



# **Local Emergency Welfare Plan**

## **Shire of Gnowangerup**

**Prepared by**  
**Department of Communities - Emergency Services**

**Tabled and accepted at the**  
**LOCAL EMERGENCY MANAGEMENT COMMITTEE on the**

**This Plan can be activated for hazards defined under the WA State  
Emergency Management Arrangements eg State Hazard Plan - Heatwave,  
State Hazard Plan – Fire, State Hazard Plan – Crash Emergency, State  
Hazard Plan - HAZMAT.**

**To activate this Plan call the Department of Communities :**  
**During Office hours on 9841 0777 or**  
**After hours - Crisis Care on 1800 199 008.**

## Local Emergency Welfare Plan - Shire of Gnowangerup

---

### Contact details

To make comment on this plan please contact Neville Blackburn the District Emergency Services Officer for the Great Southern District.

Neville Blackburn  
District Emergency Services Officer  
Great Southern District  
Department of Communities  
E: [neville.blackburn@communities.wa.gov.au](mailto:neville.blackburn@communities.wa.gov.au)  
P: 9841 0744 (Direct Line)  
M: 0438 934 827

### Amendment List

AMENDMENT		DETAILS	AMENDED BY
NO.	DATE		NAME
	December 2019	Complete Review and Reissue.	Neville Blackburn
1	November 2020	Contacts updated	Anrie van Zyl
2			
3			
4			
5			
6			

## Local Emergency Welfare Plan - Shire of Gnowangerup

---

### Contents

1.	Introduction.....	4
1.1	Outline.....	4
1.2	Exercise and review period .....	4
1.3	Welfare services definition .....	4
2.	Preparedness and Operation of this Plan .....	4
2.1	Organisational responsibilities .....	4
2.2	Special considerations .....	5
2.3	Resources – Preparedness and Operational .....	5
2.4	Training .....	9
2.5	Plan Activation Procedures .....	9
2.6	Plan Activation Stages .....	9
2.7	Public Information Management .....	11
2.8	Exchange of Information .....	11
2.9	Debriefs and Post Operation Reports .....	11
3	Recovery .....	11
3.1	Recovery Definition.....	11
3.2	Emergency relief and assistance in recovery.....	11
3.3	Financial Assistance in recovery .....	12
3.4	Cessation of recovery .....	12
3.5	Review of recovery activities.....	12
	Appendix 1 – Department of Communities Standard Operating Procedures .....	13
	Appendix 2 – Local Emergency Welfare Coordination .....	14
	Appendix 3 –Emergency Welfare Partnering Agencies.....	15
	Appendix 4 – Organisational Responsibilities.....	17
	Appendix 5 – Emergency Accommodation.....	20
	Appendix 5A - List of Pre-Determined Welfare Centres .....	23
	Appendix 6 – Welfare function of Registration and Reunification .....	25
	Appendix 7 – Emergency Catering Services .....	27
	Appendix 8 – Emergency Clothing and Personal Requisites.....	28
	Appendix 9 – Personal Support Services .....	29
	Appendix 10 – Key Local Contact List.....	32
	Appendix 11 – Sanitary, Waste Disposal, Hire Services: .....	35
	Appendix 12 – Security Companies: .....	35
	<b>Appendix 13 – District Emergency Kits :</b> .....	<b>36</b>
	Appendix 14 – Distribution List: .....	37

### 1. Introduction

#### 1.1 Outline

The Local Emergency Welfare Plan is to be read in conjunction with the State Emergency Welfare Plan, both prepared by the Department of Communities (Communities).

The State and Local Emergency Welfare Plans are support plans which document the strategic management and coordination of welfare services in emergencies, as part of the Western Australian State Emergency Management (EM) Arrangements.

The scope of this local plan includes:

- Communities responsibilities for the planning, response and recovery stages for the management and coordination of welfare services, including resources, within the identified geographical boundaries;
- agreed responsibilities of emergency management partnering agencies, coordinated by Communities to provide welfare services during emergencies.

#### 1.2 Exercise and review period

This plan is to be exercised at least annually, and will be reviewed every two years, with Appendices and contact details reviewed quarterly and after each activation.

#### 1.3 Welfare services definition

The provision of immediate and ongoing supportive services to alleviate, as far as practicable, the effects on people affected by an emergency. To assist in coordinating the provision of welfare services, six (6) functional areas have been identified:

- **emergency accommodation including welfare centres** – see Appendix 5
- **emergency catering** – see Appendix 7
- **emergency clothing and personal requisites** – see Appendix 8
- **personal support services** – see Appendix 9
- **registration and reunification** – see Appendix 6
- **financial assistance** - in Western Australia there are a number of financial assistance programs that may be put in place following a major emergency. Communities has the provision of some financial assistance being available for assessed immediate needs. This is determined at the time of the emergency using the principle of needs on a case-by-case basis for affected persons, as approved by Communities State Welfare Coordinator/ Communities Emergency Services Coordinator.

### 2. Preparedness and Operation of this Plan

#### 2.1 Organisational responsibilities

The development and maintenance of this plan is allocated to the Communities District Emergency Services Officer, in consultation with members of the Emergency Welfare Coordination Group (EWCG), if there is one, and the Local Emergency Management Committee (LEMC). A contact list of the organisations that constitute the EWCG is provided in Appendix 2 and their agreed organisational responsibilities are provided in Appendix 3.

### 2.2 Special considerations

LGs plan for special considerations as per the State EM Policy 4.6.1 –

EM planning must consider where special arrangements will be required. For example any groups within the community whose circumstances may create barriers to obtaining information, understanding instructions, or reacting to an emergency. This includes but is not limited to:

- children and youth;
- older people;
- people with disability;
- those who are medically reliant;
- Aboriginal and Torres Strait Islanders;
- individuals from culturally and linguistically diverse (CaLD) backgrounds;
- isolated individuals and communities; and
- transient individuals and communities.

In addition, EM planning must consider special arrangements for animals as per the State Emergency Welfare Plan 2.3.6 -

#### **Animals in welfare centres**

For health and safety reasons no animals, including pets, are permitted in welfare centres with the exception only of Assistance animals e.g. Guide Dogs, “Hearing” Dogs and Disability Aid Dogs. Some local governments may have an Animal Welfare Plan for them to coordinate the management of animals and pets in emergencies.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in local emergency management arrangements. Also see Appendix 5 Emergency Accommodation, point 5.5 Children, organisations, educational and care facilities.

Communities prioritises its response in line with its operational capacity, and relies on those agencies or organisations which provide support to these groups having suitable plans and response capabilities in place, prior to an emergency to cater for these groups’ needs.

### 2.3 Resources – Preparedness and Operational

Communities has primary responsibility for managing and coordinating welfare services resources. This plan is based on the utilisation of resources existing within a community and to supplement those resources when required at the State level. In some emergencies interstate/national resources may be required. Requests for additional resource support should be made by the Local Welfare Coordinator to the State Welfare Coordinator/Emergency Services Coordinator. Communities is responsible for appointing Welfare Coordinators as follows:

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
<b>Communities State Welfare Coordinator (SWC)</b>	The title “State Welfare Coordinator” used throughout this plan is the Communities representative appointed by the Communities Director General (DG). This role is delegated to the Director Emergency Services. Responsibilities

## Local Emergency Welfare Plan - Shire of Gnowangerup

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<p>include:</p> <ul style="list-style-type: none"> <li>(a) Coordination of all emergency welfare support services at the State level;</li> <li>(b) Represent the DG on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required;</li> <li>(c) Act as the DG's representative on the following: <ul style="list-style-type: none"> <li>• SEMC Response and Capability Subcommittee;</li> <li>• SEMC Recovery Subcommittee;</li> <li>• SEMC Community Engagement Subcommittee;</li> <li>• Other State and national level committees as appropriate.</li> </ul> </li> <li>(d) Chairing the State Welfare Emergency Committee (SWEC);</li> <li>(e) Coordination of all partnering agencies within the State Welfare Coordination Centre.</li> </ul>
<p><b>Communities Emergency Services Coordinator (ESC)</b></p>	<p>This role may be delegated by Communities Emergency Services (ES) Director to the rostered Communities ES On Call Officer during activation and operations to carry out Communities emergency management functions. The ESC is the link between the Local Welfare Coordinators and the State Welfare Coordinator and, where applicable, with the relevant HMA/Controlling Agency. The ESC is authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements. Responsibilities include:</p> <ul style="list-style-type: none"> <li>(a) Establish the State Welfare Coordination Centre and manage centre functions during operation;</li> <li>(b) Activate responses to emergency situations, authorise emergency expenditure and utilise resources to meet those responses;</li> <li>(c) Assist the State Welfare Coordinator with their functions as required;</li> <li>(d) Manage emergency welfare services functions as required;</li> <li>(e) Provide support to country staff/offices involved in emergencies;</li> <li>(f) Represent Communities on the State Emergency Coordination Group (SECG) and State Recovery Coordination Group (SRCG) as required.</li> </ul>
<p><b>Communities District Welfare Representatives</b></p>	<ul style="list-style-type: none"> <li>(a) Represent Communities on District Emergency Management Committees (DEMCs) to address emergency welfare support matters (Communities District Director or proxy);</li> <li>(b) Ensure the arrangements of this plan are clearly understood at the district level;</li> <li>(c) Clarify Communities policy on emergency welfare matters where required;</li> </ul>

## Local Emergency Welfare Plan - Shire of Gnowangerup

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<ul style="list-style-type: none"> <li>(d) Refer matters of a contentious nature to Communities Emergency Services for resolution;</li> <li>(e) Ensure development, testing and maintenance of Local Emergency Welfare Plans for the district in which the Local Government (LG) areas fall;</li> <li>(f) Appointing Local Welfare Coordinators for each Local Emergency Management Committee (LEMC);</li> <li>(g) Represent Communities on Operational Area Support Groups (OASGs) as required.</li> </ul>
<b>District Emergency Services Officer (DESO)</b>	<ul style="list-style-type: none"> <li>a) As a local emergency management resource, develop local arrangements, procedures and resources eg EM Kits;</li> <li>b) Develop, test and maintain the Local Emergency Welfare Plans for the district in which the Local Government/s (LG) areas fall;</li> <li>c) Ensure staff and volunteers of Communities and partnering agencies are trained and exercised in their welfare responsibilities by conducting training sessions and exercises annually;</li> <li>d) Liaise and establish networks and partnerships with agencies;</li> <li>e) Assist with activations if available;</li> <li>f) Assist and support the District Welfare representatives and Local Welfare Coordinators to carry out their roles.</li> </ul>
<b>Communities Local Welfare Coordinators (LWC)</b>	<p>Local Welfare Coordinators (LWCs) shall be nominated officers of Communities within an LG area/s.</p> <p>A Communities LWC responsibilities include:</p> <ul style="list-style-type: none"> <li>(a) Establish and manage the activities of the local Emergency Welfare Coordination Groups (EWCG), where determined appropriate by the District Director;</li> <li>(b) Represent Communities and the emergency welfare function on LEMCs and Local Recovery Committees;</li> <li>(c) During activation, manage and coordinate emergency welfare services, including establishing and managing welfare centres, and if further welfare assistance is required request for additional support services via the Communities Emergency Services;</li> <li>(d) Represent Communities on the Incident Support Group (ISG) when required.</li> </ul>
<b>Communities Welfare Centre Coordinator (WCC)</b>	<p>In some circumstances Welfare <b>Centre</b> Coordinators (WCCs) are appointed. They shall be nominated officers of Communities and the WCC responsibilities include:</p> <ul style="list-style-type: none"> <li>(a) Establish and manage the operations of the welfare centre/s, including coordinating staff and partnering agencies staff and volunteers, to provide appropriate welfare services to the evacuees in the welfare centre.</li> <li>(b) Communicate regularly with the LWC, and if further welfare assistance is required request for additional</li> </ul>

## Local Emergency Welfare Plan - Shire of Gnowangerup

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
	<p>support services via the LWC;</p> <p>(c) Remaining at the centre to manage the centre operations.</p>
<p><b>Local Government Welfare Support</b></p>	<p>a) When an emergency event takes place within the boundaries of an LG, they may be activated by the HMA or by Communities to provide the initial welfare response to evacuating community members. This is primarily due to their close proximity to the emergency event and their ability to quickly identify and open a pre-determined welfare centre. If the activation request is from the HMA the LG should contact Communities to inform and consult with them of the activation to open a welfare centre. The role of the LG in these early stages would be to ensure that evacuees have a safe location to relocate to, and that they can be provided with basic needs and services until such time as Communities can arrive to take on the coordination role of the welfare centre. Basic needs and services may include refreshments, registration, basic information, and personal support. On arrival of Communities, the LG would then provide a handover to the designated Communities Welfare Coordinator, and take on the <b>LG Welfare Liaison Officer</b> role as a support to Communities.</p> <p>b) In some circumstances the emergency event may not escalate to a significant level, and the LG may determine that they are able to continue to operate the welfare centre without the need for deployment of Communities staff. If this situation arises the LG must seek approval from Communities to retain the coordination role and have this decision documented formally.</p> <p>c) In some circumstances it may not be possible for Communities to attend the welfare centre due to geographical distances, road conditions, conflicting events, or other unforeseen circumstances. In these cases the LG may be asked to continue to provide the coordination role for the welfare centre, with support and advice being available from Communities via telephone or other means. In these situations Communities would approve in advance any required expenditures in relation to operating the welfare centre, and would meet these costs if required.</p> <p>If LGs elect to undertake their own welfare arrangements without Communities consultation, <b>LGs are responsible for their own costs.</b></p>



## Local Emergency Welfare Plan - Shire of Gnowangerup

### 2.4 Training

Training, both internally and inter-agency, will be determined by Communities and Emergency Welfare Coordination Groups. All training is to ensure staff and volunteers of Communities and partnering agencies have the necessary skills to provide appropriate welfare services under this plan, and in accordance with their roles and responsibilities.

### 2.5 Plan Activation Procedures

Communities will activate this plan from two sources:

- (1) As per State Emergency Management Policy 5.3.4 'A Support Organisation is responsible for specific activities in support of the Controlling Agency/HMA, and may also support Combat Agencies and other Support Organisations upon request'.
- (2) The State Welfare Coordinator/Emergency Services Coordinator based on information provided internally and/or externally, may identify the need to activate this support plan.

Regardless of who first identifies the need, the HMA/Controlling Agency and Communities State Welfare Coordinator (SWC), Emergency Services Coordinator (ESC) or Local Welfare Coordinator shall confer and agree that this plan should be activated; discuss the safe location of welfare centres and welfare services required. If activated at the local level the Local Welfare Coordinator will advise Communities SWC/ESC.

Once this decision is made the State or Local Welfare Coordinator shall assess the immediate welfare services required and activate Communities and partnering agencies if required and available. See Appendix 1 Communities Standard Operating Procedures for activation procedures.

Communities, representing partnering agencies, should be included as a member of the ISG and OASG, if formed, and will appoint an appropriate Communities representative accordingly.

### 2.6 Plan Activation Stages

The plan will normally be activated in stages. In an impact event for which there is no warning period, these stages may be condensed with stages being activated concurrently.

Activation Stage number	Activation Stage name and actions
Stage 1	<b>Alert:</b> By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided from within Communities. (a) Partnering agencies are alerted by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies alert their own personnel; (c) Additional information allowing partnering agencies time to arrange preliminary preparations is provided; (d) Key personnel are briefed on action to be taken; (e) Establish liaison as appropriate with the HMA/Controlling

## Local Emergency Welfare Plan - Shire of Gnowangerup

Activation Stage number	Activation Stage name and actions
	Agency and/or Emergency Coordinator.
<b>Stage 2</b>	<p><b>Activation:</b> By the HMA/Controlling Agency or by Communities SWC/ESC based on information provided internally and/or externally.</p> <ul style="list-style-type: none"> <li>(a) On behalf of the HMA/Controlling agency, and in consultation with the welfare centre owners, the Local Welfare Coordinator organises for the designated welfare centre to be opened if required. The safest and most appropriate centre needs to be agreed on by the HMA, LG and Communities;</li> <li>(b) Required partnering agencies are activated by the SWC/ESC or Local Welfare Coordinator and proceed to the welfare centre;</li> <li>(c) Welfare services are provided under the coordination of the Local Welfare Coordinator with partnering agencies assisting as required;</li> <li>(d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Local Welfare Coordinator and partnering agencies;</li> <li>(e) Welfare services requirements are continuously monitored and reviewed by the Local Welfare Coordinator and adjusted accordingly.</li> <li>(f) If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/ESC.</li> </ul>
<b>Stage 3</b>	<p><b>Stand Down:</b> HMA/Controlling Agency to officially notify Communities to Stand Down; or SWC/ESC or Local Welfare Coordinator to request of HMA/Controller Agency to Stand Down if they assess welfare services no longer required.</p> <ul style="list-style-type: none"> <li>(a) Partnering agencies are informed of the Stand Down by the SWC/ESC or Local Welfare Coordinator;</li> <li>(b) Partnering agencies stand down in accordance with relevant procedures for their agency;</li> <li>(c) Partnering agencies are to advise the SWC/ESC or Local Welfare Coordinator when stand down has been completed;</li> <li>(d) Communities to officially hand back the welfare centre facility to the owner and coordinate cleaning and any repairs required whilst the facility operated as a welfare centre;</li> <li>(e) The SWC/ESC or Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible;</li> <li>(f) Post operation reports to be written by Communities – see 2.9.</li> </ul>

### 2.7 Public Information Management

The HMA/Controlling Agency is responsible for the provision and management of media and public information during emergencies, and all non-welfare matters will be referred to them. Communities and partnering agencies to this plan should only provide information to the public and the media on issues that are directly their responsibility, and with approval from the Communities SWC/ESC.

If the **Register.Find.Reunite. system** is activated, Communities SWC/ESC will give approval for Australian Red Cross to provide R.F.R. information to the HMA/Controlling Agency, or the State Emergency Public Information Coordinator (SEPIC).

### 2.8 Exchange of Information

During a state of emergency or emergency situation, emergency management agencies can share personal information relating to persons affected by the emergency, State EM Plan 5.2.5. Communities Local Welfare Coordinator is to contact Communities SWC/ESC to seek approval before there is any exchange of information.

### 2.9 Debriefs and Post Operation Reports

The Local Welfare Coordinator conducts a debrief of participating staff and agencies as soon as practical after all agencies are stood down. This is to identify lessons learnt through the activation for continuous improvement of any future activations. Following this, the Local Welfare Coordinator, or appointed Communities officer, writes the Post Operation Report.

## 3 Recovery

### 3.1 Recovery Definition

The Emergency Management Act 2005 (s. 3) defines recovery as the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial, and economic wellbeing.

As per the State Emergency Management Plan and the State Emergency Welfare Plan, it is the responsibility during recovery for the Department of Communities to coordinate the welfare components of recovery in line with the services outlined in this Plan for people affected by an emergency.

### 3.2 Emergency relief and assistance in recovery

Where possible, all offers of assistance and donations, including donated goods and services, should be coordinated through the Local Recovery Committee to avoid duplication of effort and confusion, State EM Policy 6.9.

**Communities, as a support organisation, is not responsible for the coordination or collection of monetary donations or donated goods or services; restocking perishables or transporting people to/from homes and communities.**

### 3.3 Financial Assistance in recovery

Sourced from State EM Plan 6.10 –

Through **Western Australian Natural Disaster Relief and Recovery Arrangements (WANDRRA)**, the State Government provides a range of relief measures to assist communities recover from an eligible natural event

Department of Communities may provide some financial assistance in recovery for individuals and families if WANDRRA is activated. This assistance is to alleviate the personal hardship or distress arising as a direct result of an eligible natural disaster, and is assessed on a case by case basis by Communities SWC/ESC. Some categories are subject to income and/or assets testing.

Other financial assistance that may be available after an emergency are:-

- **Department of Human Services Centrelink (Centrelink)** – will ensure payments to its existing clients in the area affected by the emergency are not disrupted. It can often provide financial assistance to any person whose livelihood has been affected by the emergency. Where possible, Centrelink should be invited to join the Local Recovery Coordination Group.  
**If activated by the Australian Government, Centrelink can administer –**
  - **Australian Government Disaster Recovery Payment (AGDRP)** - a one-off payment to assist people who have been significantly affected by a disaster. It is not for minor damage or inconvenience.
  - **Australian Government Disaster Recovery Allowance (AGDRA)** - a short term payment to assist individuals who can demonstrate their income has been affected as a direct result of a declared disaster. .
- **Public Appeals – Lord Mayor’s Distress Relief Fund** – City of Perth established and manage this fund to provide relief of personal hardship and distress arising from natural disasters occurring within Western Australia.

### 3.4 Cessation of recovery

Communities cessation of welfare services in recovery will be dependent on community needs, access to existing community services, and individuals’ and communities’ resilience. Accordingly Communities cessation may vary from other recovery services.

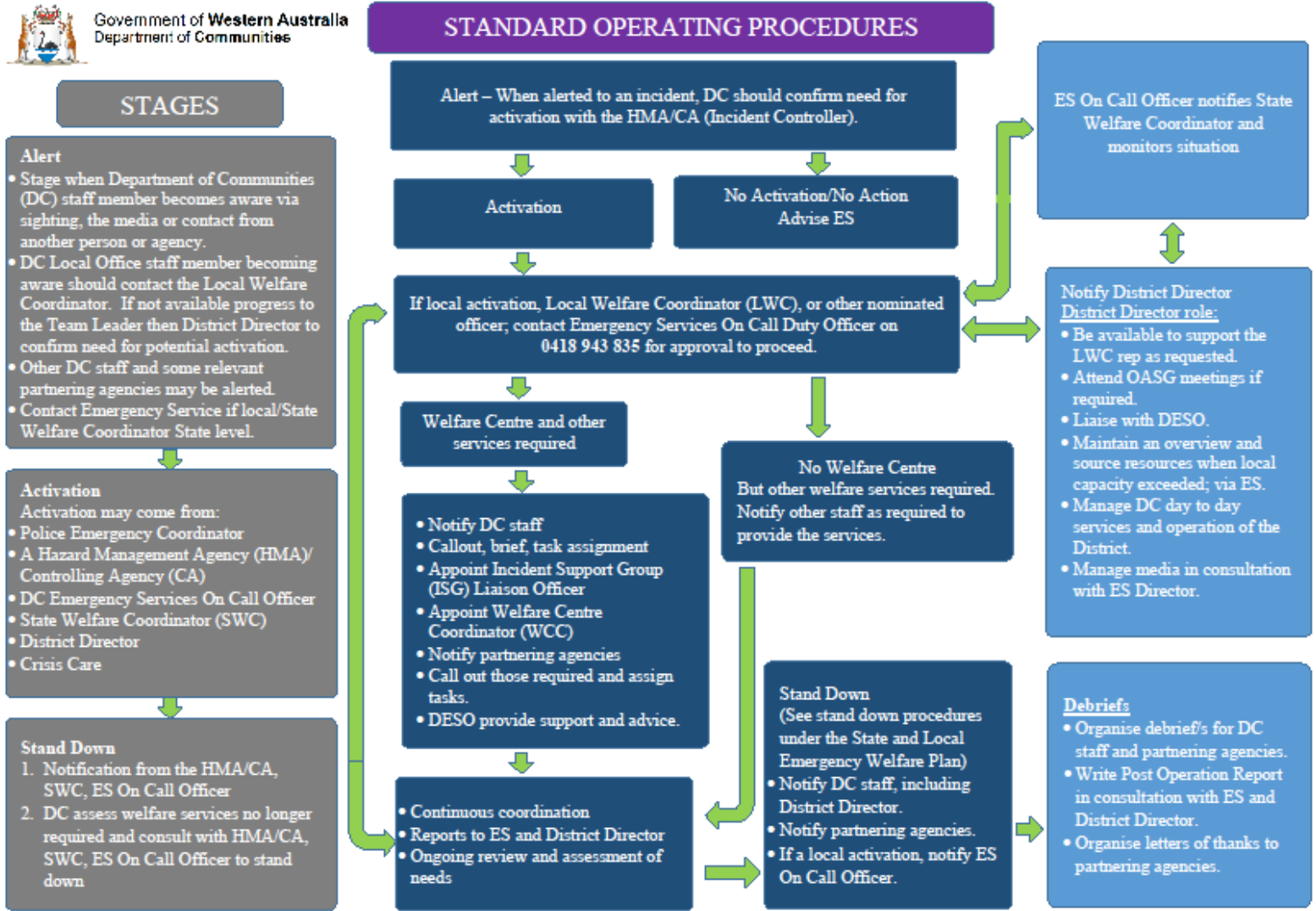
### 3.5 Review of recovery activities

Communities will undertake an evaluation of the effectiveness of its own recovery activities including an assessment of preparedness for any future event.

Appendix 1 – Department of Communities Standard Operating Procedures

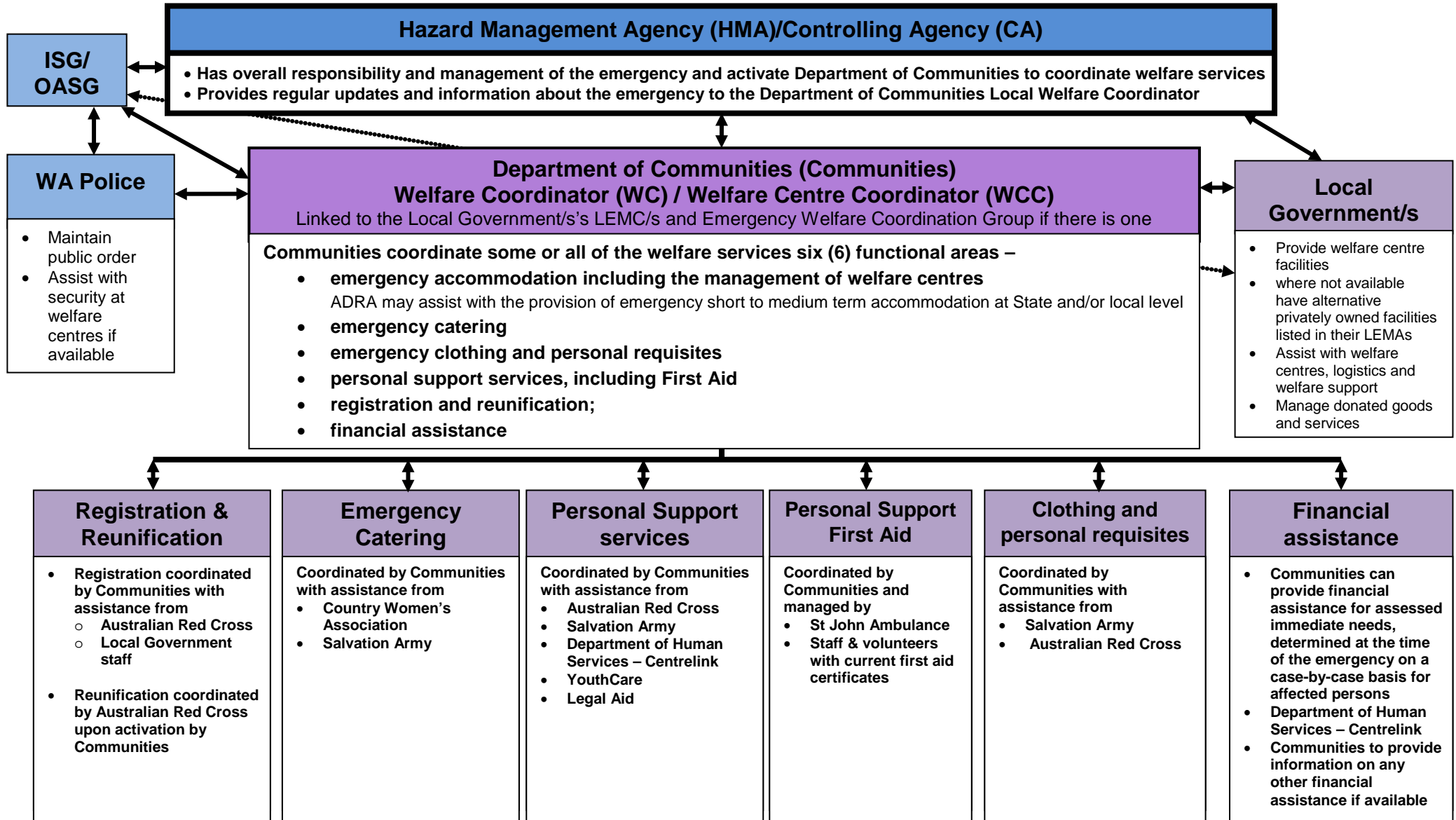


Government of Western Australia  
Department of Communities



## Appendix 2 – Local Emergency Welfare Coordination

Please see Appendix 4 – Organisational Responsibilities for details of each partnering agency’s responsibilities.



### Appendix 3 –Emergency Welfare Partnering Agencies

- All partnering agencies staff and volunteers assisting Communities in accordance with this plan are required to comply with Communities policies, including those relating to working with children, volunteers, Occupational Health and Safety and emergency management.
- In multi-agency responses Team Leaders for each functional area may be appointed, i.e. Registration Team Leader, Emergency Catering Team Leader.

Organisation	Representative	Day Contact Details	A/H Contact Details	Postal/Email Address
Department of Communities GS - Child Protection	Kellie Jaworski Local Welfare Coordinator	0428 384 355	9853 1174	<a href="mailto:Kellie.jaworski@communities.wa.gov.au">Kellie.jaworski@communities.wa.gov.au</a>
	Neville Blackburn District Emerg. Services Officer	0438 934 827	0438 934 827	<a href="mailto:Neville.blackburn@communities.wa.gov.au">Neville.blackburn@communities.wa.gov.au</a>
Shire of Gnowangerup	Shire Office	9827 1007		<a href="mailto:gnpshire@gnowangerup.wa.gov.au">gnpshire@gnowangerup.wa.gov.au</a>
	Bob Jarvis Shire CEO	0428 982 710		<a href="mailto:bob.jarvis@gnowangerup.wa.gov.au">bob.jarvis@gnowangerup.wa.gov.au</a>
	Ian Graham Deputy CEO & Recovery Coordinator	0499 009 829		<a href="mailto:ian.graham@gnowangerup.wa.gov.au">ian.graham@gnowangerup.wa.gov.au</a>
	Lex Martin Backup Recovery Coordinator	0417 969 944		<a href="mailto:lex.martin@hotmail.com">lex.martin@hotmail.com</a>
	Yvette Wheatcroft Manager of Works	0439 791 925		<a href="mailto:yvette.wheatcroft@gnowangerup.wa.gov.au">yvette.wheatcroft@gnowangerup.wa.gov.au</a>
	Anrie Van Zyl Corporate Risk Officer	0499 515 733		<a href="mailto:anrie.vanzyl@gnowangerup.wa.gov.au">anrie.vanzyl@gnowangerup.wa.gov.au</a>
	Kirsty Buchanan Community Development Coordinator	0448 228 107		<a href="mailto:kirsty.buchanan@gnowangerup.wa.gov.au">kirsty.buchanan@gnowangerup.wa.gov.au</a>
Department of Communities – GS Disability Services	Fiona Taylor	0429 154 524	0429 154 524	<a href="mailto:Fiona.taylor@communities.wa.gov.au">Fiona.taylor@communities.wa.gov.au</a>
Department of Communities – GS Housing	Ann Marie Johnson	9845 7101	0407 084 068	<a href="mailto:AnnMarie.JOHNSON@housing.wa.gov.au">AnnMarie.JOHNSON@housing.wa.gov.au</a>
Department of Communities – GS Regional Director	Neila Williams	0423 298 147	0423 298 147	<a href="mailto:Neila.WILLIAMS@housing.wa.gov.au">Neila.WILLIAMS@housing.wa.gov.au</a>
Country Women's Association				
Australian Red Cross Perth Local Emergency	<b>24 hour EM Control (24/7 Duty Phone)</b>			<b>0408 930 811 – ring to activate local team.</b> Emails during activations, <a href="mailto:wadutyofficer@redcross.org.au">wadutyofficer@redcross.org.au</a> .

## Local Emergency Welfare Plan - Shire of Gnowangerup

<b>Volunteers</b>				
<b>Salvation Army</b>	AuxLt Colette Albino	9841 1068 0405 860 071	0405 860 071	<a href="mailto:colette.albino@salvationarmy.org.au">colette.albino@salvationarmy.org.au</a>
<b>YouthCare</b>	YouthCare Chaplain Callout Brent Finlay Area Chaplain Albany	0407 413 855  0417 071 886		<a href="mailto:brentf@youthcare.org.au">brentf@youthcare.org.au</a>
<b>Centrelink</b>	Wendy Tysoe - Manager  Andrea Parker Snr Social Wkr	6819 6530 0427 426 553  6819 6582 0429 121 849	   0409 448 378 (pers mobile)	<a href="mailto:wendy.tysoe@humanservices.gov.au">wendy.tysoe@humanservices.gov.au</a>  <a href="mailto:andrea.parker@humanservices.gov.au">andrea.parker@humanservices.gov.au</a>
<b>WA Police Force – Gnowangerup</b>	OIC	9827 2800	0436 863 957	<a href="mailto:gnowangerup.police.station@police.wa.gov.au">gnowangerup.police.station@police.wa.gov.au</a>
<b>DFES</b>	Jenna Honey-Smith Community Preparedness Advisor	9845 5017	0418 802 762	
<b>DFES (DEMA)</b>	Adam Smith District Emergency Management Adviser	9845 5007 0429 104 007	0429 104 007	<a href="mailto:Adam.smith@dfes.wa.gov.au">Adam.smith@dfes.wa.gov.au</a>
<b>St. John Ambulance - Call Communities Emergency Services -0418 943 835 to approve cost before contacting SJA</b>	<b>Communication Centre - Perth</b>	<b>9334 1234</b>	<b>Emergencies 000 / 112 / 106</b>	
<b>Local Contact (Albany)</b>	Emma Doughty Regional Mgr GS	9334 1330 0409 328 381		<a href="mailto:emma.doughty@stjohnwa.com.au">emma.doughty@stjohnwa.com.au</a>
<b>Gnowangerup Sub-Centre</b>	Robyn Crabbe	0487 569 673		<a href="mailto:gnowangerupsjachair@gmail.com">gnowangerupsjachair@gmail.com</a>
<b>Community Paramedic</b>	Andrew Brooker	0417 127 889		<a href="mailto:Andrew.Brooker@stjohnambulanc e.com.au">Andrew.Brooker@stjohnambulanc e.com.au</a>
<b>Department of Health Statewide Duty Officer -</b> can organise a doctor at a welfare centre and/or write out prescriptions	<b>Disaster Preparedness &amp; Management Unit</b>  Gnowangerup Health Service  Robyn Millar DON Katanning Health Service	08 9328 0553 Duty Officer 24/7  9827 2222  9821 6222 0439 202 344	08 9328 0553 Duty Officer 24/7	<a href="mailto:Robyn.millar@health.wa.gov.au">Robyn.millar@health.wa.gov.au</a>
<b>Health Department – Mental Health</b>	GS Mental Health Albany Team Clinic Manager	9892 2440 0428 699 271		
<b>Albany and Regional Volunteer Service</b>	Tracy Sleeman (Manager)	9841 3588	0488 060 088	<a href="mailto:volinfo@arvs.org.au">volinfo@arvs.org.au</a>



**Appendix 4 – Organisational Responsibilities**

- Partnering agencies that may be engaged by Department of Communities (Communities) to assist in fulfilling their welfare obligations as part of the Local Emergency Welfare Plan.
- Communities as an emergency management support organisation coordinates emergency welfare services when activated via this plan – the Local Emergency Welfare Plan.
- To coordinate emergency welfare services requires the support of a number of statutory, private and voluntary organisations, known as partnering agencies. These responsibilities are allocated on a state-wide basis and have been determined by agreement between the respective agencies at the State level via the State Welfare Emergency Committee and Communities.
- At the local level these responsibilities may be varied to suit the capabilities and availability of welfare organisations. The responsibilities are negotiated between Communities and the agency at the local level and are reflected in this Appendix.
- The allocated responsibilities do not restrict one agency from assisting another, regardless of its primary role.
- Should a partnering agency not be able to manage its primary responsibilities, support with those responsibilities may be requested from the Local Welfare Coordinator. Ultimately, Communities is responsible for these functions where no partnering agency assistance is available.

Agency / Organisation Name	Normal role if engaged
<b>Department of Communities (Communities) – Lead Welfare Agency</b>	(1) Coordinate all functional areas of an emergency welfare response during emergencies; (2) Appoint the Local Welfare Coordinators to support each Local Government area; (3) Provide staff and operate the Welfare Centres if required; (4) Coordinate all welfare resources utilised under this plan; (5) Coordinate the welfare functional areas of: (a) Emergency Accommodation; (b) Emergency Catering; (c) Emergency Clothing and Personal Requisites; (d) Personal Support Services; (e) Registration and Reunification; (f) Financial Assistance; (6) Provide representatives to various emergency management committees and coordination groups as required.
<b>Department of Communities Disability Services</b>	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available; (3) Provide strategic policy advice regarding the provision of welfare services to people with disabilities; (4) Assist with other welfare functional areas where agreed.
<b>Department of Communities Housing</b>	(1) Provide a Support Agency Officer/s as required; (2) Provide access to staff to assist with Personal Support Services where agreed and available;

## Local Emergency Welfare Plan - Shire of Gnowangerup

Agency / Organisation Name	Normal role if engaged
	(3) Provide strategic policy advice regarding the provision of emergency accommodation; (4) Assist with other welfare functional areas where agreed.
<b>Australian Red Cross</b>	(1) Provide a Support Agency Officer/s as required; (2) Assist with Registration at Welfare Centres; (3) Manage and operate the Register.Find.Reunite. system; (4) Assist with the provision of Personal Support Services; (5) Assist with other welfare functional areas where agreed.
<b>Country Women's Association</b>	(1) Provide a Support Agency Officer/s as required; (2) Assist with the provision of Emergency Catering at Welfare Centres; (3) Assist with the provision of Personal Support Services; (4) Assist with the provision of Emergency Clothing and Personal Requisites; (5) Assist with other welfare functional areas where agreed.
<b>Department of Fire and Emergency Services (DFES) Community Liaison Unit</b>	(1) Provide a Support Agency Officer/s as required; (2) Engage "face to face" two way communication and liaison with affected communities through a point of public interface e.g. at a welfare centre distributing relevant incident information such as traffic management information, and support the facilitation of public meetings and other community based communications.
<b>Department of Health</b>	(1) Provide a Support Agency Officer/s as required; (2) Provide a comprehensive response to mental health effects of an emergency, as outlined in the Mental Health Disaster Subplan; (3) Provide health response as outlined in the State Health Emergency Response Plan; (4) Assist with the provision of Personal Support Services at Welfare Centres; (5) Assist with other welfare functional areas where agreed.
<b>Department of Human Services – Centrelink</b>	(1) Provide a Support Agency Officer/s as required; (2) Provide Financial Assistance to people affected by the emergency in accordance with DHS Centrelink guidelines, policies and the Social Security Act; (3) Provide support services or referral advice to appropriate agencies; (4) Assist with other welfare functional areas where agreed.
<b>Local Government Welfare Support</b>	<i>Negotiate at the local level with individual Local Governments any additional responsibilities eg Ranger Services.</i> (1) Provide a Local Government Welfare Liaison Officer as required;

## Local Emergency Welfare Plan - Shire of Gnowangerup

Agency / Organisation Name	Normal role if engaged
	<ul style="list-style-type: none"> <li>(2) Assist with the welfare functional area of Emergency Accommodation by utilising Local Government facilities as Welfare Centres, and where not available have alternative privately owned facilities listed in their LEMAs;</li> <li>(3) Assist Communities to provide the initial welfare response to evacuating community members. See above 2.3 Local Government Welfare Support Response.</li> <li>(4) Assist with other welfare functional areas where agreed.</li> </ul>
<b>Salvation Army</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide Emergency Catering at Welfare Centres;</li> <li>(3) Provide Emergency Clothing and Personal Requisites such as toiletries and other incidentals to those affected as required;</li> <li>(4) Assist with the provision of Personal Support Services;</li> <li>(5) Assist with other welfare functional areas where agreed.</li> </ul>
<b>St John Ambulance</b>	<p><b>Please call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA. If an ambulance is required please call 000/112/106.</b></p> <ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer /s as required;</li> <li>(2) Provide qualified First Aiders at Welfare Centres, where required and available;</li> <li>(3) Assist with other welfare functional areas where agreed.</li> </ul>
<b>Albany and Regional Volunteer Service</b>  <b>Volunteering WA</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment;</li> <li>(3) Manage affiliated and spontaneous non-affiliated Volunteers;</li> <li>(4) Assist with other welfare functional areas where agreed.</li> </ul>
<b>WA Police Force</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Maintain public order where required;</li> <li>(3) Assist with other welfare functional areas where agreed.</li> </ul>
<b>YouthCare</b>	<ul style="list-style-type: none"> <li>(1) Provide a Support Agency Officer/s as required;</li> <li>(2) Assist with the provision of Personal Support Services at Welfare Centres where available including practical support, emotional support and pastoral care support.</li> <li>(3) Assist with other welfare functional areas where agreed</li> </ul>

### Appendix 5 – Emergency Accommodation

The provision of temporary shelter for persons rendered homeless by an emergency, or due to evacuation from an emergency, ranging from short to medium term accommodation, is coordinated and assessed by Communities.

**Please note** - in the event of an evacuation, people may make their own accommodation arrangements eg stay with family or friends locally (if this is safe) or in another town.

#### Points of clarification:

##### 5.1 Establishment of welfare centres

As per State EM Policy -

- (a) 5.7.3 - The Controlling Agency is responsible for the management of evacuation during an incident, and this continues during an emergency response.
- (b) 5.7.4 - Local governments, HMAs, relevant EMAs (i.e. Support Organisations and Controlling Agencies), in consultation with relevant Local Emergency Management Committees (LEMCs), must identify and advise of refuge site and welfare centres including evacuation centres appropriate for the hazard. The welfare centres should be documented in the LEMA, and are also recorded on the State Welfare Centre Database which HMAs and Controlling Agencies have access to.
- (c) 5.9.5.5 - LEMCs must ensure that LEMA identify appropriate facilities and existing infrastructure within their boundaries are available for use by EMAs or note where there are no facilities.

Therefore the establishment and management of welfare centres by Communities is on behalf of the HMA or Controlling Agency, in consultation with welfare centre owners. This could be local governments or private facility owners. Welfare centres are established as emergency facilities from which Communities coordinate accommodation, food, clothing, financial assistance, registration, personal support and other welfare services until alternative arrangements can be made.

##### 5.2 Welfare centres definition

In Western Australia welfare centres are a facility that may provide for evacuation, reception, accommodation and relief and recovery (commonly referred to as a 'one-stop-shop') for an impacted community. Welfare centres may continue the extended provision of services into the recovery phase where LGs take responsibility as the lead agency in recovery. For the purposes of this plan all such facilities are classified as Welfare Centres.

##### 5.3 Safety considerations

To ensure the safety of evacuees and welfare centre staff and volunteers, Communities will not establish welfare centres –

- in Bushfire Emergency Warning areas, and will only establish welfare centres in Bushfire Watch and Act areas with the assurance of the HMA/Controlling Agency that it is deemed safe to do so;
- if there is not safe access routes to the welfare centres;
- if there are structural concerns about the facility, and/or health concerns eg no running water, no drinking water, non-functioning sewage system, gas or chemical leaks in the area.

##### 5.4 Children, organisations, educational and care facilities

As per State EM Plan 5.3.2 Community Evacuation, Stage 4: Shelter –

### Children and vulnerable people in Evacuation Centres

Unaccompanied children, without direct parental or responsible adult supervision, should be evacuated into the care of the Department of Communities at the evacuation centre.

The preferred option for agencies, organisations or educational and care facilities such as women's refuges, men's hostels, group homes, is for them to have arrangements in place to either evacuate to a similar facility or shelter in place if safe.

If it is necessary to evacuate to a welfare centre, supervisory staff or members with responsibility for the care, supervision or provision of services to children and their clients must remain at the centre and continue to supervise and provide services until such time as alternative arrangements are made. This may include children being returned to parents or other responsible adult approved by that agency, organisation or educational and care facility.

Agencies, organisations and educational and care facilities at evacuation centres should liaise with the welfare coordinator at these centres for further advice and assistance in relation to unaccompanied children.

Services specifically for children and families, including child and family friendly spaces at Welfare Centres, are to be considered at the local level and included in local emergency management arrangements, State EM Plan 4.6.1 Special Considerations.

### **5.5 Animals in welfare centres**

For health and safety reasons no animals, including pets, are permitted in welfare centres with the exception only of Assistance animals e.g. Guide Dogs, "Hearing" Dogs and Disability Aid Dogs. Some local governments may have an Animal Welfare Plan for them to coordinate the management of animals and pets in emergencies.

### **5.6 Responsibility for the welfare centre premises**

Communities will take responsibility for the premises utilised as welfare centres from the time of their operations until their closure. Communities shall exercise reasonable care in the conduct of its activities, and agree to replace or reimburse for supplies used in the operation of welfare centres.

As Communities operate welfare centres on behalf of the relevant HMA/Controlling Agency, in the event of any claim for unusual damage incurred as a result of the use of a facility as a welfare centre, Communities will facilitate processes with the HMA/Controlling Agency to respond to the claim. The owner/s of the facilities agrees to utilise their building insurance in the event of damage resulting from the actual disaster event to the structure of the building.

Communities will utilise contract cleaners or pay for the use of the facilities' cleaners to restore the facilities directly utilised as welfare centres back to serviceable condition, if requested.

### **5.7 School evacuations**

If a school needs to evacuate upon receiving advice/instructions from the Incident Controller or HMA, they should try to evacuate to another school as a first option, or self-

## **Local Emergency Welfare Plan - Shire of Gnowangerup**

---

manage in a Communities designated welfare centre. Schools can evacuate to the community welfare centre with the schools' students under the duty of care and responsibility of the evacuated school.

Schools should use resources within the school such as gym mats, blankets if they have them, any food in school canteens etc. However if these resources are not available and Communities have spare items, these items will be shared with the school. If schools and Communities do not have these resources available, Communities will share any information on sourcing items as listed in the Local Emergency Welfare Plan.

### **5.8 State Welfare Centres**

In some circumstances, particularly in larger State level sized emergencies, facilities in a local area in which an emergency or disaster has occurred may not be suitable/sufficient to ensure the safety of all evacuees, welfare staff and volunteers. In these circumstances local governments or private facility owners may be asked for use of their facility as a 'State Welfare Centre' to assist affected members of other local government areas. At these times it would be the expectation that the State Welfare Centre would operate in a similar manner with the same procedures as if operating as a Local Welfare Centre as outlined in this plan.

**See over for the list of Pre-determined Welfare Centres.**

## Appendix 5A - List of Pre-Determined Welfare Centres

### Primary Centres

<b>Centre</b> : Gnowangerup Sports Complex, Gnowangerup	<b>Contact</b> : P: 9827 2100 (Gnowangerup District High School) Wendy Gordon P: 9827 1386 M: 0427 253 757
<b>Address</b> : Strathaven Rd Gnowangerup	
<b>General Purpose Capacity</b> : Standing 750; Sleeping 500; Duration - unlimited	
<b>Comments</b> : Adjoining Oval, space for caravans, Male/Female Toilets and Showers, Commercial Kitchen, cool room, disabled access, pet friendly.	

<b>Centre</b> : Borden Sports Pavilion, Borden	<b>Contact:</b> Shire Office P: 9827 1007 Pip Moir – Pavilion Coordinator M: 0401 915 016 Sandy Smallwood – Access (keys) M: 0439 884 161
<b>Address</b> : Stone St, Borden	
<b>General Purpose Capacity</b> : Standing 600; Sleeping 400; Duration - unlimited	
<b>Comments:</b> Adjoining Oval, space for caravans, Male/Female Toilets and Showers, Commercial Kitchen, cool room, disabled access, pet friendly. <b>No mobile phone coverage.</b>	

<b>Centre</b> : Ongerup Sports Complex Ongerup	<b>Contact</b> : President Jan Slee P: 9828 2013 M: 0428 503 535
<b>Address</b> : Jaekel St, Ongerup	
<b>General Purpose Capacity</b> : Standing 600; Sleeping 400; Duration - unlimited	
<b>Comments:</b> Adjoining Oval, space for caravans, Male/Female Toilets and Showers, not Commercial Kitchen, disabled access, pet friendly. Has mobile phone coverage.	

### Alternative Primary Centres (Outside the Shire of Gnowangerup)

<b>Centre</b> : Katanning Leisure Centre	<b>Contact</b> KLC: 9821 4399, Jenny Cristinelli, Centre Manager 0407 442 149
<b>Address</b> : Pemble St, Katanning	
<b>General purpose capacity</b> : 2500 (standing); 1000 (sleeping); Duration - up to 5 days	
<b>Comments:</b> Large facility with multiple showers and toilets, commercial kitchen and multiple rooms. Low fire or flood risk surrounded by ovals and in high area of town. Pet friendly with stables and stock pens on site, also large grass areas. 500 parking bays plus potential parking on oval.	

## Appendix 5B – Alternative Temporary Accommodation Services

In the event of an evacuation, people may make their own accommodation arrangements eg stay with family or friends locally (if this is safe) or in another town.

If a small number of people were required to evacuate, or there is extenuating circumstances for some individuals and families, Communities Emergency Services would explore alternative arrangements, depending upon the situation at the time. This may include a range of options such as commercial facilities. **Note: accommodation providers requiring payment need to have ABNs** – providers cannot receive payment without one.

**Contact the Emergency Services On Call Duty Officer to seek approval for use of commercial accommodation – 0418 943 835.**

In a larger emergency Communities Emergency Services may need assistance in organising accommodation for evacuees and ADRA can assist with this in designated areas. If additional help is required please contact the **Emergency Services On Call Duty Officer – 0418 943 835** and the Officer will activate ADRA if appropriate.

Name	Address	Contact Details	After Hours Contact
<b>Gnowangerup Accommodation</b>			
Gnowangerup Hotel Motel	7 Allardyce St, Gnowangerup	9827 1013	
<b>Ongerup Accommodation</b>			
Ongerup Hotel (4 units)	Jaekel St, Ongerup	9828 2001	
Ongerup Caravan Park (on site vans)	Walker St, Ongerup	9828 2090	
<b>Other Accommodation Options (Katanning)</b>			
New Lodge Motel	172 Clive St, Katanning	9821 1788	
Katanning Motel	38 Albion St, Katanning	9821 1657	

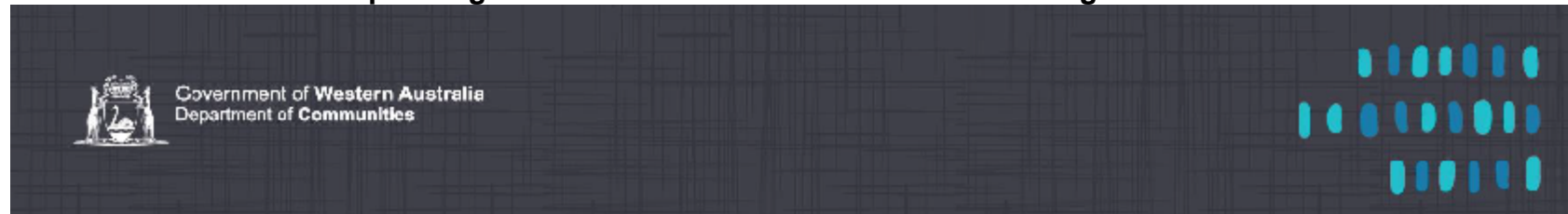


### **Appendix 6 – Welfare function of Registration and Reunification**

- This functional area enables individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated, intrastate, interstate or internationally.
- To facilitate the accounting of persons affected by such incidents, Communities may use the registration and reunification Register.Find.Reunite. system or other options as appropriate. The Register.Find.Reunite. system has been developed at the State and national level. In Western Australia this system is activated by Communities and managed by the Australian Red Cross on behalf of Communities.
- The system provides for the registration and reunification of affected persons using standardised forms. Stocks of these forms are held by Communities offices, the Australian Red Cross State Inquiry Centre and its local teams and some local governments to be readily available for immediate use at welfare centres.
- In addition, impacted individuals may choose to register themselves online using the Register.Find.Reunite. system once it has been activated.

See over for Communities Standard Operating Procedures for the welfare function of Registration and Reunification.

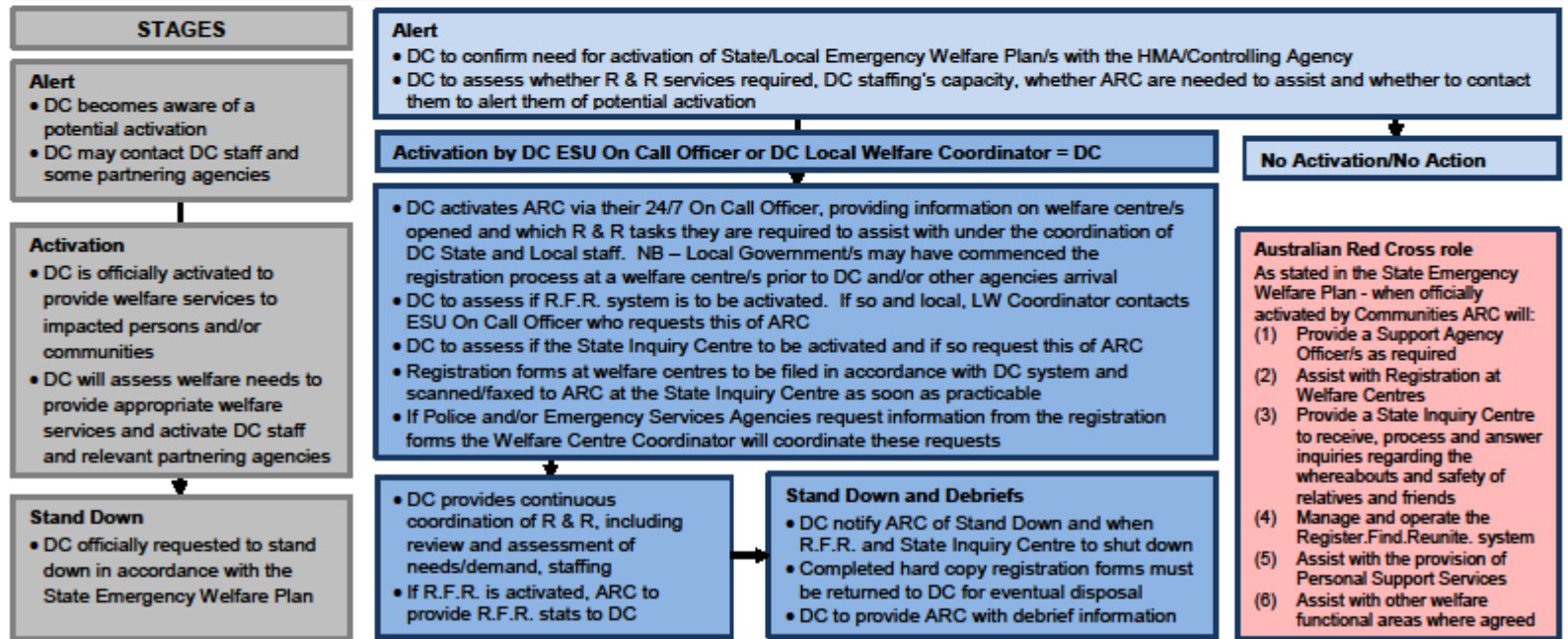
Communities Standard Operating Procedures for the welfare function of Registration and Reunification



Department of Communities Emergency Services - Standard Operating Procedures for the welfare function of Registration and Reunification Dec 2017

**Registration and Reunification (R & R)** is one of the 6 welfare functional areas Department of Communities (DC) is responsible for under the WA Emergency Management Act 2005 and State Emergency Management Arrangements. Welfare arrangements are detailed in the State Emergency Welfare Plan and Local Emergency Welfare Plans. Registration and reunification enables individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated, intrastate, interstate or internationally. To facilitate the accounting of persons affected by such incidents, DC may use the registration and reunification Register.Find.Reunite. (R.F.R.) system or other options as appropriate. R.F.R. has been developed at the State and national level. In Western Australia this system is activated by DC as the commissioning agency and managed by the Australian Red Cross (ARC) as a partnering agency, on behalf of DC. ARC operates the State Inquiry Centre when authorised by the DC State Welfare Coordinator.

Registration and Reunification Standard Operating Procedures – State and Local Levels



**Appendix 7 – Emergency Catering Services**

Communities will coordinate the establishment of an emergency catering service for those rendered homeless, evacuees and welfare workers engaged during an event. Dependent on the catering requirements, Communities may engage a variety of service providers to provide this service, such as voluntary groups, fast food outlets or hospital, hotel, motel or public catering services. **Communities cannot accept other prepared food e.g. sandwiches, cakes, sausage rolls, unless the person/organisation has a Food Handling Certificate issued by the local government.**

Responsibility for the provision of meals for non-welfare emergency workers is the responsibility of the HMA/Controlling Agency.

A resource list of catering agencies and other options is included below.

<b>Name</b>	<b>Address/capabilities</b>	<b>Contact Details</b>	<b>After Hours Contact</b>
<b>Albany</b>			
<b>Voluntary Organisations</b>			
Salvation Army Emergency Services Unit  152-160 North Rd Albany	AuxLt Colette Albino	9841 1068 0405 860 071	0405 860 071
Country Women's Association (CWA)			

**WATER SUPPLIERS**

<b>Name</b>	<b>Type of Supplies</b>	<b>Contact Details</b>	<b>After Hours Contact</b>
Water Corporation Manager Control Centre Operations (MCCO)	Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	1300 483 514	1300 483 514

**Appendix 8 – Emergency Clothing and Personal Requisites**

Communities coordinates the provision of essential clothing and personal requisites, to persons affected by an emergency. This function includes the provision of basic necessities such as toiletry packs, blankets, towels, mattresses, pillows, bedding, disposable nappies, and sanitary needs, as required.

Where possible, new clothing, or financial assistance for the purchase of new clothing, should be provided to eligible persons as soon as practicable. The use of ‘recycled’ clothing is a last resort.

A resource list of emergency clothing and personal requisites suppliers and options is included below. This lists organisations and retail outlets who agree to participate in these arrangements, and ensures that acceptable procedural matters have been established.

<b>Name</b>	<b>Address</b>	<b>Contact Details</b>	<b>After Hours Contact</b>
<b>Supermarkets/General Stores Gnowangerup, Borden and Ongerup</b>			
IGA Gnowangerup	Yougenup Rd, Gnowangerup	9827 1109	
Gnowangerup Roadhouse	6 Yougenup Rd, Gnowangerup	9827 1239	
Sadlers Butchers	Yougenup Rd, Gnowangerup	9827 1254	
Borden General Store	9 Moir St, Borden	9828 1045	
Ongerup Farm Supplies and General Store	Eldridge St, Ongerup	9828 2072	
<b>Katanning</b>			
Woolworths	Clive St, Katanning	9820 8500	
<b>Mattresses, Bedding, Clothing etc</b>			
<b>Communities Emergency Services</b>	Mattresses from stores in Perth. <b>Allow 6-12 hours</b>	<b>ON CALL PH</b>	<b>0418 943 835</b>
<b>Hardware Stores</b>			
Primaries Gnowangerup Hardware	24 Yougenup Rd, Gnowangerup Rd	P: 9827 1252	
<b>Katanning</b>			
Makit Hardware (BKW Coop)	Broome St, Katanning	9821 2211	
Katanning H Hardware	5 Claude St, Katanning	9821 1411	0448 211 411
Thrifty-Link Hardware - Katanning Stock	68 Austral Tce Katanning	9821 1955	
<b>Fuel Outlets</b>			
Gnowangerup Roadhouse	6 Yougenup Rd, Gnowangerup	9827 1239	
Gnowangerup Fuel Supplies	Cnr of Formby and Cecil St's (industrial area)	9827 1124	0427 271 432

## **Appendix 9 – Personal Support Services**

Communities will coordinate and provide personal support services, and where necessary, will work with other specialist agencies to ensure affected persons receive the necessary personal support to cope with the effects of loss, stress, confusion, trauma and family disruption. These include specialised counselling and psychological services and other appropriate services.

Personal Support Services can include practical assistance, emotional support, information, referral to other services, advocacy, advice, counselling and psychological services.

Information and advisory services may include other relief measures not necessarily provided by Communities, such as availability of grants and other forms of financial assistance, healthcare, provision of child care and financial counselling.

A list of relevant agencies and services is included below.

### **Advocacy and Counselling Services**

<b>Name</b>	<b>Contact Person and Address</b>	<b>Contact Details</b>	<b>After Hours Contact</b>
Communities Psychological Services	<b>Contact Communities Emergency Services</b>	<b>On Call phone</b>	<b>0418 943 835</b>
CPFS Psychology Services, Albany	Mahsa Anderson	9841 0777	
Department of Health – Great Southern	GS Mental Health Albany Team Clinic Manager	9892 2440 0428 699 271	
Dept of Human Services - Centrelink	Wendy Tysoe - Manager	6819 6530 0427 426 553	
	Andrea Parker - Snr Social Wkr	6819 6582 0429 121 849	
Salvation Army Emergency Services Unit  152-160 North Rd Albany	AuxLt Colette Albino	9841 1068 0405 860 071	0405 860 071
YouthCare	YouthCare Chaplain Callout Brent Finlay Area Chaplain Albany	0407 413 855  0417 071 886	
Anglicare		9845 6666	
Southern Agcare	Shannon Cooper - Coordinator	9827 1552	
<b>Telephone Help Services</b>			
Rural Link Dept of Health Statewide Services	Availability 4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays. During business hours connected to local community mental health clinic	1800 552 002 1800 720 101 -TTY	
HealthDirect		1800 022 222	
WA Poisons Information Centre (WAPIC)	24hr advice on the management of poisonings or suspected poisonings, poisoning prevention, drug information and the identification of toxic agents.	13 1126 – 24 hour service	

## Local Emergency Welfare Plan - Shire of Gnowangerup

Beyondblue Support Service	24 hour telephone service Chat online (3pm - 12am) - <a href="https://www.youthbeyondblue.com">https://www.youthbeyondblue.com</a>	1300 22 4636	
Lifeline Crisis support, suicide prevention	24 hour telephone service Crisis support chat 7.00pm – midnight (Sydney time) 7 days. Outside of these hours call Lifeline - <a href="https://www.lifeline.org.au/get-help/online-services/crisis-chat">https://www.lifeline.org.au/get-help/online-services/crisis-chat</a>	13 11 14	
Samaritans Crisis Line Anonymous Crisis Support	24 hour telephone service	135 247	
Suicide Call Back Service Telephone, video and online professional counselling	For at risk, carers and the bereaved Online chat and video counselling – <a href="https://www.suicidecallbackservice.org.au/need-to-talk/">https://www.suicidecallbackservice.org.au/need-to-talk/</a>	1300 659 467	

### Special Needs Interest Groups

Disability Services Freecall – 1800 998 214 (Freecall) TTY - 9426 9315  DC Disability Services Albany – Area Manager 6167 8667 or 0429 154 524	Albany Migrant Service - 9841 1190
---	------------------------------------

### Translation, Interpretive and Hearing (AUSLAN) Services

<p>Translating and Interpreting Service (TIS National) 24/7 Some groups may be eligible for TIS' free interpreting services – ring TIS on 131 450 for more information. Costs are a guide only as they may change –</p> <ul style="list-style-type: none"> <li>• Immediate phone interpreting including ATIS phone interpreting: 131 450 - 15mins @ \$34.22 - 4.1.18</li> <li>• Pre booked Service – 1300 655 081 - 30mins @ \$82.89 – 4.1.18</li> </ul> <p><b>Text Emergency Calls TTY – Dial 106</b></p>	
--	--

### Medical Treatment

Gnowangerup Health Service 9827 2222	Katanning Health Service 9821 6222
St John Ambulance Emergency Calls – Phone 000  Community Paramedic : Andrew Brooker : 0417 127 889	Royal Flying Doctor Service (RFDS) Medical Emergency Calls (24 hours) 1800 625 800, Satellite phone calls – 08 9417 6389 Admin - 9417 6300

## Local Emergency Welfare Plan - Shire of Gnowangerup

---

### Chemists/Pharmacists

Gnowangerup Pharmacy – 9827 1046	Katanning Pharmacy – 9821 1677
Katanning Hospital - 9821 6222	

### Medical Supplies and Equipment including Wheelchairs

Calibre Care (Can hire equipment) 13 Cockburn Rd, Albany 9841 4200	Australian Medical Supplies 85 Cockburn Rd, Albany 1300 770 921
--	---

### Medical Waste Contractors

SUEZ medical and clinical waste specialist division – Perth – 13 13 35 1-7 Felspar Street, Welshpool	
--	--

### Community and Aged Care Services and Facilities

--	--

### Children Services

--	--

### Taxi/Bus Services – HMAs/Controlling Agency are responsible for transporting evacuees to and from Welfare Centres

No Taxi Service	
Trans WA Rail and Coach - 1300 662 205	

**Appendix 10 – Key Local Contact List**

<b>Organisation</b>	<b>Name</b>	<b>Work contact</b>	<b>After hours contact</b>
<b>Department of Communities Albany District Office</b>	Kellie Jaworski Local Welfare Coordinator	9841 0777 0428 384 355	9853 1174
District Director	Jan Wilkinson	0400 113 412	
District Emergency Services Officer	Neville Blackburn	0438 934 827	
Aboriginal Practice Leader	Rebecca Khan	0427 779 538	
Communities Emergency Services	Kim Dean, Director	6217 8194 Fax: 9221 6065	0439 934 175
<b>Communities ES On Call Phone – all hours</b>	<b>Emergency Services</b>	<b>0418 943 835</b>	<b>0418 943 835</b>
Department of Communities	Crisis Care	9223 1111 1800 199 008	9223 1111 1800 199 008
	Corporate Communications	0418 951 460	0418 951 460
<b>Shire of Gnowangerup</b>	Shire Office	9827 1007	
	Bob Jarvis Shire CEO	0428 982 710	
	Ian Grahan CEO – Recovery Coordinator	0499 009289	
	Lex Martin Backup Recovery Coordinator	0417 969 944	
	Yvette Wheatcroft Manager of Works	0439 791 925	
	Anrie Van Zyl Corporate Risk Officer	0499 515 733	
	Kirsty Buchanan Community Development Coordinator	0448 228 107	
<b>WA Police Force GS District</b>	Ian Clarke District Superintendent	9892 9300 + option 4	
<b>Gnowangerup Police Station</b>	IOC	9827 2800	0436 863 957
<b>Office of Emergency Management – Great Southern Region</b>	Adam Smith District Emergency Management Adviser	0429 104 007	
<b>DFES Great Southern Regional Office</b>	Wayne Green District Superintendent	9845 5000 (Duty No. – 24hrs)	
<b>Dept of Health –</b>	Katanning Health Service Robyn Millar (DON)	9821 6222	0439 202 344
	Gnowangerup Health Service	9827 2222	



## Local Emergency Welfare Plan - Shire of Gnowangerup

---

<b>Dept of Health–Mental Health</b>	GS Mental Health Albany Team Clinic Manager	9892 2440 0428 699 271	
<b>Dept of Mines, Industry Regulation and Safety</b> (Consumer Protection – tenancy issues)	Great Southern Regional Office	9842 8366	

## Local Emergency Welfare Plan - Shire of Gnowangerup

### Lifelines

LIFELINES – PUBLIC INFORMATION	PHONE/FAX
<b>Life threatening emergency</b>	<b>Emergencies 000 / 112 / 106</b>
DFES Public Information Line	13 DFES (13 3337) <a href="http://www.dfes.wa.gov.au/Pages/default.aspx">www.dfes.wa.gov.au/Pages/default.aspx</a>
Emergency WA website for emergency warnings	<a href="https://www.emergency.wa.gov.au/">https://www.emergency.wa.gov.au/</a>
Bureau of Meteorology website WA Tropical Cyclone Information WA Land Weather and Flood Warnings WA Coastal Marine Warnings Australian Tsunami Threat Information (1300 TSUNAMI)	<a href="http://www.bom.gov.au/index.php">http://www.bom.gov.au/index.php</a> 1300 659 210 1300 659 213 1300 659 223 1300 878 6264
Main Roads Western Australia (MRWA) - Primary public contact point for road closure information	Phone: 138 138 Fax: 9323 4400 <a href="http://www.mainroads.wa.gov.au">www.mainroads.wa.gov.au</a>
National Broadband Network (NBN)	1800 687 626 <a href="https://www.nbnco.com.au/">https://www.nbnco.com.au/</a> <a href="https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html">https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html</a>
Western Power	Faults – 131351 Enquiries – 131087
Optus	131 344
Public Transport Authority	Emergency (public no) – 9220 9999 Head Office – 136 213
SES – Public assistance Communities making requests to SES go through the DFES Communication Centre (COMCEN) – 9395 9210 or 9395 9209. NB – SES may have limited capacity to assist due to other DFES operational requirements	132 500 Les Nayda, Unit Manager Gnowangerup 9827 1330 Mob. 0447 271 753 Gary Logan – Albany District Manager 9845 5000 Mob. 0428 100 483
Telstra	Faults – 13 20 00 Head Office – 13 22 03
<b>Emergency Services Liaison Officer – Albany</b>	<b>Brad Nelson 0419 977 160</b>
Water Corporation – Public assistance Water Corporation - Manager Control Centre Operations (MCCO) - 9395 9210 or 9395 9209 Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	Faults (public no) -13 13 75 Head Office – 9420 2420 Accounts and General

**Appendix 11 – Sanitary, Waste Disposal, Hire Services:**

Name	Type of Supplies	Contact Details	After Hours Contact
<b>Rubbish and Waste Removal</b>			
Shire of Gnowangerup		9827 1007	
Water Corporation Manager Control Centre Operations (MCCO)	Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	1300 483 514	1300 483 514
<b>Sanitary Disposal / Bins</b>			
G & M Detergents & Hygiene Services		9841 5944	
<b>Hire Services</b>			
Katanning Handy Hire	980 Daping St, Katanning	9821 2153	

**CLEANING SERVICES**

Name	Contact Details	After Hours Contact
If required to clean Shire premises used as a welfare evacuation centre will utilise cleaning contractor/s employed by the Shire of Gnowangerup and DC will cover the cost.	9827 1007	

**Appendix 12 – Security Companies:**

For security assistance at welfare centre if WA Police are not available.

Name	Address	Contact Details Day & After Hours
Southcoast Security Service	Static Guards, Security Patrols & Crowd Control 8 Sandford Rd, Albany	9841 2691 0417 964 102 (24 hours)

**Appendix 13 – District Emergency Kits :**

Contact Neville Blackburn, Great Southern DESO – 0438 934 827

### **Appendix 14 – Distribution List:**

This plan has been distributed electronically to:

#### **Department of Communities**

- District's Local Emergency Welfare Coordinator
- Great Southern District Emergency Services Officer
- Emergency Services SharePoint site
- District 'S' Drive / LOCAL EMERGENCY WELFARE PLANS / Shire of Gnowangerup - December 2019

#### **Local Emergency Management Committee**

- Shire of Gnowangerup