maintain public order where required. • Assist with other ERS functional areas where agreed.
WA Local Government Association	• Provide a Liaison Officer/s as required. • Negotiate at the local level how local governments could assist in the emergency Response and Recovery. • Assist with other ERS functional areas where agreed.

Appendix C: ERS Stages of Response Activation

This Appendix provides an account of actions that may be triggered in the Alert, Activation and Stand down stages of Response.

Activation Stage	Actions
Stage 1 - Alert	An alert of an emergency requiring ERS services may arrive from a respective designated agency/position listed under Section 1.6. On receipt of an alert, the following actions may be triggered: • brief key personnel on action to be taken • establish liaison with the HMA/Controlling Agency • establish information exchange and public information management protocols with the HMA/Controlling Agency • establish reporting protocols with the HMA/Controlling Agency (and partner agencies) • if required, prepare the requirement of a State Emergency Relief and Support Incident Coordination Centre • alert partner agencies, as required, and • prepare for activation.
Stage 2 - Activation	This Plan is activated through an agreement between the respective designated agency/position and Communities. Upon activation, the following actions may be triggered: • provide ERS services under the coordination of the SRSC or the DSRSC • if required, open an evacuation centre(s) in consultation with the HMA/Controlling Agency, local government and Communities • activate partner agency support as required • monitor ERS services and adjust accordingly under the direction of the EOC and the ROM • maintain communication with the HMA/Controlling Agency and partner agencies • request additional resources as required via the EOC to the SRSC or DSRSC, and • if required, activate the State Emergency Relief and Support Incident Coordination Centre.

| Activation Stage	Actions
Stage 3 - Stand Down	Response stand down activities will commence with an agreement between the respective designated agency/position and Communities. The following actions may be triggered: • inform key personnel (and partner agencies) of the Stand Down and request advice when completed • close evacuation centre(s) and coordinate cleaning before handing back the evacuation centre to the owner • coordinate repairs to damage incurred while the facility operated as an evacuation centre • advise key stakeholders of debriefing arrangements and conducts debriefing as soon as practicable • prepare post operation reports • if required, close State Emergency Relief and Support Incident Coordination Centre.
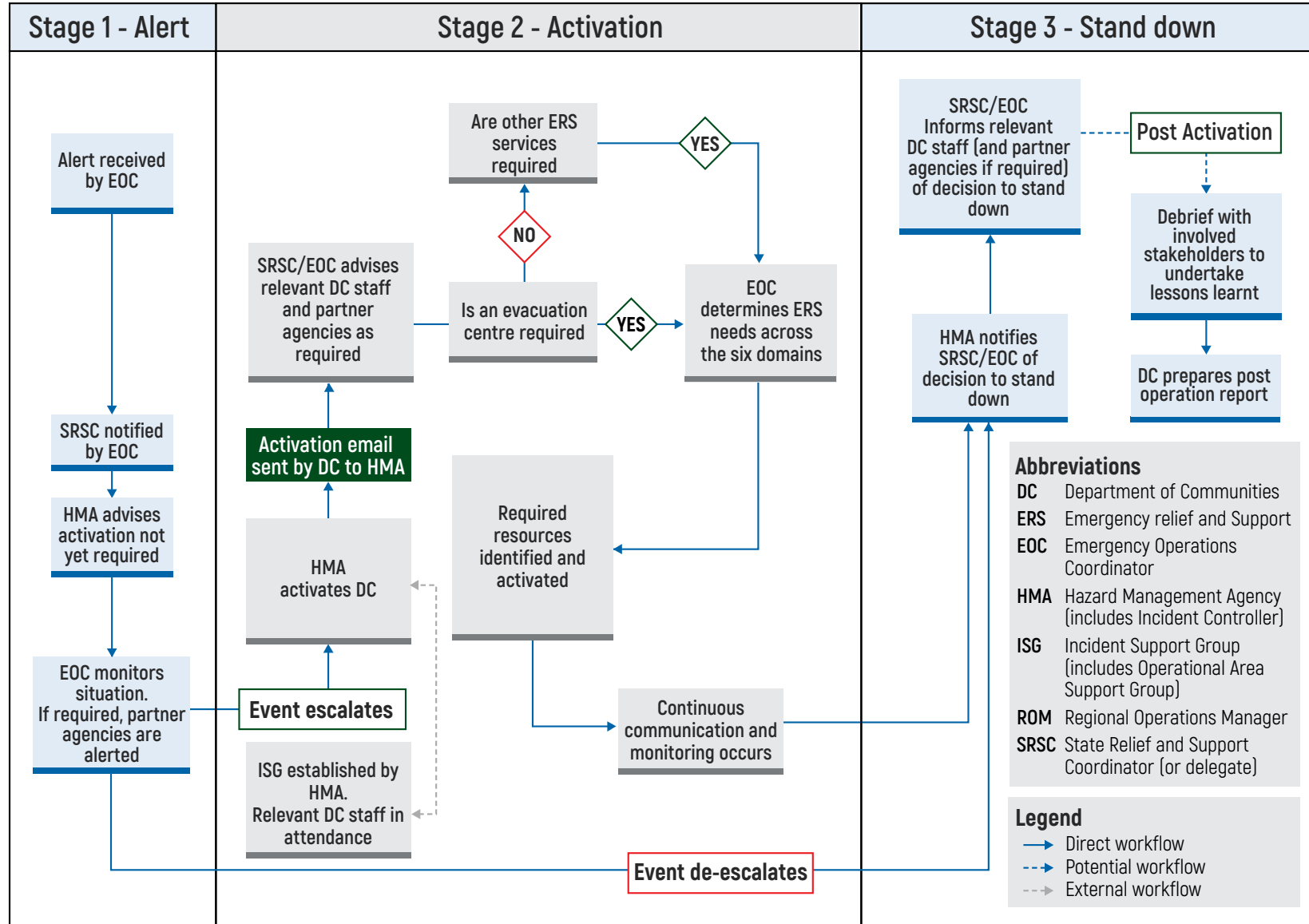
Figure 1: Standard Operating Procedures – Emergency Relief and Support

Note: Print on A3 to pass print accessibility.

Appendix D: Glossary of Terms and Acronyms

This appendix should be read in conjunction with the State Emergency Management Glossary.

D1: Glossary of Terms

Term	Definition in context of this Plan
Aerodrome Emergency Relief and Support Sub-Committee	(Formerly known as the Aerodrome Emergency Welfare Sub-committee) Communities is responsible for chairing the Aerodrome Emergency Relief and Support Sub-committee and conducting annual hypothetical field exercises.
Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas	Explains how the Australian Government evacuates Australian citizens and approved foreign national following an emergency incident overseas.
Australasian Inter-Service Incident Management System	A common incident management system for emergency management agencies and supporting partner agencies.
Defence Assistance to the Civil Community	Assistance request to the Australian Government for the Australian Defence Force to assist the community in the event of natural disaster or civil emergency.
Department of Communities	Prescribed as the support organisation responsible for providing and coordinating welfare services, also known as emergency relief and support (ERS) services.
Department of Primary Industries and Regional Development	Responsible for State animal welfare services arrangements in emergencies.
Disaster Information and Support Care Centre	A mechanism to coordinate provision of a wide range of multi-agency, multi-disciplinary services to bereaved families and friends in the event of a major emergency.

Term	Definition in context of this Plan
Disaster Recovery Funding Assistance Western Australia	Is based on the Disaster Recovery Funding Arrangements and includes additional support measures the State government deems necessary to best support communities and business within Western Australia. However, Western Australia does not offer some measures available under Disaster Recovery Funding Arrangements offered by other states.
Disaster Victim Identification	Is the term used for describing the identification process of human remains in a multiple fatality incident.
District Emergency Management Committee	Are district level committees established under section 31(1) of the EM Act to help establish and maintain effective emergency arrangements across Western Australia.
Emergency Management	Is the management of the adverse effects of an emergency.
Emergency Management Act (2005)	Provides for prompt and coordinated organisation of emergency management in WA. This includes details on emergency management roles and responsibilities at a State, district and local level in relation to the four aspects of emergency management: prevention, preparation, response and recovery. In addition, the EM Act provides additional powers in particular circumstances.
Emergency Management Agency	Is a Hazard Management Agency, a Combat Agency or a Support Organisation.
Emergency Management Regulations 2006	Supports the EM Act further detailing roles and responsibilities.
Emergency Relief and Support	(Also known as welfare services) the purpose being to provide immediate and ongoing social services to alleviate, as far practicable, the effects on individuals impacted by an emergency.
Emergency Relief and Support Coordination Groups	(Formerly known as Emergency Welfare Coordination Groups) - these groups assist in the delivery of emergency relief and support services across the preparedness, response and recovery phases.
Hazard Management Agency	A public authority, or other person, prescribed by the EM Regulations to be a hazard management agency for emergency management, or an aspect of emergency management, of a hazard.

Term	Definition in context of this Plan
Incident Command and Control System Plus	A nationally adopted structure to formalise a common and coordinated approach to emergency incident management
Local Emergency Management Arrangements	Provides the necessary information to support operational response during an emergency and assist with early recovery within their jurisdiction after an emergency.
Local Emergency Management Committee	Local committees established to provide a community focused, coordinated approach to managing all potential emergencies.
Local Emergency Relief and Support Plans	(Formerly known as Local Emergency Welfare Plans) - documents responsibilities for the planning, response and recovery stages for the management and coordination of relief and support services, including resources, within the local identified geographical boundaries.
Local Recovery Coordination Group	Coordinates and supports local management of the recovery processes by assessing the consequences of the event and coordinating recovery activities to rebuild, restore and rehabilitate the social, built, economic and natural environments within the community during an emergency.
Partner agency	Identified capable organisations within government, industry and community sector to aid in the collaborative approach to the delivery of emergency relief and support services before, during and after an emergency.
State Support Plan - Emergency Relief and Support	(Formerly known as the State Support Plan – Emergency Welfare) - documents the arrangements for the strategic management and coordination of emergency relief and support services under the Western Australian State EM arrangements.
Register.Find.Reunite. system	Australian Red Cross's registration and reunification system that provides a State and National level service.
State Emergency Management Committee	Is the peak emergency management body in Western Australia, established under the EM Act providing strategic advice to the Minister for Emergency Services.

Term	Definition in context of this Plan
State Emergency Management Plan	Documents all-hazard emergency management arrangements in Western Australia and identifies the roles and responsibilities of public authorities and other organisations that support these arrangements.
State Emergency Management Policy	Provides a strategic framework for emergency management in Western Australia.
State Emergency Relief and Support Committee	(Formerly known as the State Welfare Emergency Committee) - Is an advisory, consultative and reference group to enhance the effectiveness and efficiency of emergency relief and support services delivery at all levels throughout Western Australia.
State Emergency Relief and Support Committee Operations	(Formerly known as the State Welfare Emergency Committee - Operations) - Is an operational advisory group that provides an opportunity to strengthen partnerships between Communities and partner agencies to support the operational coordination of emergency relief and support services across the State.
State Recovery Coordination Group	Coordinates State government efforts to assist recovery processes following an emergency.
State Relief and Support Incident Coordination Centres	(Formerly known as State Welfare Incident Coordination Centres) - Provides a primary designated centre from which emergency relief and support services can be coordinated in a State-level event.

D2: Acronyms

Acronym	Meaning
AIIMS	Australasian Inter-Service Incident Management System
AUSRECEPLAN	Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas
Communities	Department of Communities
DACC	Defence Assistance to the Civil Community
DEMC	District Emergency Management Committee
DISCC	Disaster Information and Support Care Centre
DPIRD	Department of Primary Industries and Regional Development
DRFAWA	Disaster Recovery Funding Assistance Western Australia
DVI	Disaster Victim Identification

Acronym	Meaning
EM	Emergency Management
EMA	Emergency Management Agency
EM Act	*Emergency Management Act (2005)*
EM Regulations	*Emergency Management Regulations (2006)*
ERS	Emergency Relief and Support
HMA	Hazard Management Agency
ICCS Plus	Incident Command and Control System Plus
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LERSP(s)	Local Emergency Relief and Support Plans
Plan	State Support Plan - Emergency Relief and Support
RFR	Register.Find.Reunite. system

Acronym	Meaning
SEMC	State Emergency Management Committee
State EM Plan	State Emergency Management Plan
State EM Policy	State Emergency Management Policy
SERSC	State Emergency Relief and Support Committee
SERSC Operations	State Emergency Relief and Support Committee (Operations)
SRSICC	State Relief and Support Incident Coordination Centres

Appendix E: Distribution List

The State Support Plan - Emergency Relief and Support is available on the [SEMC website](). The following organisations will be notified by the responsible agency (unless otherwise specified) when an updated version is published on this website:

- ARC Infrastructure

- Australian Defence Force

- Australian Red Cross

- Department of Education and relevant professional associations

- Department of Fire and Emergency Services

- Department of Health

- Department of Home Affairs

- Department of the Premier and Cabinet

- Department of Primary Industries and Regional Development

- Department of Transport

- Energy Policy WA

- Local governments

- Minister for Emergency Services (SEMC Business Unit to notify)

- National Emergency Management Agency (SEMC Business Unit to notify)

- Partner agencies

- Public Transport Authority

- St John Ambulance

- State Emergency Management Committee (SEMC), SEMC subcommittee and SEMC reference group members (SEMC Business Unit to notify).

- State Emergency Relief and Support Committee

- State Emergency Relief and Support Committee - Operations.

- State Library of Western Australia (SEMC Business Unit to notify)

- WA Local Government Association

- WA Police Force.