SHIRE OF MINGENEW

LOCAL EMERGENCY MANAGEMENT ARRANGEMENTS

&

RECOVERY PLAN

PREFACE

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- The Document Owner authorises the amendments
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Structure of manual

This LEMA has five parts:

- Part 1 - Introduction
- Part 2 - Planning
- Part 3 - Response
- Part 4 - Stakeholder Management
- Part 5 – MWRC Emergency Resources Register

The LEMA also contains appendices, located at the end of each part and include checklists and records examples, designed to assist the Local Recovery Coordination Committee (LRCC) members in their duties.

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Copies of arrangements should be distributed to at least:

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- Related committees
- District Emergency Management Committees
- State Emergency Management Committee (Secretary) – including an electronic copy
- The office of the local government.

Consider distribution by email and/or on CD-ROM and placing the arrangements on the Shire's Website.

Glossary

AIIMS	Australasian Inter-service Incident Management System. A common management framework for organisations working in emergency management roles. The AIIMS approach ensures effective and efficient control of an incident.
CEM	Crisis and Emergency Management.
DEMC	A District Emergency Management Committee is established for each emergency management district. The committees are chaired by Police District Officers, as District Emergency Coordinator, with a FESA Regional Director as Deputy Chair. Executive Officer support is provided by FESA Managers nominated by FESA Chief Executive Officer.
Disaster	An occurrence of a catastrophe with natural, technological or human causes that has resulted in severe property damage, deaths and/or multiple injuries.
Duty Card	There are specific duty cards for all roles within the LEMC. These detail key activities to be undertaken by each appointment holder before an incident as well as during and after an incident.
Emergency Management	Actions undertaken to manage physical incidents which threaten life, the environment, and property. Emergency Management incorporates both the operations response to the emergency and the supporting staff functions such as legal, insurance, external affairs, human resources and security.
Emergency Response	Actions taken at the site of a physical incident to preserve life, the environment and property. Emergency response incorporates the actions of the LEMC and those of all authorities and agencies involved.
ERM	Emergency Risk Management. ERM is a systematic process that produces a range of measures that, on implementation, contribute to the safety and wellbeing of communities and the environment. This process considers the likely effect of hazardous events and the measures by which they can be minimised.
Evacuation	Organised, phased and supervised dispersal of people from dangerous or potentially dangerous areas.
FESA	Fire and Emergency Services Authority.

Functional Management	An AIIMS principle which relates to the utilisation of four functions to manage an incident. The four functions are control, planning, operations and services.
Hazard	A situation or condition with potential for loss or harm to the community or the environment.
HMA	A Hazard Management Agency is an organisation which, because of its legislative responsibility or specialised knowledge, expertise and resources is responsible for ensuring that emergency management activities pertaining to the prevention of, preparedness for, response to and recovery from a specific hazard are undertaken. Such organisations are either designated by legislation or detailed in state emergency management plans.
Local Emergency coordinator	The Local Emergency Coordinator is the Officer in Charge of each Police subdistrict , as appointed by the State Emergency Coordinator (the Commissioner of Police) for the local government district in which they are situated. The Local Emergency Coordinator provides advice and supports to its LEMC in the development and maintenance of local emergency management arrangements, assists HMAs in the provision of a coordinated response during an emergence in the district, and carries out other emergency management arrangements directed by the State Emergency Coordinator.
LEMA	Local Emergency Management Arrangements.
LEMC	One or more Local Emergency Management Committees are established by the local government for the district, based on local government boundaries. The committee is chaired by a nominee of the local government, and the Local Emergency Coordinator, whose jurisdiction covers the local government area concerned, is a member. The LEMC is established by the local government to ensure that local emergency management arrangements are written and placed into effect for its district.
LRCC	Local Recovery Co-ordination Committee. The Organisation that manages the incident, on behalf of the Shire and the local community.
Incident	An unplanned event that has the potential to threaten life, the environment or property. If not controlled, an incident can escalate to an emergency and/or crisis.
Incident Response	The physical response to an incident. For example, the actions directly associated with fire fighting.
Issue	A matter in dispute that requires management attention. An issue not handled well may develop into an emergency or crisis situation.
Management by Objectives	An AIIMS principle relating to the process of consultative management where the IMT Leader, in consultation with the IMT, determines the desired outcomes of an incident. These incident objectives are then communicated to everyone involved, ensuring that all incident personnel are working towards the one set of objectives.
PCR	Post-crisis Review.
Prevention	Prevention includes the identification of hazards, the assessment of threats to life and property, and ensuring protective measures are in place to reduce threats.
Preparation	Preparedness includes arrangements or plans to deal with an emergency and its effects.
Recovery	The long-term activities beyond the initial crisis period and emergency response phase of disaster operations. During recovery, the focus is on returning all systems in the community to a normal status or to reconstitute these systems to a less vulnerable condition.
Response	The execution of duties and services in order to preserve and protect life, property and the environment.

Risk	A concept used to describe the likelihood of harmful consequences, arising from the interaction of hazards, communities and the environment.
SITREP	Situation Report
Span of Control	An AIIMS principle which relates to the number of groups or individuals one person can successfully supervise. Under this principle, a supervisor can effectively manage, monitor and evaluate up to five reporting groups or individuals.
MWRC	Mid West Regional Council

Contents

Part 1 Introduction

Part 2 Response and Recovery Planning

Part 3 Response and Recovery

Part 4 Stakeholder Communication and Management

Part 5 MWRC Emergency Resources Register

PART 1: INTRODUCTION

1.1   Authority

The authority for this document is prescribed by the *Emergency Management Act 2005* (WA). The emergency management arrangements detailed in this guide have been prepared and endorsed by the Mingenew LEMC.

1.2   Physical and Social Geography

The Shire of Mingenew is approximately 383 km north of Perth and 115 km from Geraldton.

The Shire has a total area of 1,927 km² consisting of agricultural land, mining leases, Crown land and reserves and the townsites of Mingenew and Yandanooka. The population of the Mingenew town site is estimated at 290 people and 280 for the rest of the Shire.

The following assets/infrastructure is included in this area:

- Airstrip
- Shire Office
- Local businesses
- Town centre
- A pre-school and primary school
- Sporting facilities
- Silver Chain Centre, Fire Shed, and Police.

1.3   Local Emergency Management Committee

The Shire of Mingenew has established a Local Emergency Management Committee (LEMC) to oversee, plan and test the local emergency management arrangements. The LEMC includes representatives from agencies, organisations and community groups relevant to the identified community risks and emergency management arrangements. The LEMC is not an operational committee but rather the organisation established by the local government to ensure that local emergency management arrangements are written and placed into effect for its district.

The LEMC membership must include at least one local government representative and the identified Local Emergency Coordinator (LEC). Relevant government agencies and other statutory authorities will nominate their representatives to be members of the LEMC. The term of appointment of LEMC members shall be as determined by the local government in consultation with the parent organisation of the members. The Shire of Mingenew LEMC is comprised of:

- A Chairman, as appointed by the Shire of Mingenew
- The LEC, as appointed by the State Emergency Coordinator (SEC)
- At least one local government representative
- Representatives from local Emergency Management Agencies in the Shire of Mingenew
- Any other representatives as determined by the Shire of Mingenew (e.g. community champions).

Secretarial and administration support will be provided by the Shire of Mingenew**.**

1.4   Local Recovery Coordination Committee (LRCC)

The LRCC is the operational committee established in times of emergency response and recovery. The role of the LRCC is to coordinate and support local management of the recovery process within the community subsequent to a major emergency in accordance with State emergency management policy and the Response and Recovery Management Plan in this document. The LRCC will be discussed in greater detail in the following parts to this document.

1.5   Purpose

The purpose of this document is to detail:

- The Shire of Mingenew's policies for emergency management

- The roles and responsibilities of public authorities and other persons involved in emergency management in the district

- Procedures for the coordination of emergency management operations and activities

- A description of emergencies that could occur in the Shire of Mingenew

- Strategies and priorities for emergency management in the Shire of Mingenew.

1.6   Scope

This manual applies to all areas encompassed within the established boundaries of the Shire of Mingenew, covering the areas where the Shire of Mingenew provides support to Hazard Management Agencies (HMAs) and other agencies in an emergency. This document comprises details on the Shire of Mingenew's capacity to provide resources to support the effective management of emergencies.

The Shire of Mingenew's responsibilities in recovery operations and the restoration of services and facilities within the community are also detailed in this document. These arrangements will guide the response to a local emergency. An emergency that graduates beyond this level will require management at a regional or state level.

1.7   References

Legislation

- *Emergency Management Act 2005* (WA)

- *Local Community Emergency Management Arrangements Guide for Western Australia: Planning Together* 2004

- *DRAFT Local Community Emergency Management Arrangements Guide for Western Australia: Planning Together* 2007

- *DRAFT Local Recovery Planning Guide* 2005

- *WA Emergency Risk Management Guide* 2005

- *Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA)*

- *SEMC Policy Statements:*
    – PS1 *Emergency Management Information Dissemination System*
    – PS5 *Evacuation Policy*

- *WESTPLAN*

The Mingenew Local Emergency Management Arrangements and Recovery Plan should be read and used in conjunction with the State Emergency Management Committee Policy Statements and WESTPLAN. These include the following policy statements:

- Emergency Management Information Dissemination

- Standard Emergency Warning Signal

- Local Emergency Management Arrangements Community

- Evacuation Policy

- Western Australia Emergency Management Arrangements

- Commonwealth Physical Assistance

- Procedure for activating State Support Plans

- Development and Promulgation of Hazard Management Agency Hazard Plans and Functional Support Hazard Plans

- Post Operations Report

- Funding for Multi-Agency Emergencies

- State Level Emergency Management Exercises

- Donations and Appeals.

Cooperative and Mutual Support Arrangements:

- In the event of an evacuation, the Department of Child Protection (DCP) needs to be contacted as the Department responsible for the provision of welfare services to evacuees and management of registration and inquiry services.

1.8   Risk Management – Emergency Situations

The Shire of Mingenew has undertaken a risk assessment of the possible emergency situations the area may face. The methodology for this risk assessment is consistent with Australian / New Zealand Standard for Risk Management 4360:2004. The outcomes of the assessment have been collated in to the Shire of Mingenew Risk Register (at Appendix 1A) and used to identify priority risks that required the development and execution of Risk Treatment Plans. A summary of the Shire of Mingenew risk areas for which prepared plans are available and should be read in conjunction with this document are detailed below:

HAZARDS	HMA	LOCAL HMA	WESTPLAN	LOCAL PLAN (if applicable)
Air Transport	WA Police		Aircrash (2005)	
Earthquake	Fire and Emergency Services Authority		Earthquake (2003)	
Exotic Animal Disease	Department of Agriculture		Exotic Animal Disease (2002)	
Hazardous Materials	Fire and Emergency Services Authority		HAZMAT (2005)	
Human Epidemic	Department of Health		Human Epidemic (2001)	
Land Search and Rescue	WA Police Service		Land SAR (2000)	
Road Transport	WA Police Service		Traffic Crash (2005)	

Severe Storm	Fire and Emergency Services Authority		Storm (2004)	
Urban Fire	FESA		Urban Fire (2000)	
Wildfire	Shire of Mingenew CALM FESA		Bushfire (2005)	

1.9 Resources

The Hazard Management Agency (HMA) is responsible for the determination of resources required for the hazards for which they have responsibility. The Shire of Mingenew has conducted a broad analysis of resources available within the Shire and collated these in the Shire of Mingenew Emergency Resources Register at Appendix 1B.

1.10 Roles and Responsibilities

The descriptions and responsibilities for the LEC and LEMC are detailed in the *Emergency Management Act 2005* (WA). These are summarised below:

- Local Emergency Coordinator - Appointed by the WA Commissioner of Police and is based on local government districts. The Officer in Charge of each WA Police Service (WAPS) sub-district has been appointed as a LEC in the local government district which contains the WAPS sub-district. There may be more than one LEC in each local government district. The LEC's role includes:

  – Provision of advice and support to the LEMC for the district in the development and maintenance of emergency management arrangements for the district;

  – Assisting hazard management agencies in the provision of a coordinated response during an emergency in the district; and

  – Carrying out other emergency management activities under the direction of the SEC.

- Local Emergency Management Committee - Based on local government boundaries, however, two or more local governments may unite for the purposes of emergency management. There may also be more than one LEMC in one local government area; in these cases the local government will stipulate the areas in which each committee is to exercise its functions. The Chairman LEMC is appointed by the Shire of Mingenew. The role of the LEMC is to:

  – Advise and assist the Shire of Mingenew in establishing local emergency management arrangements for the district

  – Liaise with public authorities and other persons in the development, review and testing of the local emergency management arrangements; and

  – Carry out other emergency management activities as directed by SEMC or prescribed by regulations.

1.11 Testing and Exercising

Testing and exercising are essential to ensure that the arrangements are workable and effective, and individuals and organisations remain appropriately aware of the requirements of them during an emergency response situation. An 18 month review, training and testing cycle will be designed and implemented for this purpose. This is to include reviews of current plans and procedures, training to relevant parties and then testing through either desktop or mock exercises.

Exercising the arrangements will allow the LEMC to:

- Test the effectiveness of the local arrangements

- Bring together members of emergency management agencies and give them knowledge of, and confidence in, each other

- Help educate the community about local arrangements and programs

- Allow participating agencies an opportunity to test their operational procedures and skills in simulated emergency conditions

- Test the ability of separate agencies to work together on common tasks, and to assess effectiveness of co-ordination between them.

Some examples of exercises include:

- A phone tree recall exercise

- Opening and closing procedures for evacuation centres or any facilities that might be operating in an emergency

- Coordination centre operation

- Locating and activating resources on the Emergency Resources Register

- Desktop or mock exercises.

Appendix 1A - Risk Register

RISK	HMA	RELEVANT PLAN
Air Transport	WA Police	State Aircrash Emergency Management Plan (2005)
Earthquake	Fire and Emergency Services Authority	State Earthquake Emergency Management Plan (2003)
Exotic Animal Disease	Department of Agriculture	State Exotic Animal Diseases Emergency Management Plan (2002)
Hazardous Materials	Fire and Emergency Services Authority	WA Hazardous Materials Emergency Management Plan (2005)
Human Epidemic	Department of Health	State Human Epidemic Emergency Management Plan (2001)
Land Search and Rescue	WA Police Service	State Land Search and Rescue Emergency Management Plan (2000)
Road Transport	WA Police Service	State Road Transport Emergency Management Plan (2005)
Severe Storm	Fire and Emergency Services Authority	State Severe Storm Emergency Management Plan (2004)
Urban Fire	FESA	WA Urban Fire Emergency Management Plan (2000)
Wildfire	Shire of Mingenew CALM FESA	State Bushfire Emergency Management Plan (2005)

Appendix 1B - Emergency Resources Register

Evacuation Facilities

Resource	RESOURCE OWNER	Contact

Transport (People)

Resource	RESOURCE OWNER	Contact

Transport (Stores and Supplies)

Resource	RESOURCE OWNER	Contact

Heavy Plant

Resource	RESOURCE OWNER	Contact
Grader		
backhoe/loader		
tandem axle tipper truck		
mult tyred roller		
7 tonne steel roller		
compressor		
front end loader		
tractor		
tandem axle tipper truck with trailer		
tandem axle tipper truck with low loader and dolly		
tractor with road broom		
isuzu 4x4 truck tanker		
20 litre container of foam		

Food, Water, Fuel

Resource	RESOURCE OWNER	Contact
capacity 2400 litres water		
BP sovereign (eleanor st)		
Palm roadhouse (midlands road)		**9928 1118**

Miscellaneous Tools and Stores

Resource	RESOURCE OWNER	Contact
axe		
bolt cutters		
breathing air system		
ceiling gook		
crow bar		

Fire extinguisher (powder)		
Fire Extinguisher (WATER)		
extendable latter		
first aid kit		
generator		
portable traffic sign		
rake hoe		
shovel		
work light (mounted)		
wrecking bar		

Healthcare

Resource	RESOURCE OWNER	Contact
Bays with stretchers		
Doctor		
Enrolled nurse		
defibrillator with 3 lead ecg (cardiac monitoring)		
x-ray		
registered nurse		
12 lead ecg		
oxylog (for ventilation)		

Part 2 – Response and Recovery Planning

2.1   Introduction

The success of the LRCC response will be determined by the way they manage information and how they conceive and execute plans. The LRCC must ensure that clear and unambiguous directions are given to LRCC Sub-committees and that decision making rationale is systematic and supported by the available facts.

2.2   Reconnaissance

It is essential that decision makers in the LRCC and other field operations working in a state of emergency response or recovery make decisions and plan with a high degree of fidelity of the physical and social situation at hand. Therefore, the first stage in any emergency response or recovery planning process is to ensure that a reconnaissance of the affected areas and community is conducted. This should either be conducted first hand by decision makers, or by subject matter experts who are capable of providing a briefing back to the LRCC and answering questions from experiencing the situation.

Information on the situation can be sourced from the reconnaissance of agencies involved in field emergency response operations.

2.3   Response Planning and Decision Making Process

It is essential that the LRCC utilises a single planning process that allows a set of circumstances to be examined and a logical decision made. A suggested planning and decision–making cycle is illustrated below.

Step 1 - Gain Situational Understanding

Step 4 - Testing & Executing

Step 2 - Set Objectives & Priorities

Step 3 - Response Plan Development
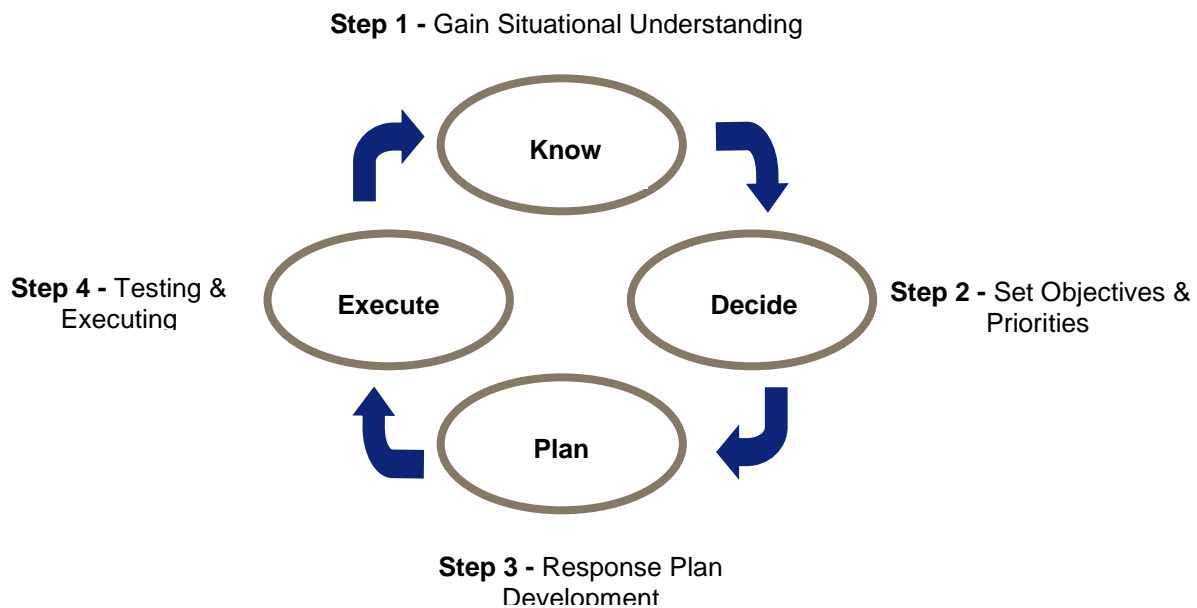
Step 1 – Gain situational understanding

- What do we know? ('five W's - who, what, where, when and why)

- When do we need to act? What must we do? (key tasks)

- What do we need to know? What do we think we know? What don't we know?

- Who are our priority stakeholders?

- What do we need to know? What can't we release?

- What are the risks to us?

Step 2 – Set objectives and priorities

- What is the objective?

- What is the outcome the LRCC wants to achieve? What is the measure of success?

- What is the priority of action? Where should effort be directed?

Step 3 – Response plan development

- What are our options? What is most likely to achieve the response/recovery objective?

- Develop the plan in detail.

Step 4 – Testing and executing

- Does the plan achieve the correct sequencing? Is it synchronised across functional areas?

- Does it rely on invalidated critical assumptions? Is it logical? Have all key tasks been achieved? Has the plan been correctly costed?

- Has the plan undergone risk management? Does it meet the LRCC's risk threshold?

- Refine the plan

- LRCC Leader approves the final plan

- Execute the plan.

2.4   Evacuation Planning

Evacuation is a risk management strategy which may need to be implemented, particularly with cyclones, flooding and bush fires.

The decision to evacuate will be based on an assessment of the nature and extent of the hazard, the anticipated speed of onset, the number and category of people to be evacuated, evacuation priorities and the availability of resources. These considerations should focus on providing all the needs of those being evacuated to ensure their safety and on-going welfare. The HMA will make decisions on evacuation and ensure that community members have appropriate information to make an informed decision on whether to stay or go during an emergency.

Under section 67 of the Act a hazard management officer or authorised officer during an emergency situation or state of emergency may do all or any of the following:

- Direct or by direction prohibit the movement of persons, animals and vehicles within, into, out of or around an emergency area or any part of the emergency area

- Direct the evacuation and removal of persons or animals from the emergency area or any part of the emergency area

- Close any road, access route or area of water in, or leading to the emergency area.

All plans should have an evacuation section detailing broad arrangements for evacuation. The section should be written in conjunction with State Emergency Management Policy No. 4.7 Emergency Evacuation and the State Welfare Emergency Management Support Plan (Westplan – Welfare).

Welfare
The planning and provision of emergency welfare services at the local level must be as consistent as possible with the policy and concepts of Westplan – Welfare. If local governments nominate their own Welfare Coordinators or Welfare Liaison Officers the Local Welfare Coordinators referred to in Westplan - Welfare will have a support coordinator role.

Evacuation is an important part of the emergency management process. The management of evacuation is the responsibility of the hazard management agency in charge of the event; however it is the responsibility of local governments to ensure the provision of facilities for use as welfare centres during an emergency. Hence it is important that local governments identify and document the resources and facilities that can assist and deal with evacuees.

Community communication

The evacuation plan will rely heavily on effective community communication. It will be essential to involve community representatives in the planning process so they are aware of, and informed about, what they might face, and possible options. Community members should have an understanding of the local community's evacuation principles and procedures. Community awareness and education are critical to the successful implementation of an evacuation plan. You will also need to consider how the larger community will learn of this plan. For example via the local media (paper, radio), letterbox drops, community notice boards, television crawlers (messages drawn across the screen) and public meetings.

You may need to remind your community to make evacuation arrangements for their companion animals (pets) and livestock. Special need items such as contact lenses and solution, prescription medications, eye glasses, as well important documents, small possessions and children's favourite toys should also be considered in household evacuation plans.

Evacuation Notifications

In the event of an evacuation, the Department for Child Protection (DCP) needs to be contacted as the Department has responsibility for the provision of welfare services (food, clothing, emergency accommodation, financial assistance, personal support) to evacuees and management of registration and inquiry services using the National Registration and Inquiry system and forms.

If reciprocal agreements regarding evacuation facilities have been made with other local governments, this must also be documented with the above information.

Evacuation Planning Principles

Depending on the risk, the need for long or short-term evacuation and immediate or planned evacuation may be necessary. The general policy of the State's emergency management organisation is that:

- As far as is possible, community members should be involved in the decision to stay or evacuate when threatened by an emergency; and

- The decision to evacuate will only be made by an HMA or an authorised officer when the members of the community at risk do not have the capability to make an informed decision or when it is evident that loss of life or injury is imminent

- In consultation with the community and the DCP, the HMA is responsible for ensuring arrangements are in place for the care of evacuees until such time as they can return.

See *State Emergency Management Policy No. 4.7 Emergency Evacuation* for more detailed evacuation planning principles.

The demographics table at Appendix 2A is an example of the type of information required on populations at risk in the area. It may be necessary to collect and store this information in a computerised database.

Schools, hospitals, nursing homes, child care facilities etc. should each have separate emergency evacuation plans which show where their populations will assemble for transportation. It is important that this information is captured for an overall understanding of where people will be congregating in an emergency.

Evacuation Matrix

The purpose of a matrix is to outline the length of time and number of people the facilities and resources in the local government area can facilitate. An example of an Evacuation Matrix is provided in the table below, and a template has been provided as Appendix 2B.

Evacuation Routes and Maps

The evacuation portion of the local emergency management arrangements will provide for:

- Assembly points for evacuees (refer to diagram below)

- Evacuation routes and maps (refer to diagram below)

- Traffic control points

- Vehicles or other means of evacuation

- o Air – Mingenew Airport can take small sized aircraft, however, the airport doesn't have power or lighting. The airport is also subject to flooding.
- o Rail – Is an option, however, currently not used for passenger services

- Alternate assembly points and evacuation routes in the event that the primary routes are blocked is a useful backup.

Consider possible choke points on the evacuation routes and some means of clearing blockages.

Be mindful that depending on the emergency and location, routes are likely to be variable.

Matrices and maps may be suitably placed as appendices.

2.5   Resettlement Planning

During the recovery process it may be necessary to conduct localised or mass resettlement operations. There are two key aspects to effective resettlement planning – population resettlement and economic resettlement.

Population Resettlement

Key aspects of population resettlement planning and execution after an evacuation are:

- Engagement of relevant government agencies and business involved in finance, temporary accommodation, essential services and reconstruction (e.g. insurers, banks, Department of Housing and Works)
- Execution of quick-win resettlements and support to self-help efforts
- Identification of long-term temporary accommodation and reconstruction efforts
- Development and execution of a community information program.

Economic Resettlement

Key aspects of economic resettlement planning and execution after an emergency are:

- Re-establishment of main routes of thoroughfare and supply
- Engagement with staple products and services suppliers to provide quick access to staple retail activity (banking, fuel suppliers, supermarkets)
- Re-establishment of essential services
- Speedy reimbursement of private sector suppliers of resources to the response effort
- Insurance and financial support claims support assistance to affected primary producers, manufacturers and retailers.

Appendix 2A Demographic Details

The following table should be used to record the number of people and their demographic groups expected to be in each area during the day and night.

	Geographical Areas (Day / Night)				
Categories	**CBD**	**East Corridor**	**West Corridor**	**North Corridor**	**South Corridor**
Adults	No by day/No by night				
Secondary School age					
Primary School age					
Pre-school age					
Hospital patients					
Resident homes for the aged					
People with disabilities					
People needing electricity for medical reasons					
Etc.					

Appendix 2B - Evacuation Matrix

The purpose of a matrix is to outline the length of time and number of people the facilities and resources within the Shire of Mingenew can facilitate.

No. of People	Duration				
	0-8 Hrs	8 HRS – 1 DAY	1 – 3 DAYS	3 – 7 DAYS	1 Week +
1-10					
10-100			* HALL - MINGENEW * SCHOOL * HALL - YANDANOOKA		* REC CENTRE * HOTEL * CLUB
100-500					
500 +		* CBH			

Note: This matrix is not to be used to determine if the event is local, divisional, regional or state.

Important

In the event of an evacuation DCP needs to be contacted as the Department has responsibility for the provision of welfare services (food, clothing, emergency accommodation, financial assistance, personal support) to evacuees and management of registration and inquiry services using the National Registration and Inquiry system and forms.

If reciprocal agreements regarding evacuation facilities have been made with other local governments, this must also be documented with the above information.

Part 3 – Response and Recovery Plan

3.1   LRCC Structure

The LRCC can expand or contract as the emergency management process requires. When forming the LRCC, the LRCC Leader will organise the team based on the nature, location and severity of the event as well as considering the availability of designated members. The LRCC Leader will also ensure that the LRCC has the technical expertise and operational knowledge required to respond to the situation. Refer to Appendix 3A for the LRCC structure. LRCC Structure to be developed for each individual Shire.

3.2   Key appointments

A list of key LRCC appointment holders is attached at Appendix 3B. In addition to LRCC members knowing and understanding their primary and alternate roles and responsibilities, it is important that they are familiar with other roles and responsibilities, as they may be required to fulfil these roles at any time (particularly during the early stages of activation).

3.3   LRCC Activation

The LEC is responsible for collecting the initial information to recommend to the Shire of Mingenew CEO to activate the LRCC. Using Appendix 3C the LEC collects information on the situation, and then makes a decision to recommend activation of the LRCC. The CEO makes a decision to activate the LRCC and together with the LEC commences the notification of LRCC members, the appropriate HMA and other combat agencies. The LRCC is considered activated when it convenes at the RC location detailed in Part 3.

Levels of Activation

Levels of activation may assist a progressive move to activation as a precautionary measure without fully enabling all resources prematurely, however, there is no requirement to proceed from one level to the next i.e. the CEO may go straight into Call Out from a situation that was previously normal conditions. The levels are:

- Alert

   – Immediately a warning is received the LEC notifies the HMA concerned

   – The HMA is then to decide on the need to warn the LRCC and the community

   – Preliminary preparations take place.

- Standby

   – Issued by the LEC when a possible emergency situation is considered imminent

   – The Shire of Mingenew LRCC is prepared for activation

   – Further warnings to the public are issued if necessary.

- Call Out

   – Directed by the CEO to the LEC and HMA to activate

   – LRCC members convene at the RC

   – Resources are deployed on instructions according to the need of the situation.

- Stand Down

   – To be decided upon by the CEO in coordination with the LEC and HMA

   – De-briefing arrangements are to be detailed at the time.

3.4   The Response Centre

The Response Centre (RC) is a facility for the central coordination of response of all available resources to an emergency. The LRCC will operate this facility and it is the focus of the community emergency response and recovery process. Pre-planning requires that the location of the RC be clearly identified. In certain circumstances a Forward Control Point (FCP) may be established to provide onsite command and control.

Locations and layout

The primary location of the RC can be either the Shire of Mingenew Administration Centre, located on Victoria St or the Mingenew Police Station**.** The secondary location of the RC can be either the Mingenew Primary School or the Mingenew Shire Depot**.** The layout of the RC should enable the effective management of the emergency.

Management

The RC Coordinator is charged with the management of the RC. This responsibility commences well before the occurrence of an emergency. The RC Coordinator is responsible for ensuring that the RC and ancillary locations are stocked with the appropriate collateral. Additionally, the RC Coordinator should monitor the serviceability of IT equipment, communications systems and room amenity systems.

Upon activation of the LRCC, the RC Coordinator is to coordinate staff to set up the RC and ancillary locations for the LRCC. This will be expedited by forewarning individual holders of identified equipment to be seconded to the LRCC, with a direction for where the equipment is to be delivered on notification.

Throughout the period of emergency response, the RC will need to be managed. The scope of these management duties may include:

- Preparation and coordination of briefings and meetings

- Maintenance of an effective working environment

- Ensuring that only necessary personnel are in the RC

- Security (of information, access and equipment).

Finally, on standing down the LRCC, the RC Coordinator is responsible for refurbishing all LRCC locations to their normal state and refurbishing all pre-prepared materials for use in a future event.

Facilities and equipment

The RC needs to be equipped with essential information technology systems and equipment to support the LRCC in making timely decisions. Refer to the RC Equipment Checklist (Appendix 3D) for a list of recommended equipment requirements. A dedicated person should be allocated as the RC Coordinator. This person should ensure that the facility and associated equipment is ready and operating in the event of an incident.

3.5   Information Management

LRCC briefs

There are two different briefing requirements during an emergency response and recovery. First, are the intra-LRCC team briefs to circulate information within the LRCC, assign tasks and resources and report on progress (through team initial and update briefings). Second, there are the inter organisation briefs from field response and recovery agencies to the LRCC (situation reports) which are intended to simple and coherently transfer information from one level of organisation to another.

Briefs are used to keep all LRCC members informed of the evolving situation, the progress of the response and recovery activities and to coordinate the priorities for the next planning period. These briefs should be held as regularly as the situation requires and follow the same format to ensure

familiarity and brevity for the team members. For a guide on the LRCC initial brief refer to Appendix 3E. An update briefing guide is attached at Appendix 3F.

Situation reports

Between the LRCC, the Local Recovery Coordinator and the LRCC Sub-committees, situation update briefs will need to be given to inform all members of new or evolving situations. The LRCC itself will also need to update other government organisations, stakeholders and responding emergency services. This information needs to be provided in a logical, brief and systematic format and normally this update will be provided after the LRCC has held its own briefing. This information will then be summarised with a focus on:

- What has changed since the last update

- What is being done

- What is planned

- The LRCC's assessment of the situation.

A form for Situation Reports (SITREPS) is attached at Appendix 3G.

Status Boards

During an emergency, a great deal of information will be gathered by the LRCC. In order to accurately capture, display and record this information, standardised status boards are used. These can be used as electronic copies, displayed on projectors or as hard copy status boards posted in the appropriate planning areas of the RC.

It is the responsibility of each functional group to inform the RC Coordinator as new information becomes known so that he can then update the relevant status board. Status boards should be reviewed as part of the regular update briefings and used as the primary source of incident planning information. Refer to Appendix 3H for mock-ups of the LRCC status boards.

Individual Action Logs

All members of the LRCC and other key appointment holders in the emergency response should establish a log of their significant actions, decisions and conversations throughout the emergency response to ensure that they are able to easily recall their situation at any time, and assist with post-crisis reviews to capture lessons learned. A template for an individual actions log can be found at Appendix 3I.

3.6   LRCC Rotation

The management of some incidents may extend over prolonged periods of time requiring LRCC members to be rested and rotated to avoid fatigue. It is the responsibility of the LRCC management to monitor team members and rotate them with suitable replacements. It is essential that each replacement team member receives a thorough hand-over brief from the incumbent prior to commencing their new role.

3.7   Transitioning to Recovery

Response and recovery activities will overlap and may compete for the same limited resources. Such instances should normally be resolved through negotiation between the Hazard Management Agency's Incident Manager (IM), LRC and the Local Emergency Coordinator (LEC). However, where an agreement cannot be achieved, preference is to be given to the response requirements.

The decision to announce that emergency response is over is just as important as determining whether an issue or incident constitutes an emergency in the first place. The decision to formally announce that the emergency is over will send an important message to all stakeholders and will

trigger the commencement of recovery actions by government, community and private sector business. The effect of prematurely announcing that an emergency is over may create the perception among stakeholders that the Shire of Mingenew is being insensitive to, or unaware of the broader issues, which may reflect poorly on the Shire of Mingenew. The LRC and the Shire of Mingenew CEO should jointly determine when the emergency response is over in consultation with Emergency Services and field response operations.

3.8   Recovery Priorities

The Recovery priorities of Mingenew are:

- Health and safety of individuals and the Community
- Social recovery
- Economic recovery
- Physical recovery

Detailed recovery arrangements relating to specific hazards and communities are contained in the relevant hazard plans or local recovery plans as appropriate.

3.9   Commencement of Recovery Actions

Impact Assessment and Operational Recovery Planning

It is essential that an assessment of the recovery and restoration requirements be conducted as soon as possible after the impact of the event. Impact assessment should not interfere with response operations. Access to the affected area may be restricted by the HMA until it is determined to be safe to enter. Sources that may assist in the collection of impact assessment data include the:

- HMA;
- Welfare agencies – to identify persons in need of immediate assistance;
- Local government building inspectors and engineers;
- Insurance assessors;
- Business associations, eg local chamber of commerce.

Impact assessments should be focussed on the areas of social, economic and environmental disruption/damage.

Marketing and Acceptance

Your community will turn to the local government and recognised emergency service providers in the area in times of emergency. It is important that the community knows about the local recovery arrangements and understands where they should go for assistance if they have been affected by an emergency. Therefore, in addition to consulting the community in the development of the Local Recovery Plan, it should be made available to all the organisations with responsibilities under the Plan and to the community it serves.

Consider securing local media coverage of the approval of the Local Recovery Plan and use that opportunity to build public understanding and support of the recovery process.

Emergency Public Information

Communities affected by an emergency require adequate, timely information and instructions to facilitate their return to normal functioning. The provision of this information and direction is an integral part of the recovery process and forms part of the emergency public information function.

To maintain consistencies with state level emergency public information planning see WESTPLAN – Public Information. (www.fesa.wa.gov.au go to EM Policies and Plans.) A detailed communications plan for the Shire of Mingenew is located in Part 4 of this manual.

Welfare and Health Services

Relief activities are directed at meeting the immediate food, shelter and security requirements of those affected by the incident or disaster. Recovery activities are directed at providing the information, resources, personal support and community infrastructure necessary for individuals and communities to achieve self-sufficiency and sustain independent functioning. In some instances, these activities may continue for months or even years.

Infrastructure

The restoration/reconstruction of essential services, e.g. roads, transport, water, sewage, electricity, gas and waste disposal, will remain the responsibility of the agencies with existing responsibility for the provision of those services, each of which should have a Business Continuity Plan (BCP) in place. The LRCC is responsible for recommending priorities and ensuring work is completed.

Financial Arrangements

The Shire of Mingenew will allocate an account number for local emergency management funding.

Guidance on the following financial aspects of recovery is available as follows:

- Natural Disaster Relief Arrangements – www.fesa.wa.gov.au (go to "State emergency management" and select "Disaster relief".
- Public Appeals - establishment and administration of – see www.fesa.wa.gov.au (go to "State emergency management", then "Policy and Planning" and select "State emergency management policies.

State Level Assistance

State level assistance to community recovery will normally be provided by a range of State government agencies through direct representation on the LRCC.

3.10 Standing Down the LRCC

On determining that formal emergency recovery period should end, the LRC and the Shire of Mingenew CEO may stand down the LRCC as a whole or in part. In their place, a recovery team may be required to take control of any recovery effort. On standing down the LRCC, the LRC should detail the work achieved and the intent for the way forward. The LRC is responsible for any administrative arrangements to support the return to normal work environment.

The LRCC must provide the recovery team with a completely documented account of the emergency and response effort as well as the state of the business elements affected by the emergency.

3.11 Post Emergency Review

Once an emergency is over, it is important to capture all relevant information to ensure that the lessons learnt are understood and shared across the organisation. At each level of the organisation and for each phase of the incident, these lessons must be captured in a post-crisis review (PCR). The PCR should be conducted as soon as possible, within a reasonable timeframe, once the emergency is declared over.

A guideline for conducting the PCR is at Appendix 3J. The four steps for completing the guideline are outlined below.

- Compile a timeline of key events and actions in columns A and B with information recorded in situation reports, status boards, personal logs and the LRCC log
- Provide detail of the decision made following each event occurrence or detail the effect of any decisions made by the LCRC and record it in column C. Once again use information from situation reports and the various logs to ensure the information is accurate
- Systematically analyze each event or decision and identify those that could be done better and briefly investigate the issue to propose possible solutions and record this in column D

- The final step is to allocate an appropriate representative is allocated to investigate the issue and determine the best possible solution. It is important to allocate a timeframe for this to be completed to ensure the Local Emergency Management Arrangements are improved as quickly as possible.

Once the preferred solutions are identified and relevant documents are updated, it is important to disseminate the information as a collated list of 'lessons learnt' to all relevant agencies. After the review, the following follow-up action must be completed:

- Secure the LRCC logs and all documentation produced during the emergency

- List and promulgate the lessons learnt through the DEMC

- Communicate to all relevant stakeholders how it is intended to prevent a recurrence and recommend procedural changes regarding how the Shire of Mingenew interacts with them in the future

- Update this document accordingly

- Implement authorised changes and plans.

Post Emergency Debrief

It is important that all LRCC members be appropriately debriefed after the emergency response has concluded in regards to their personal wellbeing. The Post Emergency Debrief Form at Appendix 3K should be used to ensure that relevant support and counselling can be arranged where needed.

Appendix 3A - LRCC Structure

SHIRE COUNCIL

LEMC

LRCC

SHIRE COUNCIL RESOURCES

HMA & LEC

SPECIALIST ADVISORS TO LRCC

ENVIRONMENTAL   WORKS/UTILITIES   WELFARE   HEALTH

COMMUNICATIONS   FINANCE/INSURANCE
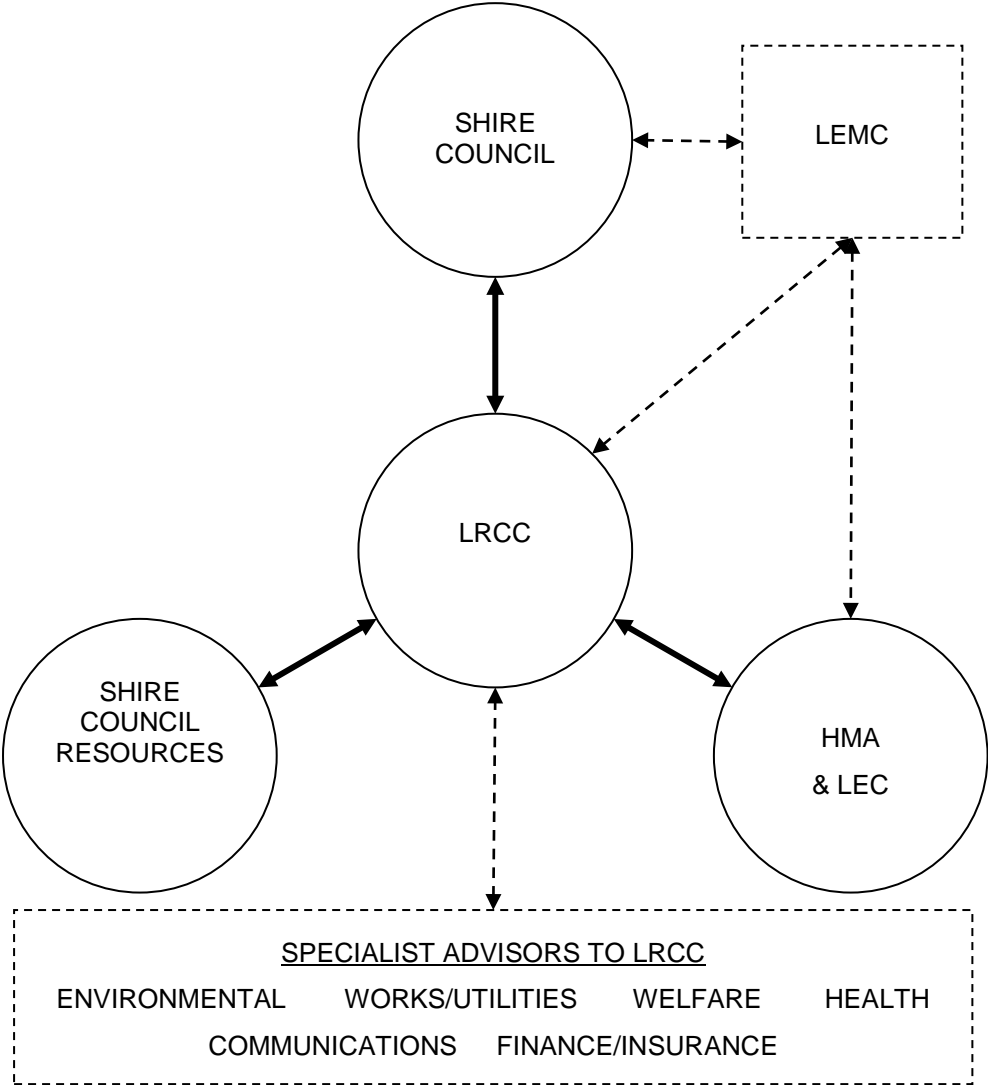
Appendix 3B - LRCC Appointment List

APPOINTMENT	PRIMARY	ALTERNATE
CHAIR	SHIRE PRESIDENT	
LRC/XO	SHIRE CEO	
DEPUTY	WORKS MANAGER	DEPUTY CEO
ECC COORDINATOR	SHIRE STAFF	
COMMUNICATION OFFICER	SHIRE PRESIDENT	CEO
SCRIBE	DEPUTY CEO	

Appendix 3C - Emergency Activation Log

Notification taken by:	Time:
Notification provided by:	

QUESTIONS	DETAILS
What is the nature of the emergency? Number of people involved? What happened? Where? When? Assistance requested?	
Are all personnel accounted for?	Yes / No
What are the injuries and damage?	
Injuries	
Fatalities	
Equipment damage	
HMA Contact Details?	Agency: POC: Contact Details:
Have these state emergency services	**Contacted** **Onsite**

been notified	Yes	No	Yes	No
FESA				
Western Australian Ambulance Service				
Western Australian Police Service				
Ranger Services				
Who else is in attendance at the emergency scene?				

Have these people been notified?	Contacted		Onsite	
	Yes	No	Yes	No
Mayor				
LRC				
Shire offices				
Has the LRCC Chair activated the LRCC? When is staff to meet at the ECC?	Time:		Time:	

Who else has been notified or is aware of the situation?		
What continuing hazards exist?		
Is the situation escalating? How?	Yes / No	
Site or area evacuated	Yes / No	
Has there been any media involvement? If so, what?	Yes / No	

Appendix 3D - RC Equipment Checklist

Suggested items for RC

- Communications:
    - Land line phones
    - Mobile phones
    - Extra mobile phone batteries, with chargers
    - Two-way radios, extra batteries and chargers
    - Internet/intranet access points
    - Dedicated e-mail address
    - Fax Machine (2 – in/out), Copier, Computer(s), Printer, Projection unit, Projection screen
    - Digital camera
    - Digital video camera
    - Clock
    - AM/FM radio
    - Tape recorder
- TV with reception and with VCR and DVD, preferably with pay TV news available
- LRCC Status boards – either large hard copy, or electronic if sufficient projectors and PCs are available
- Extension cords and power boards
- General office supplies:
    - Paper, pencils and pens
    - Files and folders
    - In/out baskets
    - Flip charts
    - Markers
    - Masking tape
- Storage/filing containers
- Supply of forms (activity log sheets and telephone message pads)
- Reference material:
    - Phone book (site, corporate, white/yellow pages)
    - Manuals
    - Applicable contingency plans (ie. state, federal)
    - Incident related maps, charts, drawings etc.
    - Tables and chairs
- Rubbish bins, shredders and classified waste bags
- Food and drink supplies.

RC set-up guide

The first person to arrive at the RC should commence setting-up the room (until the RC Coordinator arrives). To set-up the RC, the following must be done:

- Open and clear the room

- Set-up relevant maps and photographs

- Locate and lay-out copies of the EMP, activation packs and relevant references

- Ensure that computers, printers, fax machines and data projectors are switched on and logged-on

- Ensure that status boards are set-up, cleaned and ready for use

- Ensure an adequate supply of stationery is available

Inform the LRCC Incident Controller and Deputy that the RC is now functional.

Appendix 3E – LRCC Initial Brief Guide

The first formal meeting of the LRCC should be held as soon as possible after the team has been activated. This key briefing will set the initial focus of the LRCC. The primary outcomes of this briefing are that all key members of the LRCC will understand the situation, an initial response plan will be mapped out, and initial group tasks will be allocated by the LRCC Leader.

STEP	ELEMENTS	WHO	OUTPUT
SITUATIONAL AWARENESS	Who, What, Where, When and Why	LRCC Chair, HMA Incident Manager	Common understanding across LRCC
LRCC INTENT	What is the focus of the LRCC actions?	LRCC Chair	Team direction set
PRIORITIES	Priority objectives Priority actions Priority stakeholders Emergency Information Requirements (EIRs)	LRCC Chair LRCC Deputy	Initial response plan scoped and planning focus confirmed
TASKS	Confirm tasks allocated so far Assign tasks to each group manager	LRCC Chair	Organisational needs identified (personnel, etc)
RESOURCES	Currently committed to the incident Additional resources required	All	Administration and logistics
QUESTIONS	Questions Confirmatory questions for the meeting	All	Clarification
TIMINGS	Critical known timings Initial response timeline Next meeting	LRCC Chair LRCC Deputy	LRCC coordination

Appendix 3F - LRCC Update Briefing Guide

This brief provides the framework for each LRCC meeting.

FOCUS	ELEMENT	WHO
What has changed? (Consider how the situation has changed since the last report)	Update on incident/issue LRCC update LRCC update	LRCC Chair LRC
What's been done? (Consider personnel, assets, environment, business continuity and reputation)	Key actions over preceding period LRCC Sub Committee updates	
What's going to be done? (Consider personnel, assets, environment, business continuity and reputation)	Response activities planned Other group activities planned LRCC Chairs guidance	
Priority issues	Identify critical operational and business issues Prioritise issues Allocated tasks	
Information required	Identify critical information requirements Allocate responsibility for seeking this information	

Appendix 3G - Situation Reports

From: To: Date: Time:

SITREP	
What has changed? (Consider how the situation has changed since the last report)	
What's been done? (Consider personnel, assets, environment, business continuity and reputation)	
What's going to be done? (Consider personnel, assets, environment, business continuity and reputation)	
Priority issues	
Information required	

Appendix 3H - LRCC Status Boards

Status Board 1   Situation board   Last updated:

Location:		INCIDENT REPORT STATUS:	AGENCY	POC	DETAILS
Description:			**HMA:**		
			Support Agencies:		
Time of incident:	**Time LRCC activated:**	**Time HMA assumed local control:**			

INFORMATION REQUIREMENTS	RESPONSIBLE	DUE	COMPLETED	TASKS	PRIORITY	RESPONSIBLE	DUE	COMPLETED
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐
			☐					☐

Status Board 2   Objectives board   Last updated:

OBJECTIVES		
Social	**Economic**	**Environmental**

IMPACTS (CURRENT AND POTENTIAL)		
Social	**Economic**	**Environmental**

Status Board 3   Casualty board   Last updated:

CASUALITIES (FATALITIES/INJURIES/MISSING PERSONS)								
Name	Organisation	Condition	Verified	Current location	Responsible Combat Agency	Next of kin notified	Next-of-kin support	Remarks

Status Board 4   Logistics board   Last updated:

RESOURCES			
Resource required	**Source**	**Status**	**Remarks**

Status Board 5   Key activities and timing   Last updated:

LRCC Internal	Communications and Media	Other
Next SITREPs due from field:	**Next Communications Team Meeting:**	**Next Transport to _____:**
Next LRCC update brief:	**Next Community Information Brief:**	
Next LRCC shift change	**Next Media Conference/Statement:**	

Appendix 3I - Individual Action Log

NAME	ROLE	DATE

TIME	ACTIVITY/EVENT

Appendix 3J – Post Emergency Review Guide

A	B	C	D	E
Time	Event / Action	Decision / Effect	Could it be done better? How?	Action

Appendix 3K - Post Emergency Debrief Form

Date:	Time start:	Time finish:

Employee:

De-briefing Officer:

Role or involvement in emergency:

Medical check-up conducted: **Yes / No**   **Date:**   **Time:**   **Contact:**

Further treatment required: **Yes / No**   **Date:**   **Time:**   **Contact:**

Counselling: **Offered / Arranged / Conducted**   **Date:**   **Time:**   **Contact:**

Name of support person to be contacted (next-of-kin, family/friend):   **Phone:**

Issues / concerns:

Question: **Answer:**

Signed (Employee):	**Date:**

Signed (Debriefing Officer):	**Date:**

For review by:	**Reviewed: Yes / No**	**Date:**

Comment/action:

Part 4: Stakeholder Communications and Management

4.1 Communication Policy

Management of communication in a crisis is critical. This section has been created to guide the Shire of Mingenew in approaching crisis communication in a way that is structured, well-coordinated and effective.

During a crisis, the communication response will most likely be led by the HMA for the particular situation and/or Police media. The local government communication response will be led by the Local Recovery Coordinator (LRC) with assistance from key members of the Local Recovery Coordination Committee (LRCC). It is imperative that the communication from all agencies including the LRCC is effectively coordinated and that messages are not mixed and confusing.

The Shire of Mingenew and, as such, the LRCC have identified that the authorised spokesperson should be the Shire of Mingenew President and the Shire of Mingenew CEO should be the alternate if this is required. As such no other member of the LRCC is authorised to provide information to stakeholders and in particular the media.

4.2 Communication Principles

In an emergency, communication with stakeholders must adhere to the following principles:

- Timeliness - regularly updating stakeholders on the situation

- Cooperation - being responsive and considerate to enquiries, deadlines and the other needs of stakeholders

- Sensitivity - prioritising stakeholders, guarding sensitive information as needed

- Transparency - remaining honest and open about the situation and the response progress

- Simplicity - ensuring communication is easily understood and consistent

- Accuracy - sharing only confirmed facts, never making assumptions or giving false information

- Accountability - accepting responsibility if appropriate and reasonable.

4.3 Public Information Systems

Public information systems for emergency alerts in Western Australia are coordinated by the Fire & Emergency Services Authority (FESA) and the SEMC. These systems make use of ABC local radio stations to provide community updates and directions from emergency services. The Shire of Mingenew may make use of this system in coordination with the DEMC, SEMC and FESA.

In addition to this public information system, the Shire of Mingenew may also choose to set up a local information centre for the community to visit and find out more information regarding the emergency. Here, key spokespeople from the Shire of Mingenew can disseminate accurate and consistent information to stakeholders to reduce speculation regarding the incident. Possible locations for the information centre may include the Mingenew Irwin Centre, the Police Station, the Telecentre and the Shire Office.

4.4 Stakeholder Communication

If an emergency arises, a strategy will be developed that is specific to the situation and will direct the communication response. The communication strategy will be prepared by the LRCC in collaboration with the President and CEO of the Shire of Mingenew.

Both internal and external communication will be directed by the strategy, which will ensure alignment with the LRCC response objectives and with the Shire of Mingenew's communications policy. A well managed and coordinated response will ensure the following occurs:

- Stakeholders are arranged in order of priority and addressed accordingly

- Communication is facilitated only by those authorised to do so

- Information released is confirmed and accurate

- Communication is regular, consistent and takes into account sensitivities.

4.5   Communication Materials

A number of tools can be developed to assist in the execution of communication plans to assist in the management of stakeholders, including:

- Key messages (sample at Appendix 4A)

- Question and Answers (Q&As) document.

Other means for keeping stakeholders updated on the situation may include:

- In-person meetings with key stakeholders

- Media conferences

- Phone/letter/email updates

- Website updates

- Community meetings

- Setting up next-of-kin rooms and media rooms.

Key Messages

Key messages are a simple but powerful technique that will help give the Shire of Mingenew spokespeople control when dealing with the media and other stakeholders. They are a simple way of ensuring that communication is consistent and accurate. Research shows that people usually remember three points from any given communication. To improve audience comprehension, responses should be focused around three key messages.

To avoid the messages being merely claims, they must be completely supported by facts. The document should be updated as more information or facts become known. Messages that are approved by the LRCC will form the basis of all communication with stakeholders and will be incorporated when the communications materials listed above.

The key messages document is strictly for internal use only and should never be given to stakeholders. It should not include any confidential or potentially compromising statements. It is important that legal advice is sought on issues which may have legal and/or commercial sensitivities before information is released.

Question and Answers (Q&A)

The Q&As document will also be prepared by the LRCC and is not intended for external release. The approved key messages will form the basis of the Q&As document, which will focus on communicating the Shire's messages in interviews.

Q&As can be used by the approved spokesperson to prepare for media interviews and can also be used by any employee receiving enquiries. The document is a guide to providing appropriate answers to questions that are likely to be asked by the media and other stakeholders.

For media conferences and interviews, familiarity with both the Q&As and the key messages will enable spokespeople to maintain control of the agenda and discussions.

4.6   Approvals/Sign-off Process

All communication materials must be signed-off by the Shire of Mingenew President or an alternate as identified by the LRCC. It is the responsibility of the Shire of Mingenew President to ensure that information relied upon in approving external communications is correct. Doubtful or assumed information should never be included in official communication from the Shire of Mingenew.

4.7   Enquiries

It is crucial that all LRCC personnel are aware of the procedure for handling enquiries and know how to appropriately direct calls and visitors. This procedure is outlined in the LRCC guide to handling enquiries and visitors (Appendix 4B).

General Enquiries

Frontline employees from outside the LRCC must be prepared to receive enquiries from a range of stakeholders. The Shire of Mingenew's LRCC will ensure that they are provided with a script based on the key messages and a copy of the prepared Q&As and must brief them on the communication policies. Other than approved spokespeople, no LRCC personnel are authorised to make comment to any stakeholder beyond the scope of the script and these documents. If the enquiry requires further information or comment, the caller or visitor must be transferred to an authorised spokesperson or the relevant HMA media advisor.

If unable to make the transfer, the Telephone Message Sheet (Appendix 4C) needs to be filled out so that the call can be returned as soon as possible. In brief, the procedure for LRCC personnel in handling enquiries is:

- Inform the person that you are not an authorised spokesperson and cannot provide comment or detailed information

- Correctly take a message including the nature of the enquiry and the deadline (if any)

- Ensure that the appropriate person receives the message and returns the call.

Handling enquiries from concerned relatives and friends

Enquiries from concerned relatives and friends must be directed to the Department for Child Protection (DCP) or the Police. At all times, you should:

- Establish the caller/visitor's relationship

- Demonstrate care and listen to their concerns

- Remain calm

- Provide reassurance that all necessary actions are being undertaken to manage the situation (this will be guided by the script and Q&As documents)

- If you receive an enquiry about someone who is injured, deceased or unaccounted for, you must ensure the HMA or the Police are advised as soon as possible.

Handling media enquiries

All media enquiries are to be transferred to the authorised spokesperson. The Shire of Mingenew employees are not permitted to make comments to the media or to say "no comment". The correct response to media enquiries is:

> **"I am not authorised to comment. I will pass your enquiry onto a Shire of Mingenew spokesperson. If you provide me with your details, I will ensure they return your call as soon as possible"**

For more details on media management, please refer to Section 4.9 - 4.12.

Handling government enquiries

Depending on the scale of the incident, government personnel may be asked to comment on it by the media. For this reason, other government stakeholders must be kept updated on the facts of the situation. Enquiries from other government departments should be logged by LRCC staff.

Depending on the nature of the enquiry, the profile of the department or the person calling, the enquiry may need to be managed at a senior level.

4.8   Next-of-kin management

If the person being enquired about is injured, deceased or unaccounted for, LRCC personnel will take the enquirer's name and details, then advise that a Police officer will contact them as soon as possible.

Notifying next-of-kin of a missing or injured person

Notifying next-of-kin of a missing or injured person should be a police-led task. For incidents involving significant numbers of injured, The Shire of Mingenew may be required to provide the Police with administrative support. A next-of-kin injured/missing notification guide is at Appendix 4D.

Notifying next-of-kin of a death

Death notifications must be made by the police. Again, the Shire of Mingenew may be asked to assist with administration. A next-of-kin death notification guide is at Appendix 4E.

4.9   Media Policy

This policy governs the actions of all the Shire of Mingenew LRCC personnel when dealing with the media. Its purpose is to ensure a professional and consistent approach to external communications, through the maintenance of positive media relationships.

To build positive media relations, all employees must remember the following:

- Media representatives are to be treated with courtesy and respect at all times

- All media calls are to be returned as soon as possible

- Only authorised spokespeople may provide comment to the media.

The correct procedures for the management of media enquiries include:

- Any LRCC personnel receiving a media enquiry must transfer the enquirer to the authorised spokesperson with the LRCC

- The details of all media calls are to be recorded on the Communication Log Sheet

- The authorised spokesperson will liaise with LRCC to determine what follow up actions are necessary

- No employee, LRCC personnel or spokesperson is to use the phrase "No Comment" when talking to the media

- No LRCC personnel or spokesperson is to give "off the record" or "in confidence" information

- All media releases and holding statements must go through the approvals process prior to release, with final sign off from the President or LRCC Chair

- Anything communicated to the media must be consistent with other internal and external communication.

- All media releases and holding statements should be forwarded to the HMA prior to being sent out to ensure consistency of messages relating to the emergency and recovery.

This media policy must be circulated to all the Shire of Mingenew employees and potential LRCC members.

4.10 Managing the Media

During an emergency, information used in the communication response must be controlled. The approvals/sign off procedure must be adhered to so that all facts are accurate and that their release is authorised. The LRC is responsible for enforcing this procedure, which is as follows:

- Facts will be verified internally through update briefings within the LRCC. Information is never to be assumed

- The LRCC will draft documents for release to external stakeholders

- The LRC must confirm all incident-related facts

- LRCC Chair will coordinate final sign-off from the Shire of Mingenew President prior to document release.

- Having one authorised spokesperson during a crisis ensures that communication with the media and audiences is consistent, transparent and controlled. The designated spokesperson should be the President, with the CEO acting as an alternative.

They must have the updated facts and be both available and prepared to manage media relations. This will involve responding to media enquiries and speaking on behalf of the Shire of Mingenew at media briefings or conferences.

4.11 Briefing media spokespeople

In an emergency it is important to assist spokespeople in preparing for media interviews and briefings. It is essential that spokespeople are familiar with the key messages and Q&As documents and have updated facts on the emergency response effort.

Preparation for a media interview should include:

- A verbal rehearsal of the Q&As beforehand

- Practice using transitional phrases in response to difficult, intrusive or insulting questions. Some transitional phrases, to be followed by a key message are:

  - "The important issue here is…"

  - "What I do know is that…"

  - "What I can tell you is…"

- Practice integrating key messages into answers

- Practice concise answers, particularly for television and radio interviews

- Reminder of the following interview guidelines:

  - Avoid becoming emotional

  - Be cooperative but firm in correcting errors

  - Admit, without apology, if you don't know an answer

  - Never answer a hypothetical question Use simplistic rather than technical terms

  - Pause before answering questions.

Tips for television interviews

- If possible, choose a site where the Shire of Mingenew signage is visible

- Ensure the chosen location is clean, easily accessible for journalists and camera operators and is distanced from main work areas so employee conversations are not overheard

- Don't begin the interview until you have prepared (as above)

- Look at the interviewer, not the camera

- Don't question the interviewer

- Don't be drawn into an argument

- Act as if the camera is on at all times and remember that everything you say is on the record

- Avoid loud clothing and ensure that your appearance is neat

- Where there are numerous cameras and journalists asking questions at the same time, try to select the questions you can easily answer

- Never walk away, act aggressively or put your hand in front of a camera.

Tips for radio interviews

Radio stations often want to record an interview rather than await a media release. Radio media usually require frequent updates. When being interviewed for the radio, remember:

- You do not have to take the call/interview immediately. Obtain contact details and an indication of interview content. Take time to prepare before returning the call

- Keep answers brief to fit radio news segments

- If being interviewed over the phone, ask if the conversation is being recorded

- Find out at the start of the call if the interview is live-to-air.

Tips for print media interviews

Print media may seek a photo opportunity as well as an interview. If they are taking the photograph on-site, ensure that the location is appropriate, following the same tips for television interviews. Be aware that more detail and information will probably be used by print media. It is also possible that more than one journalist from the same organisation is covering the story.

4.12 Conducting a media conference

When an emergency attracts substantial media interest, it may be necessary to hold a media conference to deliver an official statement and accurate answers. An incident that requires the formation of the LRCC will required lose liaison with HMA and other relevant agencies to coordinate any media conferences. This will help to avoid speculation and to build positive media relations throughout the emergency response. A guide to conducting a media conference is attached at Appendix 4F.

Appendix 4A - Developing key messages

SAMPLE ONLY

Key message 1:

Our primary concern continues to be the wellbeing of the people in our community.

- Express sympathy from the President/CEO of the Shire of Mingenew to all affected by the incident

- The Shire of Mingenew, together with <insert relevant organisations> are doing everything possible to care for the families/employees/communities impacted

- Financial support provided

- Counselling support provided

- The Shire of Mingenew's immediate priority will continue to be to support affected employees/families/communities

- Family visits, community debriefs and other actions taken

- Next stages - what is known.

Key message 2:

All efforts are being focused on containing and controlling the incident and reducing further impacts.

- Evacuation process, if undertaken

- Secured areas/road closures

- Assessment of damage to area/infrastructure

- Actions being taken to manage incident

- Investigations being undertaken or planned

- Businesses closed/re-opening

- Known facts of incident and its effects.

Key message 3:

We are cooperating with relevant <insert organisation/s> in the investigation to avoid a reoccurrence of the incident.

- There will be a full investigation into the incident and we will provide whatever assistance we can to investigators

- The review will be headed by <insert name and organisation>

- Our review will focus on operational and emergency response issues

- The results are expected to be released <insert timeframe>

- Our priority is to avoid reoccurrence of the incident and reduction of impacts on <insert relevant stakeholders>

- Timeframe for specific information to be confirmed and released

- Describe next steps - positives for the Shire of Mingenew's future.

Appendix 4B – LRCC personnel guide to handling enquiries and visitors

Next-of-kin enquiries/visitors

- Listen carefully and politely

- Do not deny or confirm a person's condition or status

- Inform the person that you are not an authorised spokesperson and are not in a position to provide detailed information

- If you cannot transfer the caller to the relevant agency/person, tell them someone will call them back as soon as possible. Use the Telephone Message Sheet and ensure the information is provided to the relevant agency.

Media and Government enquiries/visitors

- Inform the person that you are not an authorised spokesperson and are not in a position to comment or provide detailed information

- Do not say "no comment". If you are pressed for information, use a response such as:

> **"I am not authorised to comment. I will pass your enquiry onto a Shire of Mingenew spokesperson. If you provide me with your details, I will ensure they return your call as soon as possible"**

- Inform the authorised spokesperson about the visitor or transfer the call to them

- If you cannot transfer the call, ask for the nature of enquiry, noting the details and media deadline on a Telephone Message Sheet. Arrange for the call to be returned.

General enquiries

- Inform the person that you are not an authorised spokesperson, and as such, you are not in a position to comment or provide detailed information

- Try to transfer the call immediately to the relevant person

- If you cannot transfer the call, note the details on the Telephone Message Sheet and arrange for the call to be returned

- If appropriate arrange for someone to escort the visitor and find them a suitable place to wait.

Appendix 4C - Telephone message sheet

TELEPHONE MESSAGE:		
ACTION REQUIRED:		
YOUR NAME:	DATE:	TIME:
CALLER'S NAME:	CALLER'S EMAIL:	
CALLER'S TELEPHONE NUMBER:	CALLER'S FAX NUMBER:	
CALLER'S ORGANISATION/AFFILIATION:		
REFFERRED TO:		

FOR HANDLING BY:

☐ LRC ☐
_____

☐ Communications Advisor ☐
_____

☐ Human Resources Officer ☐
_____

☐ Other
_____

Appendix 4D - Next-of-kin injured/missing notification guide

NEXT-OF-KIN INJURY NOTIFICATION
Before making the notification
• Gather as much information as possible about the nature of the injury and the victim's condition • Arrange for two people to make the notification • Make the notification in person (where possible) • Take separate vehicles if possible (one notifier may have to provide transportation while the other remains with family members) • Identify yourself and ask to come into the house • Be certain you are talking to the correct person • Plan to stay long enough to provide information, support and direction.
Making the notification
• Begin by saying, "I have some very bad news to tell you…" • Relate the message directly and in plain language, (eg. Bill was in an accident and was injured) • Speak slowly and carefully. Give any details that are available. Try presenting the information in chronological order • Answer questions calmly. Write down any questions you can't answer and arrange to get them answered promptly • Provide information such as the location of the victim, how the victim was transported to hospital and the status of the victim's condition • Say, "I'm sorry this happened" • Accept the emotions of the person you are notifying and your own • Provide assistance or seek medical help if the person you are notifying suffers from a shock reaction • Offer to call a friend or family member who could come and offer support • Offer to contact others who must be notified and write down the names of everyone you called • Offer transportation to visit the victim • Advise that counseling is available.
After making the notification
• Ensure that regular contact is maintained with next-of-kin • Confirm that support offered to next-of-kin has been delivered.

Appendix 4E - Next-of-kin death notification guide

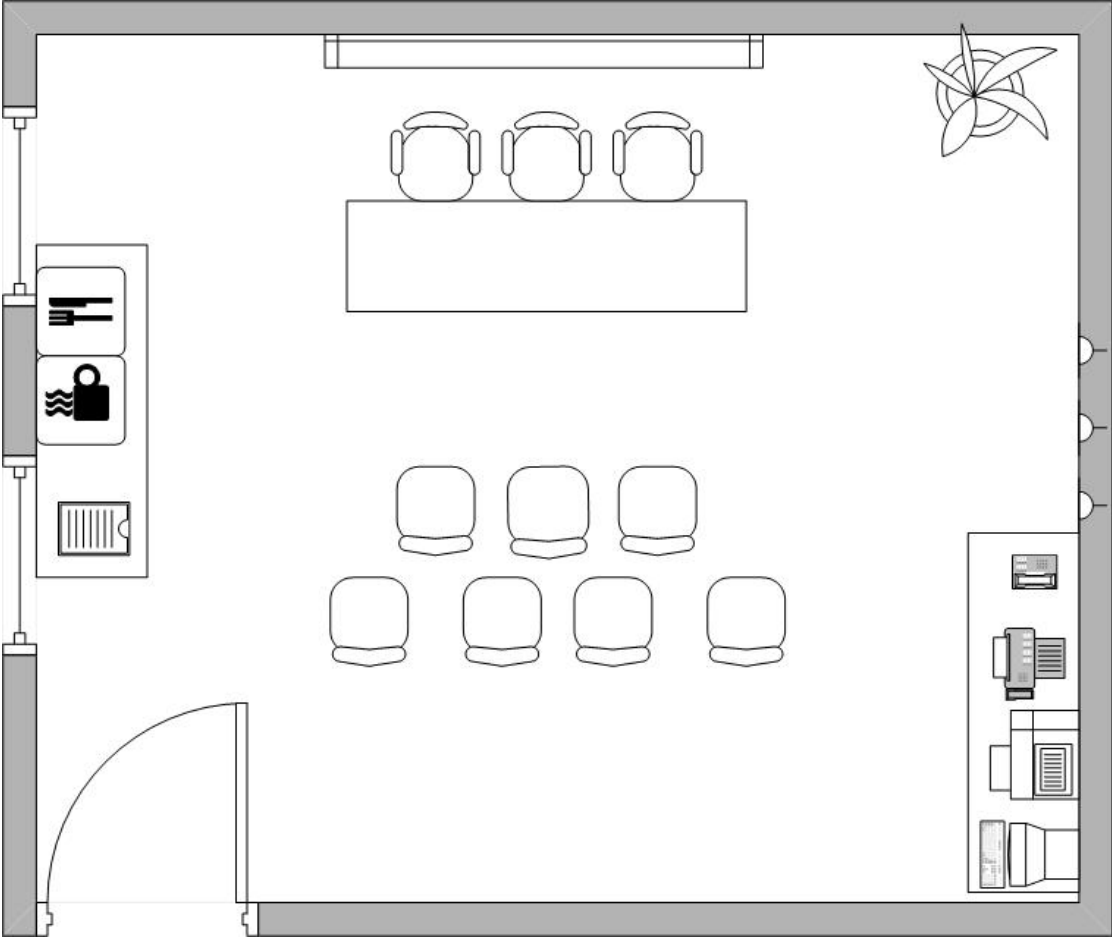| NEXT-OF-KIN DEATH NOTIFICATION |
| --- |
| **NOTIFICATION OF DEATH CAN ONLY BE MADE BY THE POLICE IN AUSTRALIA.** ONCE POLICE HAVE MADE THE NOTIFICATION, ARRANGE FOR A FACE-TO-FACE VISIT OR ARRANGE TO VISIT WITH THE POLICE |
| **Following-up notification by police** |
| • Gather as much information as possible about the incident

• Arrange for two people to make the visit

• Be certain that the police have made the notification

• Make the visit in-person (where possible)

• Take separate vehicles if possible (one notifier may have to provide transportation while the other remains with family members)

• Identify yourself and ask to come into the house

• Be certain you are talking to the correct person

• Plan to stay long enough to provide information, support and direction. |
| **Making the visit** |
| • Provide human presence and compassion

• Speak slowly and carefully. Give any other details that are available

• Reassure them that an on-site investigation is underway to determine underlying causes and to develop the necessary actions to prevent recurrence

• Demonstrate care and concern – stay calm, listen carefully and talk through their concerns

• Answer questions calmly. Write down any questions you can't answer and arrange to get them answered promptly

• Say, "I'm sorry this happened"

• Accept the emotions of the person you are notifying

• Provide assistance or seek medical help if the person suffers from a shock reaction

• Offer to call a friend or family member who could come and offer support

• Offer to contact others who must be notified and write down the names of everyone you called

• Help the next-of-kin take the necessary steps

• Advise that counseling is available. |
| **After making the notification** |
| • Ensure that regular contact is maintained with next-of-kin

• Confirm that support offered to next-of-kin has been delivered. |

Appendix 4F - Conducting a Media Conference

Suggested media conference room layout:

EQUIPMENT/REQUIREMENTS	✓
Large desk or lectern and microphone at the front of the room, where spokespeople would be seated (to enable radio media to prop up their microphones if necessary)	
Sufficient desks/seating for spokespeople, journalists, camera operators and sound/microphone technicians	
Computers (laptops) with internet and email access, and a printer	
TV, VCR player or projector with screen, particularly if the spokesperson wishes to show video footage or other graphic material	
At least two dedicated phone lines	
Power points and extension cords	
Fax machine, including fax stream facility	
Shire of Mingenew's banner or signage on the wall (i.e. this could be used as a backdrop for television media interviews)	
Copies of Shire of Mingenew media kits	
Small tape recorder and tape (may be useful to record media conferences)	
Refreshments, water and tea and coffee-making facilities (or close access to these)	
Located in close proximity to amenities such as bathrooms, to avoid media walking extensively through the offices	
Stationery and name badges	
Signage and maps to direct media to the venue.	

PART 5: MWRC EMERGENCY RESOURCES REGISTER

Coroow/Carnamah West

Evacuation Facilities

RESOURCE	RESOURCE OWNER	CONTACT
Eneabba Recreation Centre		
Green Head Sporting Club		
Green Head Community Centre		
Horseman's and Eneabba Ovals		
Leeman Recreation Centre		
Green Head Recreation Centre		

Fire Fighting Equipment

RESOURCE	RESOURCE OWNER	CONTACT
Fire Fighting truck 2.4 (urban)	2 bay shed carnamah	
land cruiser light tanker		
fire fighting hino	2 bay shed eneabba	
land cruiser fast attack	2 bay shed eneabba	

Transport (People)

RESOURCE	RESOURCE OWNER	CONTACT
BUS	IAN LUCAS	9945 5040

Transport (Stores and Supplies)

RESOURCE	RESOURCE OWNER	CONTACT
SIX WHEEL TRUCK AND TRAILER X 3		
LOW LOADER		

Heavy Plant

RESOURCE	RESOURCE OWNER	CONTACT
Grader x 2		
Loader x 2		
Backhoe		
Road sweeper		

Food, Water, Fuel

RESOURCE	RESOURCE OWNER	CONTACT
water tank (10,000 LT) X 21		
CARNAMAH HOTEL, YARRA ST CARNAMAH (FOOD)		
CARNAMAH BOWLING CLUB, MACPHERSON ST CARNAMAH (FOOD)		
CARHAMAH COMMUNITY ROADHOUSE, NIVEN ST CARNAMAH (FOOD AND FUEL)		
ESS (BANKSIA HOUSE) ENEABBA, JOHNSON ST ENABBA (FOOD)		
BP SOVEREIGN, YARRA ST CARNAMAH (FUEL)		

Miscellaneous Tools and Stores

RESOURCE	RESOURCE OWNER	CONTACT
WALTON'S CARNAMAH, ROBERTSON ST CARNAMAH		

Coroow/Carnamah East

Evacuation Facilities

RESOURCE	RESOURCE OWNER	CONTACT

Transport (People)

RESOURCE	RESOURCE OWNER	CONTACT

Transport (Stores and Supplies)

RESOURCE	RESOURCE OWNER	CONTACT

Heavy Plant

RESOURCE	RESOURCE OWNER	CONTACT

Food, Water, Fuel

RESOURCE	RESOURCE OWNER	CONTACT

Miscellaneous Tools and Stores

RESOURCE	RESOURCE OWNER	CONTACT

Mingenew

Evacuation Facilities

RESOURCE	RESOURCE OWNER	CONTACT

Transport (People)

RESOURCE	RESOURCE OWNER	CONTACT

Transport (Stores and Supplies)

RESOURCE	RESOURCE OWNER	CONTACT

Heavy Plant

RESOURCE	RESOURCE OWNER	CONTACT
GRADER (2)	SHIRE OF MINGENEW	0429 111 354
BACKHOE/LOADER (1)	SHIRE OF MINGENEW	0429 111 354
TANDEM AXLE TIPPER TRUCK	SHIRE OF MINGENEW	0429 111 354
MULT TYRED ROLLER	SHIRE OF MINGENEW	0429 111 354
7 TONNE STEEL ROLLER	SHIRE OF MINGENEW	0429 111 354
COMPRESSOR	SHIRE OF MINGENEW	0429 111 354
FRONT END LOADER	SHIRE OF MINGENEW	0429 111 354
TRACTOR	SHIRE OF MINGENEW	0429 111 354
TANDEM AXLE TIPPER TRUCK WITH TRAILER	SHIRE OF MINGENEW	0429 111 354
TANDEM AXLE TIPPER TRUCK WITH LOW LOADER AND DOLLY	SHIRE OF MINGENEW	0429 111 354
TRACTOR WITH ROAD BROOM	SHIRE OF MINGENEW	0429 111 354
ISUZU 4X4 TRUCK TANKER	SHIRE OF MINGENEW	0429 111 354
20 LITRE CONTAINER OF FOAM	SHIRE OF MINGENEW	0429 111 354

Food, Water, Fuel

RESOURCE	RESOURCE OWNER	CONTACT
CAPACITY 2400 LITRES WATER	SHIRE OF MINGENEW	0429 111 354
BP SOVEREIGN (ELANOR ST)		
PALM ROADHOUSE (MIDLANDS ROAD)		9928 1118

Miscellaneous Tools and Stores

RESOURCE	RESOURCE OWNER	CONTACT
AXE	SHIRE OF MINGENEW	0429 111 354
BOLT CUTTERS	SHIRE OF MINGENEW	0429 111 354
BREATHING AIR SYSTEM	SHIRE OF MINGENEW	0429 111 354
CEILING GOOK	SHIRE OF MINGENEW	0429 111 354
CROW BAR	SHIRE OF MINGENEW	0429 111 354
FIRE EXTINGUISHER (POWDER)	SHIRE OF MINGENEW	0429 111 354
FIRE EXTINGUISHER (WATER)	SHIRE OF MINGENEW	0429 111 354
EXTENDABLE LATTER	SHIRE OF MINGENEW	0429 111 354
FIRST AID KIT	SHIRE OF MINGENEW	0429 111 354
GENERATOR	SHIRE OF MINGENEW	0429 111 354
PORTABLE TRAFFIC SIGN	SHIRE OF MINGENEW	0429 111 354
RAKE HOE	SHIRE OF MINGENEW	0429 111 354
SHOVEL	SHIRE OF MINGENEW	0429 111 354
WORK LIGHT (MOUNTED)	SHIRE OF MINGENEW	0429 111 354
WRECKING BAR	SHIRE OF MINGENEW	0429 111 354

Healthcare

RESOURCE	RESOURCE OWNER	CONTACT
BAYS WITH STRETCHERS		
DOCTOR		
ENROLLED NURSE		
DEFIBRILLATOR WITH 3 LEAD ECG (CARDIAC MONITORING)		
X-RAY		
REGISTERED NURSE		
12 LEAD ECG		
OXYLOG (FOR VENTILATION)		

Morawa

Shire of Morawa Machinery & Equipment

RESOURCE	NO.	RESOURCE	NO.
GRADER/FREE ROLLER	1	938G FRONT END LODER	1
BACKHOE LOADER	1	SELF PROPELLED ROAD SWEEPER	1
TANDEM AXLE TIPPER TRUCK	1	TANDEM AXLE TIPPER TRUCK WITH TRAILER	1
MULT TYRED ROLLER	1	TANDEM AXLE TIPPER TRUCK WITH LOW LOADER AND DOLLY	1
TRACTOR	1	TRACTOR WITH ROAD BROOM	1
COMPRESSOR	1	TRACTOR WITH IMPLEMENT (SLASGER, POST HOLE DIGGER, ETC)	1
GRAVEL		YELLOW SAND	1
WHITE SAND		LOAM	
BLUE METAL 10MM		BLUE METAL 7MM	
CONCRETE PREMIX		CRACKER DUST	

Shire of Morawa Fire appliances

RESOURCE	NO.	RESOURCE	NO.
NISSAN PATROL LIGHT TANKER		ISUZU 4 X 4 TRUCK TANKER	
- 20 LITRE CONTAINER OF FOAM	1	- 2O LITRE CONTAINER OF FOAM	2
- AXE	1	- AXE	1
- BOLT CUTTERS	1	- BOLT CUTTERS	1
- CAPACITY 600 LITRES WATER		- BREATHING AIR SYSTEM	4
- FIRE EXTINGUISHER (POWER)	1	- CAPACITY 2400 LITRES WATER	
- FIRST AID KIT	1	- CEILING HOOK	1
- PORTABLE TRAFFIC SIGN	1	- CROW BAR	1
- RAKE HOE	1	- FIRE EXTINGUISHER (POWER)	1
- SHOVEL	1	- EXTENDABLE LADDER	2

-'WATER' BACKPACK		- FIRST AID KIT	1
		- FIRE EXTINGUISHER (WATER)	1
		- GENERATOR	1
		- PORTABLE TRAFFIC SIGN	1
		- RAKE HOE	2
		- SHOVEL	2
		- WORK LIGHT (MOUNTED)	2
20 LITRE CONTAINER OF FOAM	8	WRECKING BAR	1

Mullewa

Evacuation Facilities

RESOURCE	RESOURCE OWNER	CONTACT
Mullewa District High School	Education Department	
Our Lady of Carmel	Catholic Education Western Australia	Mrs Megan Phillips 08 89611120
Mullewa Recreation Centre	Mullewa Council	
Tardun Hall	Mullewa Council	
Devils Creek Hall	Mullewa Council	

Transport (People)

RESOURCE	RESOURCE OWNER	CONTACT
School Bus		

Transport (Stores and Supplies)

RESOURCE	RESOURCE OWNER	CONTACT

Heavy Plant

RESOURCE	RESOURCE OWNER	CONTACT
D4 DOZER	MULLEWA COUNCIL	TOM HARTMAN - 08 99611007
GRADER	MULLEWA COUNCIL	TOM HARTMAN - 08 99611007
WATER TANKER	MULLEWA COUNCIL	TOM HARTMAN - 08 99611007
TIPPER	MULLEWA COUNCIL	TOM HARTMAN - 08 99611007
LOADER	MULLEWA COUNCIL	TOM HARTMAN - 08 99611007
TRUCK 8 WHEEL	MULLEWA COUNCIL	TOM HARTMAN - 08 99611007

Food, Water, Fuel

RESOURCE	RESOURCE OWNER	CONTACT

Miscellaneous Tools and Stores

RESOURCE	RESOURCE OWNER	CONTACT

Perenjori

Evacuation Facilities

RESOURCE	RESOURCE OWNER	CONTACT
PERENJORI PRIMARY SCHOOL PERENJORI/CARNAMAH ROAD, PERENJORI		
PERENJORI SHIRE OFFICES FOWLER STREET, PERENJORI		
WELFARE COORDINATION CENTRE S.G.I.O BUILDING, CATHEDRAL AVENUE, GERALDTON		

Transport (People)

RESOURCE	RESOURCE OWNER	CONTACT

Transport (Stores and Supplies)

RESOURCE	RESOURCE OWNER	CONTACT
RAILWAY		

Heavy Plant

RESOURCE	RESOURCE OWNER	CONTACT
GRADER	R & E DAVIES	
DOZER	AC AUTO ELECTRICS	

Food, Water, Fuel

RESOURCE	RESOURCE OWNER	CONTACT
WATER TANKER	BI & SL PHILLIPS	
WATER TANKER	MAX HEBITON & CO	

Miscellaneous Tools and Stores

RESOURCE	RESOURCE OWNER	CONTACT

Three Springs

Evacuation Facilities

RESOURCE	RESOURCE OWNER	CONTACT
RECREATION CENTRE	SHIRE OF THREE SPRINGS	COUNCIL OFFICE
FOOTBALL PAVILION	THREE SPRINGS FOOTBALL CLUB	STEVE NIELSON 9954 1339
BOWLING CLUB	THREE SPRINGS BOWLING CLUB	HARLEY STOKES 9954 1679
GOLF CLUB	THREE SPRINGS GOLF CLUB	IAN BASTIAN 9954 7062
CATHOLIC CHURCH	CATHOLIC CHURCH	PETER DOWNES 9971 1150

MEDICAL / HEALTH / AMBULANCE:

HOSPITAL: 99543200

NORTH MIDLANDS HEALTH SERVICE, THREE SPRINGS.

. 2 bay Accident & Emergency Department & 4 Acute beds. (Facilities depends on nature of injuries & sufficient staffing)

NORTH MIDLANDS HEALTH SERVICES CONTACT DETAILS:

Carla Thompson Mayrhofer St Three Springs   99541880 (Home) 0429107494

Arnie de Haas. Carter St Three Springs. Ph 99541078 (Home) 0429108395

NORTH MIDLANDS HEALTH SERVICES:

LEGEND:

*   **If available**

**   **Minimum level available**

***   **Depending on staff available we may only be able to accommodate one seriously injured person**

NOTE: Capacity to treat "walking wounded" in a timely manner when have a

  seriously injured person will be dependant on availability of extra appropriately trained staff

RESOURCE	No.	RESOURCE	No.
* Doctor	1	Defibrillator with 3 lead ECG	1
** Registered Nurse	1	X-ray	1
** Enrolled Nurse	1	Oxylog (for ventilation)	1
Parry Pack that can go to site	1	Various medications & consumables	
***Bay with stretcher	2	RFDS contact	
12 Lead ECG	1	Other staffing (non-nursing)	

Dr Yoshi Inoue. Howard St Three Springs Ph. 0428541013

Thomas Street Surgery. 99541013.

ST JOHNS AMBULANCE:

Three Springs Mobile 1 0427 705 401

Three Springs Mobile 2 0427 705 402

Merle Isbister. (Regional co–coordinator)

Bierman Place Carnamah. Ph 99511030./0428 511030

Mrs Robyn Hunt. 49 Slaughter St Three Springs. Ph 99541190 / 0428541190

W 99541769

Mrs Sharron Purdy 45 Mayrhofer St Three Springs Ph 99541282 / 042195464

Mrs Anisa Reid Williamson St Three Springs ph H:99541116/ 0428910030

W: 99541125

Paul Connaughton Nebru Rd,Three Springs Ph 99541119 /042754119

Anusha Connaughton Nebru Rd,Three Springs Ph 99541119/0427830171 W: 99541045

Vivki Eva 20 kms [W] Three Springs Ph 99541557/ 0427541558

RESOURCES:

1x Fully Equipped Ambulance with a total of 4 x ambulances within the region.

1 Ambulance as Communications Vehicle at incident site

1x VH F Radio [Van to Van, Van to Hospital]

1 x VHF base unit at Hospital.

1x UHF Radio per Vehicle

SHIRE OF THREE SPRINGS:

CEO. (Graham Little)	Ph 99541001 A/hrs 99 541297
Deputy CEO (Henry Adamski)	Ph 99541001 A/hrs 99 541049
Manager Works and Services (Wayne Jolly).	Ph. 99541202 A/hrs 99541140
	Mob 0427541202

RESOURCES:

.3x Tip trucks, 2x Graders, 1x 924 loader, 1x Backhoe, 1x Tractor, 1x small   Crane facility, 1x Beaver Tail trailer 1x Tandem Axel Trailer.

1x 2700 Litre Water / Fire Truck, 1x 3000 Litre Fire Truck, Water Tank 10,000 Litres.

COMMUNICATIONS:

Radio Base Set. 12 vehicle radios with approx 60 km range.

SPECIALIST EQUIPMENT:

Ropes, Ladders, Chains, Tarpaulins.

Welding Equipment

2x Breathing Apparatus Tank and Mask (Persons Trained In Use)

2x Chainsaws

WESTERN POWER:

Alan Witt 0427197855.

COMMUNICATIONS:

Radio Base Set. 13 vehicle sets with range of approx 100km (Central West District Western Power).

SPECIALIST EQUIPMENT:

1x Jack Hammer,

2x Cherry Picker, 1x Crane Borer, 1x Digger Truck.

Ropers Ladders.

1x Chainsaw

1x Tandem Axle Trailer, 1x Single Axle Trailer & 2x Portable Generators

WATER CORPORATION:

John Burnett Ph . Office 99541081 Home 99541154

Barry Sweetman Ph. Office 99541081 Home 99541212

COMMUNICATIONS:

Mobile phones.

SPECIALIST EQUIPMENT:

1 x Pro-man rescue unit, complete with winch, harness, fall arrest etc.

2 x Porta Power Units, 1x trailer mounted welder/power source.

1 x Gas monitor (detects Hydrogen sulphide, carbon monoxide, oxygen, methane, nitrogen)

1 x Self contained breathing apparatus (20 minute rescue)

1 x Chainsaw, 1 x Ringsaw (abrasive cutter)

1 x truck with hiab (crane) fitted.

DEPARTMENT OF AGRICULTURE:

Sherri Hunter   Ph Work 99 54 3333

                         Home 99 54 1284

COMMUNICATIONS :

1x Radio Base (Channel 2) UHF 40 channel

4 vehicles with radio sets (Channel 2) + 4 x mobile phones.

SPECIALIST EQUIPMENT:

1x 4 wheel motorbike

1 x 2 wheel motor bike

4 x 4 WD Vehicles - as per specifications

1) 4WD (Dual Cab with 1st Aid Kit, Fire extinguisher and extra Water Tank) vehicle with point of recovery + Biosecurity Kit)

2) 4 WD (dual cab with 1st Aid Kit, Fire Extinguisher and extra Water Tank + biosecurity Kit)

3) 4 WD (dual cab with 1st Aid Kit, Fire Extinguisher + biosecurity Kit

4) 4WD (Crew Cab with 1st Aid Kit, Fire Extinguisher and Biosecurity kit)

1x Large Angle Grinder.

1x Oxy Set

2 x Large Eskys

2 x Water Containers

2x Spray Units (can be mounted on a trailer)

2 x compressors

1x Fire fighting Unit.

EQUIPMENT:

Tandem trailer 8 x 5

2 box trailers 6x 4

Shovels, rakes, hammer, sledge hammers bolt cutters.

MAPS:

Property Maps with

*Co-ordinates and Roads

**Quick distance measurements and bush areas.

*** Rapid Printing

**** Roads and Tracks books (available in all vehicles).

DATA BASE INFORMATION:

Client Resource Information system (CRIS)

This program has all properties within WA on it and owner and contact numbers

We are also able to access all DOLA (Dept of Land and Administration Information) as well as all residential in WA (this may only have owners names and not contact details)

Main office building could be used as a centre of communications.

MAIN OFFICE BUILDING:

16 Phone Outlets

16 internet access

Kitchen facilities (2)

Toilet Facilities

Disabled assess to building and toilet and shower facilities

7 Computer access

4 External Phone Lines (With Capacity to link up Phone Conferences.

CONFERENCE ROOM:

2 Large conference Rooms

Electronic White Board

TV DVD

Data Project and Laptop Computer

Internet access.

SWEETMANS HARDWARE:

Geoff.................   Ph 99541164

SPECIALIST EQUIPMENT:

1x Fork Lift.

THREE SPRINGS TALC MINE (RIO TINTO MINERALS):

Phone: 99543000

SPECIALIST EQUIPMENT:

Breathalyser: Alcolizer HHI	Spare Air Cylinders - Drager x 5
Alcolizer HHI	Distress Signalling Unit x 2
Alcolizer HHI	Oxy-Viva III Demand Resuscitator
Fernowashington Aluminium Scoop Stretcher	Fire Hoses
Laedal Bag & Mask Resuscitation	Foam Branch x 1
Fernowashington KED (Kenrick Extraction Device)	Miscellaneous:
Combination tool (cutters + spreaders) Holmatro	1 x Axe
Hydraulic Hand Pump Holmatro	1 x Bar - Podger
Extendable dual ended Ram Hydraulic Holmatro	2 x Bar - Wrecker
Resuscitation-Annie Modular System	6 x Batteries 6v
BA Back Pack incl. Gauge + D/Valve PA90+	2 x Fire Blankets
Sabre Backpack x 4	1 x Bolt cutters
Sabre Masks x 4 sets	1 x Toolbox
	2 x Chisel - Cold
Drager Backpacks x 2	6 x Cones
Drager Masks CE0158 x 4	1 x Cutters – Diagonal
BA Control Entry Board	1 x roll film - black/white
BA Back Pack incl. Gauge +	1 x Grips Vice
	1 x Hacksaw
	12 x Hacksaw blades

D/Valve PA90+	1 x Hammer - Claw
Sabre Masks x 4 sets	1 x Hammer - Sledge
Sabre Cylinders x 2 sets	1 x Hand saw
Sabre BA Backpacks x 4 sets	1 x Bottle Jack - 5 ton
Distress Signalling Unit (DSU)	1 x Stanley knife
	1 x Rubber Mallet
	10 x Overalls - disposable (medium)
Fire Fighting Equipment	5 x Overalls - disposable (large)
Foam In Ductor & Spear	1 x Pick
Rwin Breach	1 x Pick handle
No.1 Akron Branch	1 x Pick - Pelican
Sabre Cylinders	1 x Pliers
	2 x Rake - Fire Fighting
	1 Screwdriver set
	1 x Shovel - square
	1 x Shovel - round
	1 x Tinsnips
	1 x Socket set

ROPES Rescue Equipment

1 x Rope Static Black Marlow 11m

2 x Rope Bag Storage Type 100mtr

1 x Rope Static Black Marlow 11mm

1 Bag for Rope Storage Type 50mtrs

1 x Rope Static Black Marlow 11mm

2 x Bag for Rope Storage 25mtrs type

1 x Rope Static Black Marlow 11mm

1 x Bag for Rope Storage 25mtrs type

1 x Prussic Cord 6mm x 100mtrs type
Power lock Expert

1 x Patient Restraint Straps (4 per set)

1 x Harness Rescue Sling/Strop C/N
Leg Loops
Rescue Patient Lift

6 x Harness Centre point Full body

12 x Karabiner Alloy Lard6e D S/Gate

12 x Sling 1.2 mtr x 25mm x 12

2 x Lanyard Adjustable S/N Rope

2 x CD20 Screw Gate Karabiners

6 x Knife Rescue Serrated Edge
Spyderco

6 x Pouch for Rescue Knife

1 x Belay Bag Mk3 Blue

Mini Lift in Own Bag Blue

2 x Grigri Tools CED197

2 x Karabiners

2 x Red Slings

2 x Red Slings

4 x Blue Slings

2 x Karabiners

2 x Belaying Ascender Devices

Rope Winder Tool

1 x Max R42 KN Double Pully

1 x Karabiner

4 x Single Pulleys

4 x Karabiners

VEHICLES

Fire truck (Walter)

Emergency Rescue vehicle

LANDMARK:

Office   Ph. 99541200

SPECIALIST EQUIPMENT:

Generators, Chainsaws, Bolt Cutters, Poly Pipe, Pumps and Fire Extinguishers.

BOND RURAL SUPPLIES:

Milton Bond   Ph: 99541332

                              Home: 99541007

SPECIALIST EQUIPMENT:

Hoses, Bolt Cutters, Tools, Fire Fighting Pump, UHF Radio, Poly Pipe and Chain.

THREE SPRINGS POLICE STATION:

Officer in Charge   Ph: 99541016

                              Mobile: 0427580201 (LEMC CO-ORDINATOR)

COMMUNICATIONS:

1x Radio Base Set

2x Vehicle Sets

3x Portable Radios.

SPECIALIST EQUIPMENT:

1x 4wd Vehicle

1x Traffic Sedan

Maps

Firearms.

CARNAMAH POLICE STATION:

Officer in Charge   Ph: 99511222

COMMUNICATIONS:

1x Radio Base Set

1x Vehicle Set

2x Portable Radios

SPECIALIST EQUIPMENT:

1x 4wd Vehicle

OTHER RESOURCES LOCAL:

BUSH FIRE BRIGAGE WEST:

Russell Morgan	Ph: 99558031
Craig Morgan	Ph: 99541630
Jimmy Heal	Ph: 99552022

BUSH FIRE BRIGADE EAST:

Robbie Weir	Ph: 99545044
Michael Verrall	Ph: 99547042

ELECTRICAL EQUIPMENT AND REPAIRS:

Gary Turley	Ph: 99541107
Jack Keogh	Ph: 99541135

OTHER RESOURCES EXTERNAL:

STATE EMERGENCY SERVICE (PERTH) HQ:

Ph: 92770555

MORAWA:

Ph: 99711233/ 997115042

ENEABBA:

Ph: 99551155

Mobile: 0427551155

GERALDTON:

Ph: 99216444/ 99216484.

AUSTRALIAN BROADCASTING COMMISSION:

ABC News and Information   Ph: 99212797

Geraldton   Ph: 9921477/ 99211056

CYCLONE WARNING CENTRE:

Ph: 99233671

Geraldton   Ph: 0911542

DEFENCE FORCES:

Army   Ph: 99212736

Air force   Ph: 0895717111 (Pearce Air force Base)

Navy   Ph: 95533333 (HMAS Stirling)

MUNDARING GEOPHYSICAL OBSERVATORY:

Earth Quake Centre   Ph: 92951555

Heavy Plant

RESOURCE	RESOURCE OWNER	CONTACT
CRANE HIRE	C & AJ VANT VEER	9954 1034/9954 1193
FORK LIFT	SWEETMAN'S HARDWARE	9954 1164/99 541164
LOW CARTAGE CONTRACTORS	YANDAVALE PASTORAL CO	9955 2027/9955 2047
LOW CARTAGE CONTARCTORS	A.J. PARKER & SONS	9954 1291/9954 1270
BULL DOZERS	YANDAVALE PASTORAL CO	9955 2027/9955 2047
BULL DOZERS	BUSINESS ENTERPRISE CENTRE NORTH MIDLANDS ENTERPRISE AGENCY	9973 1018/9973 1214

WELFARE:

VICTIMS:

DEPARTMENT For Child Protection

Geraldton Office   Ph: 08 99210768

                                     A/Hrs: 0407 471 186

Carnarvon Office

                                     Ph: 99411244

                                     A/hrs: 0417 956 126

If no answer contact CRISIS CARE   on 1800 199 008

District Emergency Service Officer (Helen Kent) --- Ph 0429 102 148

COMMERCIAL HOTEL THREE SPRINGS

Debbie Patterson   Ph: 99541041

32 beds available, 10 Self contained units and service area for 10 caravans.

THREE SPRINGS TOURIST LODGE

David Ashcroft   Ph: 99541065

12 beds available, full kitchen facilities.

ACCOMODATION:

Three Springs Sporting Club (Also Cooking Facilities)

Three Springs Oval facilities (Toilets and Barbeque Facilities)

Three Springs Recreation Centre

Three Springs Primary School

Three Springs Police Station.

CATERING:

COMBATANTS:

COMMERCIAL HOTEL THREE SPRINGS:

Debbie Patterson   Ph: 99541041

Full kitchen and catering facilities, ice supply and refreshment centre and meals.

BP ROAD HOUSE THREE SPRINGS

Ph: 99541125

BP ROAD HOUSE CARNAMAH

Ph: 99511178

THREE SPRINGS SHIRE

SHIRE RECREATION CENTRE

Accommodation and catering facilities for 300

Graham Little (Shire CEO)   Ph: 99541001

Kylie McGree Shire Office   Ph: 99541001

FUELS: LP GAS SUPPLY:

Sweetmans Hardware Three Springs.

Geoff   Ph: 99541164

FUELS: PETROL & DIESEL:

BP Road House Three Springs   Ph: 99541125

Sweetmans Hardware Three Springs   Ph: 99541164

BP Road House Carnamah   Ph: 99511228

TRANSPORT:

Three Springs Air Strip.

Air Strip. 3500 feet, Gravel surface all weather strip. Available for night landing.

PEARCE AIR BASE:

Through Geraldton SES   Ph: 99216444/ 99711236

1x Helicopter.

WESTERN AUSTRALIAN POLICE AIRWING:

Ph: 92221111

FOOD SUPPLIES:

THREE SPRINGS GENERAL STORE:

Jamie and Rebecca Pages   Ph: 99541102

          Home 99541550

COMMERCIAL HOTEL:

Debbie Patterson   Ph: 99541041

THREE SPRINGS BUTCHER:

Glenn Lake   Ph: 99541011

                                          Home 99541479

BP ROADHOUSE:

Richard Thorpe   Ph: 99541125

BUREAU OF METEOROLOGY:

Weather Reports   Ph: (08)9263 2222 or www.bom.com.au

SUMMARY NOTE:

This resources log is current as Wednesday the 15th October 2008.