LOCAL EMERGENCY MANAGEMENT ARRANGEMENTS

Version 2 February 2017

Natural Connected Prosperous

This document links to the Community Strategic Plan through:

Goal 1: Valuing the natural environment

Goal 2: Welcoming and inclusive communities

Goal 3: Managing growth sustainably

Goal 4: Vibrant and diverse economy

Goal 5: Effective leadership and governance

"Strong communities are welcoming and safe and enjoy quality lifestyles that celebrate their local identity, diversity and culture. The Shire fosters community resilience and wellbeing through its social planning, recreation, safety, education and preventative health strategies".

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Welcome/Message

Western Australia is subject to a variety of hazards that have the potential to cause loss of life and/or damage and destruction. These hazards result from events of both natural and man-made origin. The Emergency Management Act 2005 (EM Act) formalises Western Australia's emergency management arrangements.

Under the EM Act, local governments are required to have local emergency management arrangements and establish an effective and collaborative Local Emergency Management Committee (LEMC). Local governments are the closest level of government to their communities and have access to specialised knowledge about the local environment and demographic features of their communities. The development and management of effective local emergency management arrangements and LEMC enhance the community's resilience and preparedness for emergencies through strategies that apply prevention/mitigation, preparedness, response and recovery measures.

Witchcliffe Bush Fire Brigade supporting bushfire fighting efforts in Waroona 2016

Local Emergency Management Arrangements

These arrangements have been produced and issued under the authority of S. 41(1) of the Emergency Management Act 2005, endorsed by the Shire of Augusta Margaret River Local Emergency Management Committee and the Council of the Shire of Augusta Margaret River.

The Arrangements have been tabled for noting with the South West District Emergency Management Committee and the Office of Emergency Management.

_____   _____

Chair   Date

Shire of Augusta Margaret River LEMC

_____   _____

Endorsed by Council   Date

<Insert resolution number>

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Officer In Charge Augusta Police	1
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Shire Chief Bush Fire Control Officer	1
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Margaret River Volunteer Fire and Rescue Service	1
Augusta Margaret River State Emergency Service Unit	1
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Augusta Volunteer St John Ambulance Service	1
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Amendment Record

Suggestions and comments from the community and stakeholders can help improve the arrangements and subsequent amendments.

Feedback can include;

1. What you do or do not like about the arrangements;

2. Unclear or incorrect expression;

3. Out of date information or practices;

4. Inadequacies;

5. Errors, omissions or suggested improvements.

To provide feedback on the arrangements, copy the relevant section of this document, mark the proposed changes and forward it to:

The Chairperson

Local Emergency Management Committee

Shire of Augusta Margaret River

PO Box 61

MARGARET RIVE WA 6285

Or alternatively you may email to: amrshire@amrshire.wa.gov.au

Number	Date	Amendment Summary	Author
1	Aug 2010	First Edition	B Jordan
2	Feb 2017	Complete Review	N Hall
3			
4			
5			
6			
7			
8			

Glossary of Terms

Terminology used throughout this document shall have the meaning as prescribed in either Section 3 of the *Emergency Management Act 2005* or as defined in the <u>State EM Glossary</u> or the <u>WA Emergency Risk Management Guide.</u>

Community Emergency Risk Management*:* See Risk Management.

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

Local Emergency Coordinator (LEC): The person designated by the Commissioner of Police to be the Local Emergency Coordinator with responsibility for ensuring that the roles and functions of the respective Local Emergency Management Committee are performed, and assisting the Hazard Management Agency in the provision of a coordinated multi agency response during incident operations.

Local Emergency Management Committee: Means a committee established under Section 38 of the *Emergency Management Act 2005*.

Municipality: Means the district of the local government.

Preparedness: Arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed. Measures to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects. See also comprehensive approach in the State EM Glossary.

Risk Register: A register of the risks within the local government that is identified through the Community Emergency Risk Management Process.

Risk Statement: A statement identifying the hazard, element at risk and the source of risk.

Treatment Options: A range of options identified through the emergency risk management process, to select appropriate strategies which minimise the potential harm to the community.

Vulnerability: The degree of susceptibility and resilience of the community and environment to hazards. *The degree of loss to a given element at risk or set of such elements resulting from the occurrence of a phenomenon of a given magnitude and expressed on a scale of 0 (no damage) to 10 (total loss).

General acronyms used in these arrangements

Acronym	Terminology
BFS	Bush Fire Service
CEO	Chief Executive Officer
CESM	Community Emergency Services Manager
CPFS	Department for Child Protection Family Support
DEMC	District Emergency Management Committee
ECC	Emergency Coordination Centre
ESD	Emergency Services Directory (South West Extended Version 2016)
EM	Emergency Management
DFES	Department of Fire and Emergency Services
HMA	Hazard Management Agency
IMT	Incident Management Team
ISG	Incident Support Group
LEC	Local Emergency Coordinator
LEMA	Local Emergency Management Arrangements
LEMC	Local Emergency Management Committee
LRC	Local Recovery Coordinator
LRCG	Local Recovery Coordination Group
OEM	Office of Emergency Management
P&W	Department of Parks and Wildlife
SEC	State Emergency Coordinator
SECG	State Emergency Coordination group
SEMC	State Emergency Management Committee
SES	State Emergency Service
SEWS	State Emergency Warning Signal
SOP	Standard Operating Procedure
VFRS	Volunteer Fire and Rescue Service
WANDRRA	Western Australia Natural Disaster Relief and Recovery Arrangements

Introduction

Community Consultation

These arrangements have been developed by the Shire of Augusta Margaret River in conjunction with the Shire of Augusta Margaret River Local Emergency Management Committee. Information of the identified local risks and likelihood and consequences of these risks to the community have been identified during the 2010 Community Survey.

In 2013 the State Emergency Management Committee (SEMC) initiated the State Risk Project, which was designed to gain a comprehensive and consistent understanding of the risks faced at state, district and local levels. Consequently, a series of state-level risk assessment workshops were held to assess the risks posed by seven sudden-onset natural hazards. The initial hazards assessed were heatwave, flood, bushfire, cyclone, tsunami, earthquake and storm. The results were reported to the Commonwealth in 2013 and an update of the state's risk profile will be delivered by 2017.

The local risk assessment component of the State Risk Project will be initiated by the Shire of Augusta Margaret River in 2017.

Document Availability

As per Section 43 of the Emergency Management Act 2005, copies of the Shire of Augusta Margaret River Local Emergency Management Arrangements are to be available for inspection, free of charge and in written or electronic form, by members of the public during office hours from;

- Margaret River Administration Building, 41 Wallcliffe Rd Margaret River

- Augusta Administration Building, 66 Allnut Terrace Augusta

- Margaret River Library, Fearn Avenue, Margaret River

- Augusta Library, Allnutt Terrace, Augusta

Or by visiting the Shire's website www.amrshire.wa.gov.au.

Area Covered

The Shire of Augusta-Margaret River is located at the extreme south west corner of Western Australia 274 km south of Perth. The Shire encompasses approximately 2,240 square kilometres and extends for approximately 60 kilometres north to south, and 62 kilometres from the west coast to the eastern boundary. The Shire and is bordered by the City of Busselton to

the north, Shire of Nannup to the east, and bounded by the Pacific Ocean to the west and Southern Ocean to the south.

The Shire of Augusta Margaret River includes the towns and localities of Alexandra Bridge, Augusta, Cowaramup, Gnarabup, Gracetown, Karridale, Kudardup, Margaret River, Molloy Island, Prevelly Park, Rosa Brook, and Witchcliffe. It is a rural locality which includes semi-rural and residential areas with the main urban areas being around Augusta and Margaret River.

Mapping of the Shire of Augusta Margaret River can be located in [Appendix 8](#).

Aim

The aim of the Shire of Augusta Margaret River's Local Emergency Management Arrangements is to:

a) ensure there is a written understanding between agencies involved in managing emergencies within the Shire of Augusta Margaret River; and

b) to document the management of identified risks within the Shire of Augusta Margaret River including the specific details on prevention, preparedness, response and recovery activities.

Purpose

As per section 41 (2) of the Emergency Management Act 2005 the purpose of the Shire of Augusta Margaret River Local Emergency Management Arrangements are to set out:

a) the Shire's policies for emergency management;

b) the roles and responsibilities of public authorities and other persons involved in emergency management in the Shire;

c) the provisions about the coordination of emergency operations and activities relating to emergency management performed by the persons mentioned in paragraph (b);

d) a description of emergencies that are likely to occur in the local government district;

e) identify strategies and priorities for emergency management in the Shire;

f) note relevant matters about emergency management in the Shire prescribed by the Emergency Management Regulations 2006; and

g) other matters about emergency management in the Shire the local government has considered appropriate.

Scope

These arrangements are to ensure the community is prepared to deal with the identified emergencies should they arise. It is not the intent of this document to detail the procedures for HMAs or Combat Agencies in dealing with an emergency. These should be detailed in the HMAs' and Combat Agencies individual plans. Furthermore:

- This document applies to the local government district of the Shire of Augusta Margaret River;

- This document covers areas where the Shire of Augusta Margaret River provides support to HMAs and Combat Agencies in the event of an incident;

- This document details the Shire of Augusta Margaret River's capacity to provide resources in support of an emergency, while still maintaining business continuity; and the Shire of Augusta Margaret River's responsibilities in relation to recovery management.; and

- These arrangements are to serve as a guideline to be used at the local level. Incidents may arise that require action or assistance from district, state or federal level.

Related Documents and Arrangements

Local Emergency Management Policies

The Shire of Augusta Margaret River has the following emergency management policies:

- Safer Communities Policy

- Risk Management

- Bushfire Risk

- Bushfire Volunteer Services

- Shark Response

Local Existing Plans and Arrangements

• Shire of Augusta Margaret River Recovery Plan	2017
• Shire of Augusta Margaret River Risk Register	2010
• Shire of Augusta Margaret River Emergency Contacts and Resource Directory	2017
• Shire of Augusta Margaret River Emergency Evacuation Plan	2017
• CPFS Shire of Augusta Margaret River Local Emergency	

Management Plan for the Provision of Welfare Support	2016

- Shire of Augusta Margaret River Bushfire Response Plan   2015

- Shire of Augusta Margaret River Bushfire Procedures   2015

- Margaret River Airstrip Emergency Management Plan   1997

- Shire of Augusta Margaret River Business Continuity Plan   2017

Local Agreements, Understandings and Commitments

Provision of Mutual Aid Agreement

In 2015 the Shire of Augusta Margaret River along will 11 other south west local governments signed a memorandum of understanding for the provision of mutual aid during emergencies and post incident recovery.

The purpose of this memorandum is to;

a) Facilitate the provision of mutual aid between member Councils of the South West Zone of the Western Australia Local Government Association during emergencies and post incident recovery;

b) Enhance the capacity of your communities to cope in times of difficulty; and

c) Demonstrate the capacity and willingness of participating Councils to work co-operatively and share resources within the region.

The local governments that are signatories to this agreement include;

- Shire of Augusta Margaret River
- Shire of Boyup Brook
- Shire of Bridgetown Greenbushes
- City of Bunbury
- City of Busselton
- Shire of Capel

- Shire of Collie
- Shire of Dardanup
- Shire of Donny Brook-Balingup
- Shire of Harvey
- Shire of Manjimup
- Shire of Nannup

South West Emergency Management Alliance

The Shire of Augusta Margaret River in conjunction with 11 other local governments in the south west area have formed an alliance for the increased ability for information sharing resource sharing and forming closer ties in the area of emergency management.

GIVIT – Memorandum of Understanding

The Shire of Augusta Margaret River has signed a Memorandum of Understanding with GIVIT who provides a free Emergency Recovery Service that supports charities, front-line services, agencies and governments by coordinating the deluge of donations that commonly occurs post-emergency and ensures offers of good quality goods and services are allocated to meet specific need. The goals of the partnership are;

   a) To reduce the amount of unsolicited donations received by the Shire in times of an emergency; and

   b) To meet the immediate material needs of the local community in times of an emergency.

Please be advised that GIVIT does not manage spontaneous donations which will be managed by local government.

Further information on the services that are provided under the MOU with GIVIT can be found in Appendix 2 – Local Recovery Plan.

State Legislation, Policy, Plans, Procedures and Guidelines

The State of Western Australia has a suite of Legislation, Policy, Plans, Procedures and Guidelines which are regulated by the State Emergency Management Committee and OEM and includes;

Legislation

Emergency Management in Western Australia is underpinned by the State Emergency Management Act 2005 and the State Emergency Management Regulations 2006.

Policy

The State Emergency Management Policy provides a strategic framework for emergency management in Western Australia and covers the aspects of Prevention, Preparedness, Response and Recovery.

Plans

Emergency Management Plans comprise of the State Emergency Management Plan, Hazard Specific Plans (Westplans), Support plans and National Plans.

Procedures

State Emergency Management Procedures have been developed when a procedural activity needs to be explained through a step by step process, allowing Emergency Management Agencies and personnel to complete tasks in compliance with State Emergency Management Policy.

Guidelines

[State Emergency Management Guidelines](#) are informal instructions designed to provide detailed assistance to EMAs in undertaking their role by proposing specific methods for conducting activities.

The full details regarding the State's documentations can be located at https://www.oem.wa.gov.au.

Special Considerations within the Shire

The Shire of Augusta Margaret River is a world renowned tourist location situated in one of the most spectacular natural environments in Western Australia. Famous for its rugged coastline and surfing breaks, it is an enticing mosaic of pristine natural wonders, premium wineries, relaxed microbreweries, world-class restaurants, spectacular beaches, towering forests and cave systems along the Leeuwin Naturaliste Ridge the Shire of Augusta Margaret River has a multitude of special considerations that need to be taken in to account by personnel when dealing with emergencies within this area which include;

- Major influx of tourists during the months of November to April;

- Large scale public events;

- Large numbers of absentee land owners;

- 120 kilometres of coast line;

- More than 1,000 square kilometres of forest;

- Heightened risk of bushfires during the summer and autumn months;

- Heightened risk of storms during the winter months; and

- Emergency services within the Shire are almost completely reliant on volunteers

A full list of Special Needs Groups, Shire Events and Critical Infrastructure can be located in [Appendix 6](#).

Demographics

The preliminary estimated resident population of the Shire was 13,807 in June 2015 according to the Australian Bureau of Statistics (ABS). Significant residential development has occurred within the Shire over the past ten years and this will continue to drive population growth for many years. This growth will also influence the demographic and cultural profile of the Shire's population. The Shire is therefore developing strategies to respond to emerging challenges related to managing demographic change in a growing 'sea-change' community; and addressing increased demand for community infrastructure, facilities and services with an average annual growth rate of 3.1%.

Population

The 2015 total residential population of 13,807 people within the Shire of Augusta Margaret River is distributed across the Shire as outlined below;

- Margaret River is now the commercial and administrative centre of the Shire and had a population of around 6,950.

- The town of Augusta located 42 kilometres south of Margaret River has a population of approximately 1,420.

- Cowaramup is located 10 kilometres north of Margaret River and has a population of approximately 1,060.

- Witchcliffe village is located 8 kilometres south of Margaret River and has a population of approximately 100.

- Prevelly/Gnarabup is a coastal residential area located 9km west of Margaret River and has a population of approximately 580.

- Gracetown is coastal village located 12 kilometres west of Cowaramup and has population of less than 100.

The annual average population growth within the Shire of Augusta Margaret River has been identified as 2.45%.

Cultural Diversity

From the information collected during the 2011 ABD Census data it identified that a majority of residents within the Shire of Augusta Margaret River were born in Australia and came from an English speaking back ground. In 2011 the Shire had approximately 113 Indigenous persons, comprising approximately 1% of the Shire's residents.

The tables below provide an insight into the cultural diversity within the Shire of Augusta Margaret River.

Country of Birth	Percentage %
Australia	72.5%
United Kingdom	8.95%
New Zealand	3.1%
Germany	0.8%
South Africa	0.7%
Philippines	0.55%
Others/Not Stated	13.4%

Language Spoken at Home	Percentage %
English	87.5%
German	0.8%
Italian	0.5%
French	0.5%
Portuguese	0.3%
Mandarin	0.3%
Other	10.1%

Age

It is notable that the median age of residents in the Shire of Augusta Margaret River is 39 while the median age of residents in Augusta is 59, with more than a third of residents aged 65 or over.

The below table provides a brief summary of the age distribution throughout the Shire;

Age Group	0 - 4	5 – 14	15 – 24	25 – 49	50 – 64	65 +
% of Population	7.4%	13.6%	9.1%	36.8%	20.6%	12.5%

Climate

The climate of the South West region is typically Mediterranean, with warm to hot dry summers and mild, wet winters. The majority of rainfall occurs between May and September, with heaviest falls during the winter months from June to August. Rainfall in the Augusta Margaret River area is generally higher and more reliable than other areas of the South West, with between 850 and 1,200 mm annually.

The Indian and Southern Oceans moderate the effect of temperature in the Shire providing smaller diurnal and seasonal variations and a milder climate than inland areas. Mean daily temperatures vary from around 10 degrees in August to 26 degrees in February.

Summers are very dry, with December, January, and February receiving a monthly average of less than 25mm of rain. Summers are typically very warm and cloudless although cooling afternoon sea breezes are common. The hot dry summers and seasonal strong winds create an environment where there is always a significant risk of bush fire, therefore a high degree of caution is required by residents and visitors at all times.

Roles and Responsibilities

As per the Emergency Management Act 2005 the following information outlines the descriptions and responsibilities of key positions or groups in relation to local community emergency management.

Local Roles and Responsibilities

Local Emergency Coordinator

Under Section 37 of the Emergency Management Act 2005 the LEC is appointed by the State Emergency Coordinator (Commissioner of Police) for a local government district.

At the local level the LEC has responsibility for providing advice and support to the LEMC in the development and maintenance of emergency management arrangements, and assisting the Hazard Management Agency in the provision of a coordinated multi-agency response during an emergency in the district.

Local Government

The functions of the Shire of Augusta Margaret River as specified in Section 36 of the Emergency Management Act 2005 are:

a) subject to this Act, to ensure that effective local emergency management arrangements are prepared and maintained for its district;

b) to manage recovery following an emergency affecting the community in its district; and

c) to perform other functions given to the local government under this Act.

Local Recovery Coordinator

The Local Recovery Coordinator is an appointed senior officer by the Shire of Augusta Margaret River to undertake the following roles and responsibilities;

a) to ensure the development and maintenance of effective recovery management arrangements for the local government; and

b) in conjunction with the local recovery committee implement a post incident recovery action plan and manage the recovery phase of the incident.

Local Government Welfare Officer

During an evacuation where a local government facility is utilised by CPFS as a welfare centre the Local Government Welfare Liaison Officer can be appointed to;

a) open and establish a welfare centre at the required local government facility until the arrival of CPFS.

b) establish the registration process of evacuees until the arrival of CPFS.

c) provide advice, information and resources regarding the operation of the facility; and

d) assist with maintenance requirements for the facility.

Local Government Liaison Officer (ISG/IMT)

During a major emergency the Local Government Liaison Officer (or CESM) can provide a vital link between the Incident Support Group (ISG) and Incident Management Team (IMT) by:

a) attending ISG meetings to represent the local government.

b) providing local knowledge input for the IMT; and

c) provide details contained in the local emergency management arrangements.

Community Emergency Services Manager

During a large scale incident, the roles undertaken by the Shire's CESM may include the following;

a) Ensure planning and preparation for emergencies is undertaken;

b) Implement procedures that assist the community and emergency services deal with incidents;

c) Ensure that all personnel with emergency planning and preparation, response and recovery responsibilities are properly trained in their role;

d) Keep appropriate records of incidents that have occurred to ensure continual improvement of the Shires emergency response capability;

e) Liaise with the incident controller (provide liaison officer);

f) Participate in the ISG and provide local support; and

g) Where an identified evacuation centre is a building owned and operated by the local government, provide a liaison officer to support the CPFS.

It should be noted that in some circumstances the CESM may be seconded to within the IMT and a senior local government manager will fulfil the above duties.

LEMC Roles and Responsibilities

The Shire of Augusta Margaret River has established a Local Emergency Management Committee (LEMC) under Section 38(1) of the Emergency Management Act 2005 to oversee, plan and test the local emergency management arrangements.

The LEMC includes representatives from agencies, organisations and community groups that are relevant to the identified risks and emergency management arrangements for the community.

The LEMC is not an operational committee but rather the organisation established by the local government to assist in the development of local emergency management arrangements for its district.

The LEMC plays a vital role in assisting our communities become more prepared for major emergencies by;

a) developing, enhancing and testing preparedness planning from a multi-agency perspective having local knowledge of hazards, demographic and geographic issues; they provide advice to Hazard Management Agencies and Combat Agencies to develop effective localised hazard plans;

b) providing a multi-agency forum to analyse and treat local risk; and

c) providing a forum for multi-agency stakeholders to share issues and learnings to ensure continuous improvement.

The LEMC membership must include at least one local government representative and the Local Emergency Coordinator. 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 determined by the local government in consultation with the parent organisation of the members.

The LEMC Terms of Reference sets out the Committee's;

a) role

b) objectives

c) membership

d) presiding members

e) conduct of meetings, and

f) delegated powers.

LEMC Chair

The LEMC Chair provides leadership and support to the LEMC to ensure effective meetings and high levels of emergency management planning and preparedness for the local government district is undertaken.

LEMC Executive Officer

The LEMC Executive Officer provides executive support to the LEMC by;

a) providing secretariat support including:

i. meeting agendas;

ii. minutes and action lists;

iii. correspondence;

iv. committee membership contact register;

b) coordinates the development and submission of committee documents in accordance with legislative and policy requirements including the;

     i.   Annual Report;

     ii.   Annual Business Plan;

     iii.   Local Emergency Management Arrangements;

c) facilitate the provision of relevant emergency management advice to the Chair and committee as required; and

d) participate as a member of sub-committees and working groups as required.

Agency Roles and Responsibilities

In the event of an emergency, the local government will need to liaise with a range of state agencies who will be involved in the operational aspects of the emergency. The following table summarises the key roles.

Incident Controller

The Incident Controller, as per State Emergency Management Policy Section 5.2, the IC or their delegate is responsible for:

a) the overall control of an incident, within a defined incident area, which may include the whole State in some incidents;

b) leading an incident management team;

c) assessing the incident level – if an incident is assessed as Level 2 or Level 3 incident, the IC must make an incident level declaration in accordance with State Emergency Management Response Procedure 2;

d) ensuring the accuracy of the emergency public information and approving its release in coordination with all relevant agencies and terminating its broadcast;

e) in consultation with the HMA, ensuring effective strategies for evacuation are implemented;

f) management of traffic during an emergency response;

g) activates an ISG when an incident requires the coordination of multiple agencies or a Level 2 incident is declared (State Emergency Management Policy Section 5.2);

h) once a decision has been made to evacuate an area, in consultation with the HMA, responsible for ensuring effective communication strategies are implemented (State Emergency Management Policy Section 5.7); and

i) responsible for the management of traffic during an emergency response until the road is returned to the asset owner (State Emergency Management Policy 5.8).

Operational Area Manager

The Operational Area Manager is a person designated by the relevant HMA and undertakes the following roles;

- Facilitates control across an operational area during the response to an emergency area;

- Convenes an Operational Area Support Group; and

- Responsible for the overall management of an operation within a defined operational area and the provision of strategic direction and operational coordination to agencies and ICs in accordance with the needs of the situation.

Controlling Agency

A Controlling Agency is a suitably competent, resourced and relevant agency nominated to control the response activities to a specified type of emergency. The function of a Controlling Agency is to;

a) undertake all responsibilities as prescribed in Agency specific legislation for Prevention and Preparedness; and

b) control all aspects of the response to an incident.

During Recovery the Controlling Agency will ensure effective transition to recovery.

Hazard Management Agency

As per Section 4 of the Emergency Management Act 2005 a hazard management agency is 'to be a public authority or other person who or which, because of that agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for emergency management, or the prescribed emergency management aspect, in the area prescribed of the hazard for which it is prescribed.'

The HMAs are prescribed in the Emergency Management Regulations 2006.

Their function is to:

a) undertake responsibilities where prescribed for these aspects (EM Regulations);

b) appoint Hazard Management Officers (S55 EM Act);

c) declare / revoke emergency situations (S50 & 53 EMAct);

d) coordinate the development of the State Westplan for that hazard; and

e) ensure effective transition to recovery by local government.

Combat Agency

A Combat Agency as prescribed under subsection (1) of the Emergency Management Act 2005 is to be a public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations in relation to that agency.

Support Organisation

A public authority or other person who or which, because of the agency's functions under any written law or specialised knowledge, expertise and resources is responsible for providing support functions in relation to that agency. (State EM Glossary).

Incident Support Group

The role of the Incident Support Group is to assist the Incident Controller through the provision of information, expert advice, support and resources relevant to their organisation ([State Emergency Management Plan, Section 5.1](#)).

Operational Area Support Group

An Operational Area Support Group is a group of agency liaison officers convened by an OAM that assists in the strategic support of an operational area for an incident through the provision of agency-specific information, expert advice, resources and support. It is activated by a HMA when multiple agencies need to be coordinated at a district level or multiple incidents are occurring simultaneously in one operational area.

Leeuwin lighthouse, Augusta

Managing Risk

Emergency Risk Management

Risk management is a critical component of the emergency management process. Building a sound understanding of the hazards and risks likely to impact the community enables local governments and LEMCs to work together to implement treatments. This process helps to build the capacity and resilience of the community and organisations which enable them to better prepare for, respond to and recover from a major emergency. The process and mandate for local governments to undertake risk management is detailed in State Emergency Management Policy Section 3.2.

Information of the identified local risks and likelihood and consequences of these risks to the community will be further identified during 2017 when the OEM will undertake the State Risk Project across the three levels, State, District and Local which will see a uniformed and Nationally agreed approach to the emergency risk management process. This process will see the Shire's Risk Register and Treatment Schedule completed in line with best practice

Description of Emergencies Likely to Occur

Western Australia is exposed to a range of potential hazards of which 27 hazards have been prescribed in legislation in Western Australia. The Shire of Augusta Margaret River has currently aligned its top 5 hazards with the South West District Emergency Management Committee which are;

| Bushfire | Storm | Flood | Animal & Plant Biosecurity | Electricity Supply Disruption |

These hazards are further detailed in the table below are based on the premise that the Controlling Agency is responsible for the above risks and will develop, test and review appropriate emergency management plans for their hazard.

Hazard	Controlling Agency	HMA	Combat Agency	Support Agencies	Westplan	Local Plans
Bushfire	DFES DPaW Shire AMR	DFES	DFES DPaW Shire AMR	Plantation Industries Western Power Water Corporation SES	Westplan Fire	Bush Fire Response Plan (2015) Bushfire Risk Management Plan (2017)
Storm	DFES	DFES	SES	Western Power Shire AMR	Westplan Storm	
Flood	DFES	DFES	SES	Department of Water Water Corporation Shire AMR	Westplan Flood	
Animal & Plant Biosecurity	Department of Agriculture and Food WA	Department of Agriculture and Food WA	Department of Agriculture and Food WA	Shire AMR Department of Health Water Corporation DFES	Westplan Animal & Plant Biosecurity	
Electricity Supply Disruption	Western Power Horizon Power	Department of Finance – Public Utilities Office	Western Power Horizon Power	Synergy	Westplan Electricity Supply Disruption	

Emergency Management Strategies and Priorities

From the identified top 5 hazards (Bushfire, Storm, Flood, Animal and Plant Biosecurity and Electricity Supply Disruption) the Shire of Augusta Margaret River in conjunction with the LEMC have identified and prioritised the following strategies and treatments to reduce the likelihood and consequence of any of the hazards occurring within the Shire;

Priority	Strategy/Treatment
1	**Bushfire** – Bushfire Risk Management Plan, coordinated approach to identify and mitigate bushfire hazards in a tenure blind approach in the Shire of AMR.
2	**Bushfire** – development of a 5 year fuel reduction plan on Shire managed reserves.
3	**Bushfire** – Bushfire Response Plan and Capes Zone Response Plan (multi agency)
4	**Electricity Supply Disruption** – Shire Mobile 55Kva generator and redundancy power access at the Shire Admin Building and Depot.
5	More treatments/strategies to be advised on completion of the State Risk Project.

Following the completion of the State Risk Project in 2017 additional strategies and treatment options will be identified to mitigate the top 5 hazards which as a result will build upon community resilience to emergency disasters within the Shire of Augusta Margaret River.

Coordination of Emergency Operations

It is recognised that the Hazard Management Agencies and Combat Agencies may require local government resources and assistance in emergency management. The Shire of Augusta Margaret River is committed to providing assistance/support if the required resources are available and the Shire is able to maintain a satisfactory level of business continuity.

Hazard Management Agencies and Combat Agencies requiring assistance from the Shire of Augusta Margaret River should in the first instance contact the Shire's CESM or the Local Government Liaison Officer at the Incident Support Group when and if formed.

Any support provided by the Shire of Augusta Margaret River must have prior approval from the CEO or elected delegate.

Control and Coordination Structure During Incidents and Emergencies

The State Emergency Management Plan Section 5 establishes operational arrangements for the response to incidents and emergencies.

In accordance with incident management principles, incidents are broadly classified into three levels, namely Level 1, Level 2 and Level 3 incidents. The IC must make incident level declarations as set out in State Emergency Management Response Procedure 2.

Level 1 Incident:

An incident is a Level 1 incident unless:

- it is deemed by the Incident Controller to warrant an escalation to Level 2 or Level 3 incident; and

- an incident level declaration is made.

A Level 1 incident is broadly defined by meeting one or more of the following conditions:

- there are no significant issues;

- there is a single or limited multi agency response (day to day business);

- the incident area is limited in extent (i.e. to one jurisdiction/district);

- response duration is within a single shift;

- resources can be sourced from one local government district;

- there is minimal impact on the community and critical infrastructure;

- the incident can be managed by a Controlling Agency Incident Management Team (IMT) only;

- there is a low level of complexity; and

- there is potential for incident escalation.

Level 2 Incident

A Level 2 incident is broadly defined by meeting one or more of the following typical conditions:

- requires multi agency response;

- has a duration covering multiple shifts;

- requires coordination of multi-agency resources;

- there is medium-term impact on critical infrastructure;

- resources can be sourced from district or State level;

- there is a medium level of complexity;

- one or two incident areas are involved;

- there is a medium impact on the community (health, safety, economic, technological);

- there is potential for the incident to be declared an 'Emergency Situation'; and/or

- the incident involves multiple hazards.

Incident Controller Responsibilities at a Level 2 Incident

At the declaration of a Level 2 Incident, the Incident Controller shall:

- complete an Incident Level Declaration form; and

- communicate the Level 2 declaration through the Controlling Agency's reporting lines to its central operations centre.

Controlling Agency Responsibilities at a Level 2 Incident

The Level 2 declaration should be communicated to other agencies involved, or potentially involved in the incident.

If the Controlling Agency is not the Hazard Management Agency (HMA), the Controlling Agency shall liaise with the HMA who is to undertake the responsibilities below.

Where there is the potential for a Level 2 Incident to escalate to a Level 3 Incident, the Controlling Agency/HMA shall contact the State Emergency Coordinator (SEC), through the SEC Notification Hotline to:

- advise of the incident level and consider an emergency situation declaration (see Response Procedure 11 – Emergency Situation Declaration for more information); and

- discuss the likelihood of escalation to a Level 3 incident, whether the State Emergency Coordination Group (SECG) shall be established and determine likely membership of an SECG.

SEC Notification Hotline: 08 9225 4104

The SEC will distribute an Alert Notification to SECG core membership and any other agencies identified as potential members.

Level 3 Incident

A Level 3 incident is broadly defined by meeting one or more of the following typical conditions:

- requires significant multi agency response;

- there is a protracted response duration;

- there is significant impact on critical infrastructure;

- resources need to be sourced from State, National and even International level;

- there is a high level of complexity;

- there is significant impact on the routine functioning of the community (health, safety, economic, technological);

- there are multiple incident areas;

- evacuation and/or relocation of community is required;

- there is actual or potential loss of life or multiple, serious injuries; and/or

- a declaration of an 'Emergency Situation' or 'State of Emergency' is required.

Incident Controller Responsibilities at a Level 3 Incident

At the declaration of a Level 3 Incident, the Incident Controller shall:

- complete an Incident Level Declaration form;

- communicate the Level 3 declaration through the Controlling Agency's reporting lines; and

- establish an Operational Area Support Group (as required).

Controlling Agency Responsibilities at a Level 3 Incident

The Level 3 declaration must be communicated to all relevant Emergency Management Agency's (EMA) involved, or potentially involved in the incident.

If the Controlling Agency is not the HMA, the Controlling Agency shall liaise with the HMA who is to undertake the responsibilities below.

At the declaration of a Level 3 Incident, the Controlling Agency/HMA shall:

- consult with the SEC to activate the SECG in accordance with Response Procedure State Emergency coordination group;

- consider, in consultation with the SEC, the potential for declaring an emergency situation in accordance with Response Procedure 5 – Emergency Situation Declaration;

- consider, in consultation with the SEC, recommending to the Minister a state of emergency declaration and establishment of the State Disaster Council in accordance with Response Procedure 11 – State of Emergency Declaration; and

- provide regularly updated Situation Reports to other emergency service agencies and the SEC.

Multiple Hazards

Where an incident results in multiple hazards occurring the hazard which initiated the incident will determine the Controlling Agency and / or Hazard Management Agency for that incident. Where a subsequent hazard caused by the initiating hazards presents a significantly greater risk, management of the incident may be transferred to the relevant controlling agency and / or Hazard Management Agency for the subsequent hazard by agreement between the two agencies.

Unclear Controlling Agency

Where an incident requires an emergency response, however, it is unclear as to which agency is responsible for controlling that response under existing statutory law or agency responsibilities, and agreement cannot be reached by responding personnel, then the WA Police shall assume control of the incident until the appropriate response agency has been identified.

To identify the appropriate agency to control an incident, the following procedure applies:

- the WA Police shall immediately request the relevant Emergency Coordinator (Local or District depending on the level of the incident) to establish an Incident Support Group (ISG) and an Operational Area Support Group (OASG);

- the Emergency Coordinator shall facilitate, through the ISG or OASG, the identification of the agency most appropriate to control the response to the incident and negotiate their agreement to assume the role (this may be in person or via teleconference);

- when identifying the most appropriate agency to control an incident, the following factors should be considered;

    o Is there a designated Combat Agency for that type of emergency management activity?

    o Which agency has the most relevant legislative responsibilities required to manage the incident?

    o Which agency has the most relevant expertise and resources available to manage the incident?

- where an agreement cannot be reached, the decision to determine the most appropriate controlling agency must immediately be referred by the Emergency Coordinator, through the relevant chain of command, to the next level of coordination (District Emergency Coordination and OASG, or SEC and the SECG) for confirmation; and

- the Emergency Coordinator should also ensure the issue is clearly identified in any Post Operational Report or Post Incident Analysis.

Emergency Coordination Centres

During level 2 and level 3 incidents a well-equipped and functional facility will be required for the Incident Management Team to operate from.

The following buildings have been identified as suitable locations (it should be noted that all facilities may require additional resources) where the Incident Management Team can operate;

Building	Lv	Address	ESD Reference	Contact
Margaret River SES Building	2/3	41 Clarke Rd, Margaret River	Margaret River 2 A6	SES – 0439 932 832 CESM – 0419 905 285
Busselton SES Building	2/3	305 Queen Elisabeth Dr, Busselton	Map 35265 A2	SES – 0427 967 542 CESM – 0427 22 717
Wallcliffe Fire Station	2	19 Wallcliffe Rd, Margaret River	Prevelley E7	CBFCO – 0419 525 843 CESM – 0419 905 285
Witchcliffe Fire Station	2	Redgate Rd, Witchcliffe	Witchcliffe 2 F9	CBFCO – 0419 525 843 CESM – 0419 905 285
Margaret River Shire Depot	2	230 Railway Tce, Margaret River	Margaret River 1 F6	Coordinator of Works 0427 903 153
Augusta VFRS Station	2	Allnut Tce Augusta	Augusta 2 C4	AO Leeuwin – 0419 146 169 DFES RDC – 9771 6820

Incident Support Group

The ISG is convened by the Controlling Agency appointed Incident Controller to assist in the overall coordination of services and information during a major incident. Coordination is achieved through clear identification of priorities by agencies sharing information and resources.

The role of the ISG is to provide support to the Incident Management Team. The ISG is a group of people represented by the different agencies who may have involvement in the incident.

Triggers for an Incident Support Group

The triggers for an incident support group are defined in the State Emergency Management Policy Statement 5.2.2 and State Emergency Management Plan Section 5.1. These are;

a) where an incident is designated as Level 2 or higher;

b) multiple agencies need to be coordinated;

c) requirements for possible or actual evacuation;

d) extensive support agency assistance required;

e) where there is a perceived need relative to an impending hazard impact.

Membership of an Incident Support Group

The Incident Support Group is made up of agencies' representatives that provide support to the Controlling Agency. Emergency Management Agencies may be called on to provide liaison officers on the Incident Support Group.

The recovery coordinator should be a member of the Incident Support Group from the onset, to ensure consistency of information flow, situational awareness and handover to recovery.

The representation on this group may change regularly depending upon the nature of the incident, agencies involved and the consequences caused by the emergency.

Agencies supplying staff for the Incident Support Group must ensure that the representative(s) have the authority to commit resources and/or direct tasks.

Frequency of Meetings

The frequency of meetings will be determined by the Incident Controller and will generally depend on the nature and complexity of the incident. As a minimum, there should be at least one meeting per incident. Coordination is achieved through clear identification of priorities and objectives by agencies sharing information and resources.

Location of Incident Support Group Meetings

The Incident Support Group meets during an emergency and provides a focal point for a coordinated approach. The following buildings have been identified as suitable locations where the Incident Support Group can meet within the Shire;

Building	Address	ESD Reference	Contact
Augusta Shire Office	66 Allnut Terrace, Augusta	Augusta 2 C4	CESM – 0419 905 285 Ranger – 0439 951 907
Margaret River Shire Office	41 Wallcliffe Road, Margaret River	Margaret River 2 B5	CESM – 0419 905 285 Ranger – 0439 951 907
Margaret River Shire Depot	230 Railway Terrace, Margaret River	Margaret River 1 F6	Coordinator of Works 0427 903 153

Alternative contact for building access - Coordinator Building Assets & Maintenance - 0419 893 986

It should be noted that in after hours or fast paced emergencies that the Incident Controller may choose to host a teleconference as an alternative to attending a specified location.

Media Management and Public Information

Communities threatened or impacted by emergencies have an urgent and vital need for information and direction. Such communities require adequate, timely information and instructions in order to be aware of the emergency and to take appropriate actions to safeguard life and property. The provision of this information is the responsibility of the Controlling Agency of the incident.

Emergency Public Information is information provided to the community during emergencies with instructions on how to get assistance to protect personal health, safety and property. Information can

be provided through the media and a range of other tools to reach intended stakeholders. The emergency public information function is a "response" and "recovery" activity whereby information relating to a specific emergency, including actions that need to be taken by the public as a whole, is disseminated to the community. It is also a "preparedness" activity, as it establishes protocols and procedures prior to an emergency.

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 Shire's Marketing and Events Officer in collaboration with the President and CEO of the Shire of Augusta Margaret River and the Incident Controller. Both internal and external communication will be directed by the strategy, which will ensure the information is in alignment with the advice from the HMA or Controlling Agency;

The State Emergency Public Information Plan details the arrangements and responsibilities for the emergency public information function, relating to emergencies in Western Australia.

Shire Media Process in Emergencies

This procedure governs the actions of all Shire personnel when dealing with the media in relation to emergency incidents and meets the requirements of the Shire's Code of Conduct for staff members. Its purpose is to ensure a professional and consistent approach is taken by the staff to external communications, through the maintenance of positive media relationships.

To build positive media relations, all personnel 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; and

- Only authorised spokespeople may provide comment to the media.

The correct procedures for the management of media enquiries include the following:

- Any Shire personnel receiving a media enquiry must transfer the enquirer to the authorised spokesperson;

- The details of all media calls are to be recorded;

- The authorised spokesperson will liaise with the CEO to determine what follow up actions are necessary;

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

- Any public information material released by the Shire of Augusta Margaret River must have prior approval from the CEO or elected delegate;

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

Managing the Media

During an emergency, information used in the communication response must be controlled. The Shire Media and Social Media process 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 detailed below:

Having one authorised spokesperson during a crisis ensures that communication with the media and audiences is consistent, transparent and controlled.

The identified spokesperson for the Shire of Augusta Margaret River is the President and/or the CEO of the Shire of Augusta Margaret River.

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 Augusta Margaret River at media briefings or conferences.

General Enquiries

Frontline employees from the Shire of Augusta Margaret River must be prepared to receive enquiries from a range of stakeholders. The Shire will ensure that frontline staff are provided with a script based on the key messages and a brief on the communication policies. Other than approved spokespeople, no Shire staff 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. If the frontline employee is unable to transfer the caller to the appropriate person, a message needs to be taken so that the call can be returned as soon as possible. In brief, the procedure for Shire 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; and

- Ensure that the appropriate person receives the message and returns the call within a timely manner.

A template for the Customer Information Sheet can be found in Appendix 2 – Local Recovery Plan.

Enquiries from Concerned Relatives and Friends

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

- Establish the caller/visitor's relationship to the person being enquired about;

- Demonstrate care and listen to their concerns;

- Provide reassurance that all necessary actions are being undertaken to manage the situation;

- Remain calm; and

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

Public Warning Systems

During times of an emergency one of the most critical components of managing an incident is getting information to the public in a timely and efficient manner. Within the Shire of Augusta Margaret River, the following systems may be utilised to distribute emergency information;

- Emergency WA Website - https://www.emergency.wa.gov.au/;

- Shire of Augusta Margaret River Website - http://www.amrshire.wa.gov.au/;

- DFES Public Information Line - 13 3337;

- Emergency Alert - This is the national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area about likely or actual emergencies. This will be activated by the Controlling Agency of the incident. http://www.emergencyalert.gov.au/;

- Standard Emergency Warning Signal (SEWS) - The SEWS is a distinctive audio signal that has been adopted to alert the community to the broadcast of an urgent safety message relating to a major emergency/disaster. It is intended for use as an alert signal to be played on public media (such as radio, television, public address systems, mobile sirens) to draw listeners' attention to an emergency warning;

- ABC Emergency - http://www.abc.net.au/news/emergency/about/;

- ABC Radio – Augusta 98.3FM & Margaret River 684AM;

- DFES Facebook Page – Facebook (@dfeswa);

- Shire Community Notice Boards;

  o Augusta and Margaret River Libraries

  o Augusta and Margaret River Shire Offices

- Disaster Resilience Phone Application - http://www.em.gov.au/Resources/Pages/DisasterWatchPhoneApp.aspx.

- Local Bushfire Ready Groups

To utilise these above systems or discuss other local warning systems, contact the;

- Shire Marketing and Events Officer – 9780 0209 or 0418 925 547;

- DFES Media Officer - 9225 5955 or 0427 479 499.

Contact details for local media outlets is located in [Appendix 1](#) – Emergency Contacts and Resource Directory.

Finance Arrangements

[State Emergency Management Policy Section 5.12](#), [State Emergency Management Plan Section 5.4 and 6.10](#) and [State Emergency Management Recovery Procedures 1-2](#) outlines the responsibilities for funding during multi-agency emergencies. While recognising the above, the Shire of Augusta Margaret River is committed to expending such necessary funds within its current budgetary constraints as required to ensure the safety of its residents and visitors.

The Chief Executive Officer or delegated representative should be notified in an emergency event requiring resourcing by the Shire of Augusta Margaret River occurs to ensure the desired level of support is achieved.

Refer to the finance section in the [Local Recovery Plan (Appendix 2)](#) for information on public appeals, donations, WANDRRA etc.

Shire Finance Processes

Once the Shire has committed to supply funding to an incident (outside normal budgetary allocations as per section [6.8 of the Local Government Act 1995](#)) the following process should be undertaken;

a) Contact Manager of Corporate Services (Ext 249) or the Finance Coordinator (Ext 248) to obtain a specific job number to ensure that all funds allocated to the incident are captured correctly.

b) Shire staff need to be aware of their requirements to;

   i. issue a Shire purchase order which is to be signed by an authorised officer.

   ii. maintain a log of the quantity of goods or services provided.

   iii. ensure an invoice is obtained from the supplier.

   iv. remain within their purchasing authority or seek approval from the relevant manager for additional expenditure to be incurred.

Shire Staff Time Records

It is important that Shire staff attending to or assisting with an incident (within or outside the Shire of Augusta Margaret River) keep an accurate record of the time spent undertaking the associated tasks.

This information can be captured by using the designated above mentioned job number(s) for the incident to capture time involved at an incident and completing the following;

- An Emergency Response Timesheet will be used to capture labour costs for non-timecard staff, or

- Using the designated job number(s) on staff timecards.

Evacuation and Welfare

Evacuation

There are several Acts within Western Australian legislation that allow for the Incident Controller of the Controlling Agency or Hazard Management Agency to implement an evacuation during an Emergency Situation or State of Emergency Declaration such as;

- Section 14B (2)(b) of the Bushfires Act 1954 – Powers of authorised persons and police officers during authorised periods; and

- Sections 67 & 71 of the Emergency Management Act 2005 – Powers Concerning movement and evacuation.

Each emergency management agency is required, under State Emergency Management Policy Section 5.7 and State Emergency Management Plan Section 5.3.2, to be familiar with evacuation powers that are available to them for hazards for which they are responsible.

A decision on the need for evacuation will be given by the Hazard Management Authority. Evacuation will occur in a planned and safe manner, coordinated by the WA police.

WA Police will be requested to effect and control the evacuation of persons to a location to be determined by the Hazard Management Authority. The Hazard Management Authority *must* liaise with the appropriate LEC, CPFS and local government to ensure the appropriate arrangements for registration and support of evacuees are in place.

The Shire of Augusta Margaret River has four (4) primary and six (6) secondary welfare centres as identified in the CPFS Local Emergency Management Plan for the Provision of Welfare Support (Appendix 3) to facilitate the efficient evacuation of persons. Where these points are unavailable due to the risks associated with the emergency, the Hazard Management Authority in conjunction with the Shire of Augusta Margaret River and CPFS will identify an alternative location and disseminate this information to the public.

The decision allowing people to return to their homes will be made by the Hazard Management Authority. Evacuee return will be accomplished in consultation with the appropriate LEC, CPFS and the local government.

Further information on evacuations can be obtained in the Evacuation Plan (Appendix 4) or in the WA Community Evacuation in Emergencies Guideline.

Special Needs Groups

Please refer to Appendix 6 for a full list of identified Special Needs Groups and detailed information on the facilities and contact details for sections of the community that may need assistance or special consideration during an evacuation.

Schools, hospitals, nursing homes, child care facilities etc. should each have separate emergency evacuation plans, which show where their populations will assemble for transportation and any special requirements they may need.

Evacuation Routes and Maps

The Shire of Augusta Margaret River has developed a detailed set of evacuation maps in conjunction with WA Police and DFES which identifies the location of emergency services facilities and special needs groups as well suitable evacuation routes for each of the twelve (12) main communities within the Shire of Augusta Margaret River.

Please refer to the Shire Maps in Appendix 8.

Welfare

The Department for Child Protection and Family Support has the role of coordinating welfare. Welfare can be described as "the provision of both physical and psychological needs of a community affected by an emergency". This includes the CPFS functional areas of personal services, accommodation, financial assistance, registration and enquiry services, personal requisites and emergency catering. Welfare activities are the responsibility of the CPFS who will coordinate resources and undertake functions together with partnering agencies as found in these support plans:

- State Emergency Welfare Plan; and

- CPFS Local Emergency Management Plan for the Provision of Welfare Support for the Shire of Augusta Margaret River (Appendix3).

It should be noted that in the first stages of an emergency the Department of Child Protection and Family Support may take some time to establish and conduct welfare activities in the Shire due to multiple incidents within the state, restricted access to the designated welfare centre or time requirements for the deployment of team members. As such the Shire of Augusta Margaret River in communication with the CPFS may undertake the management of welfare activities until such time it can hand over activities to the CPFS.

Shire staff have received basic welfare and registration training from CPFS and have a cache of welfare and registration resources stored at the Margaret River Administration Building. Access to these resources can be obtained by contacting the Manager Human & Community Services on 0419 040 051.

Local Welfare Coordinator

The Local Welfare Coordinator is appointed by the CPFS District Director to:

a) Establish, chair and manage the activities of the Local Welfare Emergency Committee (LWEC), where determined appropriate by the District Director;

b) Prepare, promulgate, test and maintain the Local Welfare Plans;

c) Represent the department and the emergency welfare function on the Local Emergency Management Committee and Local Recovery Committee;

d) Establish and maintain the Local Welfare Emergency Coordination Centre;

e) Ensure personnel and organisations are trained and exercised in their welfare responsibilities;

f) Coordinate the provision of emergency welfare services during response and recovery phases of an emergency; and

g) Represent the department on the Incident Management Group when required

The contact details for the CPFS are located in the [Emergency Contacts and Resource Directory](#).

State and National Registration and Reunification

When a large scale emergency occurs and people are evacuated or become displaced, one of the areas the Department for Child Protection and Family Support has responsibility for is recording who has been displaced and placing the information onto a State or National Register. This primarily allows friends or relatives to locate each other but also has many further applications. Because of the nature of the work involved CPFS have reciprocal arrangements with the Red Cross to assist with the registration process.

Welfare Centres

The Shire of Augusta Margaret River local welfare centres are listed below and a detailed description of the primary welfare centres can be located in the CPFS Local Emergency Management Plan for the Provision of Welfare Support for the Shire of Augusta Margaret River [(Appendix3).](#)

Primary Welfare Centres	Address
Margaret River Cultural Centre	51 Wallcliffe Rd, Margaret River
Margaret River Recreation Centre	51 Wallcliffe Rd, Margaret River
Centennial Hall	50 Allnut Tce, Augusta
Augusta Recreation Centre	66 Allnut Tce, Augusta
Secondary Welfare Centres	Address
Alexandra Bridge Hall	1252 Brockman Hwy, Alexandra Bridge
Cowaramup District Hall	61 Bussell Hwy, Cowaramup
Gracetown Hall	Salter St, Gracetown
Karridale Hall	Chapman Rd, Karridale

Rosa Brook Community Hall	Rosa Brook Rd, Rosa Brook
Witchcliffe Druids Hall	1076 Bussell Hwy, Witchcliffe

Contact details for the Welfare Centres are located in Appendix 1.

Animal Welfare

The Shire of Augusta Margaret River has developed an Animal Welfare Plan to assist the community with the care and management of domestic and native animals during an emergency.

Animal owners are responsible for the welfare of their pets and livestock at all times, including disaster situations. However, the Shire of Augusta Margaret River acknowledges that disasters are complex events, often limiting the ability of people to fulfil these obligations. Furthermore, their inability to care for their animals can lead to significant distress in already trying situations.

A copy of the Animal Welfare Plan can be found in Appendix5.

Management of horses during a bushfire in Witchcliffe, 2015

Recovery

Recovery is about enabling and supporting community sustainability during and after a disaster. The recovery process must begin during the response phase in order to both identify community needs as affected by the disaster or response activities and to begin planning for the transition from response to recover. Recovery can also provide opportunity to improve community resilience to disaster by "enhancing social infrastructure, natural and built environments, and economies"

Effective and lasting recovery occurs when a community works together and recognises the personal, social, financial, health, industry and economic factors that need to be considered and planned for. Comprehensive recovery requires private, health, infrastructure, lifeline services, government and non-government sectors to work together as a community is affected and supported at different levels by each of these sectors.

Successful recovery:

- is based on an understanding of the community context

- acknowledges the complex and dynamic nature of emergencies and communities

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

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

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

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

(Community Recovery Handbook 2)

The Shire of Augusta Margaret River Recovery Plan is located in Appendix2.

Local Recovery Coordinator

The appointed Local Recovery Coordinator for the Shire of Augusta Margaret River is the Manager of Human and Community Services (9780 0227 / 0419 040 051) whose is required to undertake the following roles and responsibilities as per the State Emergency Management Policy Section 6, State Emergency Management Plan Section 6 and State Emergency Management Recovery Procedures 1-4;

a) to ensure the development and maintenance of effective recovery management arrangements for the local government; and

b) in conjunction with the Local Recovery Committee implement a post incident recovery action plan and manage the recovery phase of the incident.

Exercising, Reviewing and Reporting

The Aim of Exercising

Testing and exercising is essential to ensure that emergency management arrangements are workable and effective. Testing and exercising is important to ensure individuals and organisations remain aware of what is required of them during an emergency response situation.

The exercising of a HMA's or Combat Agency's response to an incident is a HMA and Combat Agency responsibility however it could be incorporated into a LEMC exercise.

Exercising the emergency management 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, their roles and responsibilities;

- 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; and

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

Frequency of Exercises

State Emergency Management Policy Section 4.8, State Emergency Management Plan 4.7 and State Emergency Management Preparedness Procedure 19 outline the State's arrangements for emergency management exercising, including the requirement for LEMCs to exercise their arrangements on at least an annual basis.

Types of exercises

Some examples of exercises types include:

- Desktop/discussion;

- A phone tree recall exercise;

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

- Operating procedures of an Emergency Coordination Centre; or

- Locating and activating resources on the Emergency Resources Register.

Reporting of exercises

Each LEMC reports their exercise schedule to the relevant DEMC by the 1st May each year for inclusion in the DEMC report to the Exercise Management Advisory Group (EMAG).

Once the exercises have been completed, post exercise reports should be forwarded to the DEMC to be included in reporting for the SEMC annual report.

Shire LEMC recovery exercise 2015

Review of Local Emergency Management Arrangements

The Local Emergency Management Arrangements shall be reviewed in accordance with State Emergency Management Policy Section 2.5 and be amended or replaced whenever the local government considers it appropriate (S.42 of the Emergency Management Act 2005).

According to State EM Policy Section 2.5, the Local Emergency Management Arrangements (including recovery plans) are to be reviewed and amended as follows:

- contact lists are reviewed and updated quarterly;

- a review is conducted after training that exercises the arrangements;

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

- circumstances may require more frequent reviews.

Review of Local Emergency Management Committee Positions

The local government, in consultation with the parent organisation of members shall determine the term and composition of LEMC positions.

Review of Resources Register

The LEMC Executive Officer shall have the resources register checked and updated on an annual basis prior to the 30 November each year with ongoing amendments occurring at each LEMC meeting.

Annual Reporting

The annual report of the LEMC is to be completed and submitted to the DEMC within 2 weeks of the end of the financial year for which the annual report is prepared. The LEMC is required to submit a signed hard copy of the annual report to the Executive Officer of the DEMC.

The information provided by the LEMC annual report is collated into the SEMC and Office of Emergency Management Annual Report which is tabled in Parliament.

The SEMC issue the annual report template to local government.
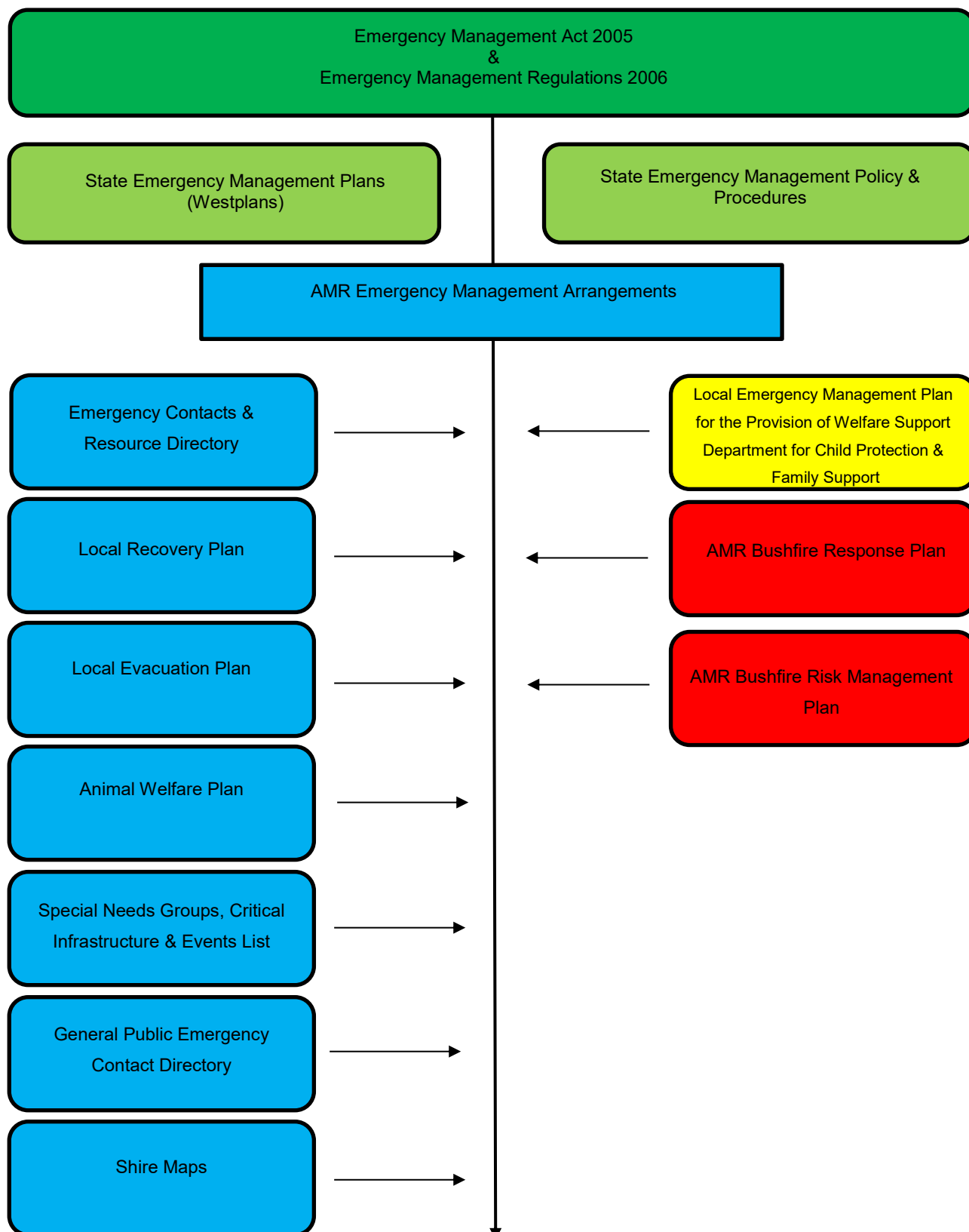
Acknowledgements

- Australian Emergency Management Handbook Series

- State Emergency Management Guidelines

- Shire Staff and LEMC members who assisted in the review of the Shire of Augusta Margaret River LEMAs.

Annex A: Local Emergency Management Flow Chart

The following flow chart reflects the relationship between State plans and policy, the Shire of Augusta-Margaret River Local Emergency Management Arrangements and their relevance to local plans, support documents and sub-plans.

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┌─────────────────────────────────────────────────────────────────┐
│              Emergency Management Act 2005                        │
│                          &                                        │
│           Emergency Management Regulations 2006                   │
└─────────────────────────────────────────────────────────────────┘

┌──────────────────────────────┐      ┌──────────────────────────────┐
│ State Emergency Management    │      │ State Emergency Management    │
│ Plans (Westplans)             │      │ Policy & Procedures           │
└──────────────────────────────┘      └──────────────────────────────┘

        ┌──────────────────────────────────────────────┐
        │   AMR Emergency Management Arrangements        │
        └──────────────────────────────────────────────┘

┌──────────────────────────┐               ┌──────────────────────────┐
│ Emergency Contacts &     │ ───►     ◄──── │ Local Emergency          │
│ Resource Directory       │               │ Management Plan for the   │
└──────────────────────────┘               │ Provision of Welfare      │
                                           │ Support Department for     │
                                           │ Child Protection &        │
                                           │ Family Support            │
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│ Local Recovery Plan      │ ───►     ◄──── │ AMR Bushfire Response    │
└──────────────────────────┘               │ Plan                     │
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│ Local Evacuation Plan    │ ───►     ◄──── │ AMR Bushfire Risk        │
└──────────────────────────┘               │ Management Plan          │
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│ Animal Welfare Plan      │ ───►
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│ Special Needs Groups,    │ ───►
│ Critical Infrastructure  │
│ & Events List            │
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┌──────────────────────────┐
│ General Public Emergency │ ───►
│ Contact Directory        │
└──────────────────────────┘

┌──────────────────────────┐
│ Shire Maps               │ ───►
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Emergency Contacts and Resource Directory

February 2017

CONFIDENTIAL

Natural Connected Prosperous

Local Recovery Plan

February 2017

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This page has intentionally been left blank as a place for the Local Recovery Plan to be included.

Welfare Plan

May 2015

Natural Connected Prosperous

This page has intentionally been left blank as a place for the Department for Child Protection and Family Support Local Emergency Management Plan for the Provision of Welfare Support to be included.

Local Evacuation Plan

February 2017

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This page has intentionally been left blank as a place for the Evacuation Plan to be included.

Animal Welfare Plan

February 2017

Natural Connected Prosperous

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Special Needs Groups, Shire Events & Critical Infrastructure Lists

February 2017

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General Public Emergency Contact Directory

February 2017

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Shire of Augusta Margaret River

General Public Emergency Contact Directory

This contact directory has been provided to assist residents and visitors to the Shire of Augusta Margaret River in obtaining emergency contact details that can be used in emergency situations or times of need.

Stay focused, stay relevant, stay on the line

- Is someone seriously injured or in need of urgent medical help?

- Is your life or property being threatened?

- Have you just witnessed a serious accident or crime?

If YES call Triple Zero (000) for FIRE – POLICE – AMBULANCE

Police Assistance (Non-emergency)	131 444
Crime Stoppers	1800 333 000
State Emergency Service	132 500
Hospitals	
Augusta District Hospital	9758 3222
Margaret River Hospital	9757 0400
Busselton Hospital	9754 0333
Bunbury Regional Hospital	9722 1000
Doctors / Community Contacts	
Margaret River Doctors Surgery	9757 2766
Margaret River Medical Centre	9757 2733
Cowaramup Doctors Surgery	9755 9777
Augusta Medical Centre	9758 1550
Mental Health Service Margaret River	9757 3547
Life Line – (Crisis Support & Suicide Prevention)	131 114
Poisons Information Centre	131 126

State Government Departments

Department of Child Protection and Family Services	9752 5600
Centrelink – (help in an emergency contact)	132 850
Department of Agriculture	1800 675 888
Department of Main Roads	138 138
Department of Parks and Wildlife (Wildcare)	9474 9055

Utilities

Telstra	13 29 99
Water Corporation	131 375
Western Power	131 351
Alinta Gas	131 352

Agencies

Surf Life Saving WA	137 873
Margaret River Chamber of Commerce and Industry	0403 979 506

Shire of Augusta Margaret River

Shire Office - Margaret River (Business Hours)	9780 5255
Shire Office – Augusta (Business Hours)	9780 5660
Shire Ranger Services (Business Hours)	9780 5255
Shire Ranger Services (After Hours)	0419 902 540
Shire Works Depot (After Hours)	0409 805 255

Information on emergency situations can be obtained from:

DFES Emergency Information Line	13 3337
Emergency WA Website	www.emergency.wa.gov.au
ABC Emergency	www.abc.net.au/southwestwa
ABC Radio	Augusta 98.3FM
	Margaret River 684AM
DFES Facebook Page	Facebook (@dfeswa);

Remember to call Triple Zero (000) in emergency situations!

Shire Maps

February 2017

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This page has intentionally been left blank as a place for the Shire Maps to be included.

Bushfire Response Plan

February 2015

Natural Connected Prosperous

This page has intentionally been left blank as a place for the Shire Bushfire Response Plan to be included.

Bushfire Risk Management Plan

May 2017

Natural Connected Prosperous

This page has intentionally been left blank as a place for the Shire Bushfire Risk Management Plan to be included.

Shire of Augusta Margaret River

Civic and Administration Centre

41 Wallcliffe Road (PO Box 61)

Margaret River 6285

P: 08 9780 5255, F: 08 9757 2512

Office Hours: Mon to Fri, 9am – 4pm

Phone enquiries: 8am – 4.30pm

Augusta Administration Office

66 Allnutt Terrace

Augusta 6290

P: 08 9780 5660, F: 08 9758 0033

Office Hours: Mon to Fri, 9am – 4pm

(closes for lunch 12pm — 1pm)

Phone enquiries 8am – 4.30pm

www.amrshire.wa.gov.au

amrshire@amrshire.wa.gov.au

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

TTY users phone 133 677 then ask for
 08 9780 5255

Speak and Listen users phone
1300 555 727
then ask for 08 9780 5255

Internet relay users connect to the NRS
(www.relayservice.com.au) and then ask for
 08 9780 5255