



BUNBURY EMERGENCY MANAGEMENT ARRANGEMENTS

ANNEX 3

RESPONSE ARRANGEMENTS

13 June, 2014



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AMENDMENTS

AMENDMENT		DETAILS OF AMENDMENT	AMENDED BY INITIALS/DATE
NO	DATE		
1	March 2005	Complete Plan Review	LRW (XO LEMC) March 2005
2	August 2006	Plan review, update	LRW (XO LEMC) August 2006
3	January 2008	Plan review, add new response items,	LRW (XO)LEMC February 2008
4	March 2009	Plan review, add response items, re-format in line with DEMC EM Arrangements, review trigger activations, include IMG and structure info.	LRW (XO)LEMC March 2009
7	July 2011	Update formatting and review terminology and procedure changes in line with SEMP 4.1	LRW
8	June 2014	Update for currency + reflect new ERM outcomes (2013)	CW/EH

DEFINITIONS

CONTROLLING AGENCY - An agency nominated to control the response activities to a specified type of emergency.

EMERGENCY COORDINATOR (EC) – the person appointed by the State Emergency Coordinator to assist the hazard management agency in the provision of a coordinated response during an emergency

INCIDENT AREA (IA) – the area defined by the Incident Controller for which they have responsibility for the overall management and control of an incident.

INCIDENT CONTROLLER (IC) – the person designated by the relevant *Controlling Agency*, responsible for the overall management and *control* of an *incident* within an incident area and the tasking of agencies in accordance with the needs of the situation. [*Note: Agencies may use different terminology however the function remains the same*].

INCIDENT SUPPORT GROUP (ISG) – a group of agency/organisation liaison officers, including the designated Emergency Coordinator, convened and chaired by a person appointed by the Controlling Agency to provide agency specific expert advice and support in relation to operational response to the incident.

OPERATIONAL AREA (OA) – the area defined by the Operational Area Manager for which they have overall responsibility for the strategic management of an emergency. This area may include one or more Incident Areas.

OPERATIONAL AREA MANAGER (OAM) - the person designated by the relevant *Controlling Agency*, responsible for the overall management of an *Emergency* within a defined Operational Area and the provision of strategic direction and operational coordination to agencies and *Incident Controller(s)* in accordance with the needs of the situation.

OPERATIONAL AREA SUPPORT GROUP (OASG) - a group of agency / organisation liaison officers, including the designated Emergency Coordinator, convened by the Operational Area Manager/Incident Controller to provide agency specific expert advice and support in relation to strategic management of the incident/s.

UNDEFINED HAZARD - any occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response but is not readily identified as a hazard within the Emergency Management Act.

1. AUTHORITY

These local emergency management arrangements are prepared under the authority of section 41 of the Emergency Management Act:2005 (the Act).

2. OPERATIONAL PRINCIPLES

2.1 Graduated Response

The principle of a graduated response identifies the responsibility for resourcing and responding to an emergency initially rests at the local level. Where an emergency requires resources beyond the capability of the local community, support from district resources may be obtained. Further State resources may be provided should district resources be inadequate.

2.2 Operational Levels

Operational Incidents are broadly classified into three (3) levels as detailed below. It is recognised that there will be some overlap between levels and the Incident Controller will determine the incident level based on the actual and/or potential impact of the incident.

Refer SEMP 4.1 – Incident Management

The operational level is broadly defined as including more than one of the following:

Level 1

- local response/resources required;
- no significant issues;
- single or limited multi agency response (day to day business);
- single or limited multi agency response (day to day business);
- minimal impact on community;
- managed by an Controlling Agency Incident Management Team (IMT) only;
- low risk of incident escalation.

Level 2

- requires multi agency response;
- protracted duration;
- activation of an Incident Support Group (ISG);
- resources required from outside the local area;
- medium level of media interest;
- medium level of complexity;
- medium impact on the community;
- potential declaration of an 'Emergency Situation'.

Level 3

- requires significant multi agency response;
- protracted response duration;
- activation of an Operational Area Support Group (OASG);
- State or National resources required;
- significant level of media interest;
- high level of complexity;
- significant impact on the community;
- multiple incident areas;
- significant political interest;
- potential declaration of an 'Emergency Situation' or 'State of Emergency'

2.3 Multiple Hazards

Where an incident results in multiple hazards the hazard which initiates 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.

2.4 Undefined Hazards

Where an incident occurs and it is unclear as to which agency should be responsible for controlling the response under existing legislation or agency responsibilities, and agreement cannot be reached at the scene by responding personnel, then the senior police officer present will assume control of the incident and coordinate combat agencies on site until such time as a Controlling Agency is identified and an operational handover to the appointed incident controller is completed.

Refer SEMP 4.1- Incident Management – Sections 30 & 31

To achieve this:

- The senior police officer shall immediately request the relevant Emergency Coordinator [*Local or District depending on the level of the incident*] to establish an *Incident Support Group and/or Operational Area Support Group* as a matter of urgency,
- The Emergency Coordinator shall facilitate, through the Support Group, 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:
 - Is there a designated “Combat Agency” for that type of emergency management activity?
 - Which agency has the most relevant legislative responsibilities required to manage the incident?
 - Which agency has the most relevant expertise and / or resources available to manage the incident?
- Where agreement cannot be reached the Emergency Coordinator shall immediately refer the issue to the next level of coordination [*District Emergency Coordination and Operational Area Support Group or SEC and the State Emergency Coordination Group*],
- The Emergency Coordinator should ensure the issue is clearly identified in any Post Operational Report or Post Incident Analysis.

2.5 Coordination Structure – In Response to Emergencies – WA Police

The responsibilities of a ‘Local Emergency Coordinator’ are:

- assist the Hazard Management Agency in the provision of a coordinated response during an emergency;
- carry out other emergency management activities in accordance with the directions of the State Emergency Coordinator, these activities may include:
 - providing advice and support to the Hazard Management Agency, in support of effective coordination, particularly in multi-agency responses;
 - the facilitation of meetings, if required;
 - the active participation in Incident Support Groups or Operational Area Support Groups;
 - assisting in the coordination of resources and information;
 - facilitating information exchange, at a local or district level.
- carry out other emergency management activities in accordance with the directions of the State Emergency Coordinator. This may be a specific direction in relation to a particular matter or may be a general standing direction as to emergency management issues; and
- maintain effective communication with all coordinators involved in the emergency.

2.6 Activation

The Controlling Agency should ensure the relevant Emergency Coordinator (*or their delegate*) is activated when at least one of the following occurs:

- on the establishment of an Incident Support Group or Operational Area Support Group;
- the emergency has the potential to escalate to a level 2/3 incident involving multi agency response; the incident is a significant threat to community; and an Emergency Situation or State of Emergency has been declared.

In these circumstances, if not advised, the Emergency Coordinator is to establish communication with the relevant Controlling Agency and offer assistance in accordance with their operational role as detailed above.

2.7 Multi Agency – Incident Support Structure

The Multi Agency support structure may consists of an Incident Support Group (ISG).

An Incident Support Group consists of Liaison Officers from local organisations involved in the incident.

2.7.1 Function

Assist the Incident Controller through the provision of information, expert advice, support and resources relevant to their organisation.

2.7.2 Composition

- Chair – appointed by the Controlling Agency;
- Local Emergency Coordinator;
- Members – representatives [Liaison Officers] from those agencies and community organisations directly involved in the response and recovery of the event as determined by the Incident Controller.

2.7.3 Activation

Activated by the Controlling Agency Incident Controller, when at least one of the following occurs:

- an incident is designated as “Level 2” or higher and/or
- multiple agencies need to be coordinated.

2.7.4 Reporting

The following information will be provided at each meeting of the Incident Support Group:

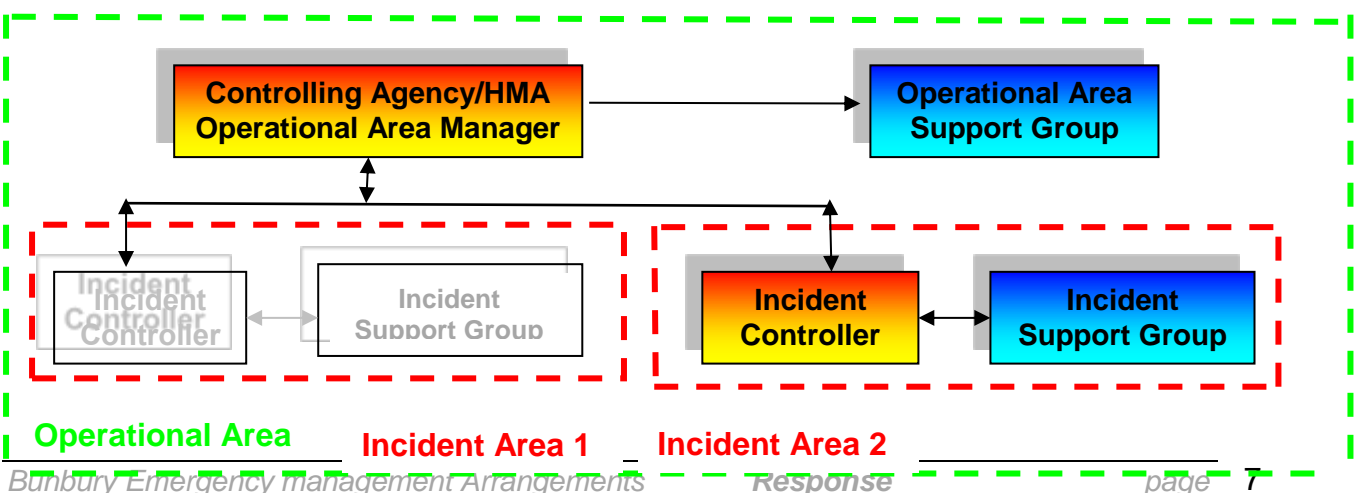
Agency liaison officers will provide:

- consolidated reports on agency response activities;
- agency specific impact assessment;
- resource status;
- significant issues

The Controlling Agency will:

- provide a current situation report;
- update on outcome of previous meeting;
- detail significant issues;
- assistance required;
- record outcomes of meeting;
- details of next meeting (*if known*).

2.7.5 Multi Agency Support Structure (MASS) Diagram



3. INCIDENT SUPPORT GROUP

3.1 DECISION TO FORM AN ISG

Should the emergency be beyond the capability of local resources and require extensive support agency assistance, the Controlling Agency (CA) Incident Controller (IC) and Local Emergency Coordinator (LEC) will assess the situation and if considered necessary implement this part of these Arrangements. The IC in liaison with the LEC will cause key personnel of participating agencies to be notified.

Once the decision to form an ISG has been made the LEC will instigate alert/call out procedures for the required LEMC members or request this function be done by other executive members. To ensure activation occurs and members receive all relevant information an activation flow chart is provided below. In the event of an emergency, this Part can be implemented in whole or in stages. However, some emergencies will be an impact event, in which case the stages will be condensed and activated concurrently to accelerate the emergency response.

The three stages of activation used are:

Alert	Members or Liaison Officers of key agencies are briefed on the situation. No further action is required, at this time.
Call Out	Members or Liaison Officers of key agencies are requested to attend ISG meeting.
Stand Down	Response actions have been completed and agencies are stood down. The action required for each stage of activation is detailed below.

3.2 ISG ACTIVATION ROLE AND TRIGGERS

Role:

To assist the CA coordinate services (physical, Human, Information) during a major multi-agency incident. Coordination is achieved through clear identification of priorities by agencies sharing information and resources.

Triggers may be:

- **Level 2 and above incident**
- **Requirements for possible or actual evacuation**
- **Extensive support agency assistance required**
- **Need to coordinate warnings/ information to community during a multi-agency event**
- **Where there is a perceived need relative to an impending hazard impact**
- **Multi-agency response where there is a need for collaborative decision making and the coordination of resources/information**
- **Where there is a need for regional support beyond a single agency (possible OASG activation)**

3.3 ISG EXECUTIVE SUPPORT FUNCTIONS

In order to maintain functionality and ensure governance occurs it is important that once the ISG is formed executive support is provided. Initial executive support may be supplied by the CA or in consultation with the CA and LEC the City of Bunbury may be enlisted to assist with this function. Where the incident becomes protracted other arrangements will be made to provide such support. In order to achieve continuity, executive support will provide the following basic functions.

1. **Ensure all relevant members are contacted for ISG meeting**
2. **Maintain a register of members present at ISG meeting**

3. **Set agenda in consultation with IC and LEC.**
4. **Maintain a record (summary) of discussion point, in particular any decisions made**
5. **Collect agency situation reports**
6. **Disseminate information to ISG members**
7. **Ensure ISG comply with Bunbury Local Emergency Management Arrangements.**
8. **Provide advice on Emergency Management Act 2005**
9. **Establish links with Bunbury Emergency Recovery Committee**
10. **Prepare ISG information for inclusion in post incident analysis**

4. HAZARD MANAGEMENT AGENCIES

(HMA LIST BY HAZARD)

The following list of hazards/emergencies identifies the HMA responsible for that hazard/emergency. The hazards/emergencies identified are by no means exhaustive and will be added to as required.

Refer - Emergency Management Regulations:2006 - sections 16-23B

HAZARD	ASPECT	HMA	STATUS
Fire	Response	FES COMMISSIONER	Prescribed
Collapse	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Cyclone	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Earthquake	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Flood	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Storm	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Tsunami	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Hazmat - Chemical	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Hazmat – Radiation	Prevention	FES COMMISSIONER	Prescribed
	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Hazmat – Biological	Prevention	FES COMMISSIONER	Prescribed
	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Air Crash	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Road Crash	Preparedness	FES COMMISSIONER	Prescribed
	Response	FES COMMISSIONER	Prescribed
Land Search	Preparedness	WAPOL COMMISSIONER	Prescribed
	Response	WAPOL COMMISSIONER	Prescribed
Marine Search	Preparedness	WAPOL COMMISSIONER	Prescribed
	Response	WAPOL COMMISSIONER	Prescribed
Radiation NPW	Preparedness	WAPOL COMMISSIONER	Prescribed
	Response	WAPOL COMMISSIONER	Prescribed
Space Debris Re-entry	Preparedness	WAPOL COMMISSIONER	Prescribed
	Response	WAPOL COMMISSIONER	Prescribed
Terrorism	Prevention	WAPOL COMMISSIONER	Prescribed
	Preparedness	WAPOL COMMISSIONER	Prescribed
	Response	WAPOL COMMISSIONER	Prescribed
Human Epidemic	Prevention	Department of Health	Prescribed
	Preparedness	Department of Health	Prescribed
	Response	Department of Health	Prescribed
Animal & Plant Biosecurity	Preparedness	Department of Agriculture	Prescribed
	Response	Department of Agriculture	Prescribed

HAZARD	ASPECT	HMA	STATUS
Rail Crash - Passenger Network	All	Public Trans Auth	Prescribed
Rail Crash - Freight Network	All	Westnet Rail	Prescribed
Dam Break	All	Water Corp	Proposed
Marine Transport Emergency	All	Department of Transport	Prescribed
Marine Oil Pollution	All	Department of Transport	Prescribed
Energy Supply Shortage	All	Office of Energy	Prescribed

5. ORGANISATIONAL ROLES AND RESPONSIBILITIES

WA POLICE

- To act as coordinators of emergency event as required by HMA/CA responsibilities.
- Ensure all matters concerning public safety and property security is managed.
- Act as the **Control Agency** for:
 - Aircraft crash,
 - Road transport crash,
 - Sea search and rescue,
 - Land search and rescue,
 - Terrorist incident,
 - Nuclear powered warships,
 - Space debris re-entry,
 - Undefined hazards or where agreement cannot be reached by responding agencies.
- Provide the Local Emergency Coordinator (LEC),
- Provide a Control Centre, or field facility, to manage its HMA/CA responsibilities,
- Carryout survey and assessment of damage caused by hazards for which it is the HMA/CA + provide survey and assessment teams to assist other CA's as requested,
- Manage the survey and assessment arrangements during major operations,
- Provide support to the LEC as requested,
- Manage all evacuation operations in consultation with the CA.

DFES - FIRE AND RESCUE SERVICE OF WA

- Act as the Controlling Agency for:
 - Fires in gazetted fire District;
 - Hazardous materials incidents; and
 - Industrial accidents involving fire/explosion;

To be responsible for the following types of rescue:

- Fire endangered rescue;
- Vehicle accident rescue; and
- Hazardous materials accident rescue.

- Provide a Control Centre, or field facility, to manage its Hazard Management Agency responsibilities;
- Carryout survey and assessment of damage caused by hazards for which it is the Hazard
- provide survey and assessment teams to assist other Control Agencies;
- Provide a Liaison Officer to the Local Emergency Coordination Centre (ECC) if required;
- Provide support to the LEC as requested;

DFES - STATE EMERGENCY SERVICE

- Act as the HMA/Controlling Agency for:
 - Flood,
 - Storm/tempest,
- To be responsible for the following types of rescue:
 - Building rescue,
 - Cliff rescue (Combat Agency top WAPol),
 - Cave rescue (Combat Agency to WAPol).
- Provide a Control Centre, or field facility, to manage its Control Agency responsibilities,
- Carryout survey and assessment of damage caused by hazards for which it is the Control Agency and provide survey and assessment teams to assist other CA's,
- Provide support to the other combat agencies and LEC as requested,
- Provide a Liaison Officer at the Emergency Coordination centre (ECC) if required.

DFES – FIRE SERVICES – RURAL FIRE

- To provide support to the Local Government during rural Fire Emergencies, in non-gazetted fire district areas,
- Provision of an on-site liaison officer to the Incident Controller, when required.
- Provide advice on rural land fire fighting tactics,
- Provide a written report on the emergency and/or participate in post incident analysis, as may be required, by the Control Agency,
- Arrange government wildfire assistance scheme,
- Assume CA responsibilities on Level 2 and above fire, or as requested from LG (BF Act (1954) - section 13).

BUNBURY VOLUNTEER BUSH FIRE BRIGADE

- To act as CA for any fires occurring outside the 'Gazetted Fire District',
- To support Fire and Rescue Service efforts as directed,
- To be responsible for bush fire endangered rescue,
- Provide a Control Centre, or field facility, to manage its Control Agency responsibilities,
- Carryout survey and assessment of damage caused by hazards for which it is the CA,
- provide survey and assessment teams to assist other Hazard Management Agencies,
- Provide a Liaison Officer to the Local Emergency Coordination Centre (ECC) if required.

ST JOHN AMBULANCE AUSTRALIA

- To respond to a pre-hospital Medical Emergency,

- Provide Ambulances and staff to respond to the emergency site,
- Coordinate and provide triage of injured persons at the emergency site,
- Coordinate and provide acute first aid and treatment at the emergency site,
- Coordinate and provide transport of sick and injured persons,
- To provide transport of sick and injured to RFDS as directed,
- Provide LO to Emergency Coordination centre (ECC) as required.

CITY OF BUNBURY

- Provide the services of a Chief and a Deputy Chief Bush Fire Control Officer, to activate and direct the Bunbury Volunteer Bush Fire Brigade and administer obligations as a Controlling Agency, for fire outside gazetted district,
- Ensure current and effective Local Emergency Management Arrangements are endorsed by key stakeholders
- Maintain effective emergency partnerships through an effective LEMC,
- Actively participate in South West Local Government Emergency Management Alliance (SWLGEMA), to ensure united and cooperative approach to matters dealing with multi-LG emergencies,
- Provide an Environmental Health Officer to manage the Health Support Plan,
- Provide a Recovery Coordinator and manage the recovery operation,
- Make available City resources to support an CA in an emergency operation,
- Ensure the Airport is operational,
- Provide additional support to the Welfare Coordinator, as required,
- Provide an alternative Emergency Coordination Centre if required,
- Provide a Liaison Officer at the Emergency Coordination Centre,
- Provide executive support to ISG, as requested,
- Provide administration support to Emergency Coordination Centre (ECC) as requested.

DEPARTMENT OF PARKS AND WILDLIFE

- Protect the environment from threats of pollution, contamination, fire and (human induced) environmental destruction,
- To be the CA for bushfire on lands under DPaW management,
- Provide resources for bushfire suppression,
- Provide an on-site Liaison Officer to the Incident Controller when required,
- Provide advice on rural fire fighting tactics,
- Collection of evidence for possible prosecution (if applicable),
- Maintain communications with Emergency Management Agencies,
- Provide support in SAR, animal disease and dam-break emergencies,
- Provide a Control Centre, or field facility, to manage its Controlling Agency responsibilities.

DEPARTMENT OF ENVIRONMENTAL REGULATION

- Provides scientific and technical advice through the Scientific Coordinator in the State response to an oil spill (marine),
- Provides advice on environmental protection during response, clean-up and disposal as requested or required,
- The DER also has a 24 hour (environmental) emergency response line - **1800 018 800**,
- To provide advice relating to potential for pollution spills to impact local water resources,

- Make on-site assessment of the potential impact of pollution spills on the environment,

DEPARTMENT OF TRANSPORT

- Act as the Hazard Management Agency for marine pollution in territorial waters and beaches (not ports),
- Provide a Control Centre, or field facility, to manage its Hazard Management Agency responsibilities,
- organise (on behalf of CA) the movement of people, animals or materials,
- Carry out survey and assessment of damage caused by hazards for which it is the Hazard Management Agency and provide survey and assessment teams to assist other CA's,
- Provide a Liaison Officer to the Emergency Coordination Centre (ECC) if required.

DEPARTMENT FOR CHILD PROTECTION AND FAMILY SERVICES

- Provide a Local Welfare Coordinator to manage the Local Welfare Emergency Management Support Plan,
- Establish welfare centres to provide temporary accommodation and/or welfare services to disaster affected persons,
- Coordinate emergency catering at welfare centres,
- Coordinate provision of essential emergency clothing and personal requisites,
- Coordinate Registration and Inquiry at welfare centres in conjunction with Australian Red Cross team,
- Provide personal services - information, advice, referral, counselling, first aid at welfare centres,
- Provide a Liaison Officer to the Emergency Coordination Centre if required.

DEPARTMENT OF AGRICULTURE AND FOOD

The operational responsibility for the control and eradication of plant and animal diseases, whether endemic or exotic, within its borders. Commonwealth legislation includes powers under Quarantine Act 1908, that would be available to support the state.

- Act as a Hazard Management Agency for Exotic Animal Disease outbreak, including:
 - Quarantine and movement controls,
 - Slaughter and disposal of infected and exposed animals,
 - Decontamination of infected premises,
 - Surveillance of susceptible animals,
 - Restriction of the activities of certain enterprises,
 - Assess live stock for damage and advise owners/Rangers if destruction is required, or other welfare issues requiring management,
 - Provide advice regarding livestock movements,
 - Liaise with ISG regarding farmer and industry contacts,
 - Assist recovery teams in determining extent of damage to rural properties,
 - Assist recovery committee in seeking assistance and sourcing feed donations,
 - Provide advice on matters pertaining to livestock and the agricultural industry.
- Provide a control centre, or field facility to manage its HMA responsibilities,
- Carry out survey and assessment of damage caused by hazards for which it is the HMA,
- Provide a liaison officer to Emergency Coordination Centre if required,
- Provide resources to support the Local Emergency Coordinator as requested,
- Provide an officer to assist with recovery operations if required.

WATER CORPORATION

- Act as the Hazard Management Agency for dam breaks and other major hydraulic structures for which the Corporation has responsibility,
- Provide a Control Centre, or field facility, to manage its HMA/Control Agency responsibilities,
- Carryout survey and assessment of damage, following impact of an event for which it is the Hazard Management Agency and provide survey and assessment teams to assist other Control Agencies,
- Provide a Liaison Officer to the Emergency Coordination Centre if required,
- Provide resources support to the CA as requested,
- Provide flood intelligence to the DFES-SES as the Hazard Management Agency and CA for flood,
- Provide an officer to assist with recovery operations.

WESTNET RAIL/AUSTRALIAN RAILROAD GROUP

- Act as the Hazard Management Agency for Rail accidents on WESTNET RAIL managed lines,
- Provide a Control Centre, or field facility, to manage its Hazard Management Agency responsibilities,
- Carryout survey and assessment of damage caused by hazards for which it is the Hazard Management Agency and provide survey and assessment teams to assist other CA's,
- Provide a Liaison Officer to the Emergency Coordination Centre if required,
- Provide resources support to the Local Emergency Coordinator as requested.

SOUTH WEST REGIONAL HEALTH CAMPUS

- Provide a medical coordinator to manage the application of the Medical Support Plan,
- Provide triage and medical teams at the incident site as required,
- Provide treatment and care for casualties,
- Provide medical supplies as required,
- Provide a Medical Liaison Officer at the Emergency Coordination Centre, if required,
- Provide first aid services at welfare centres, if required,
- Ensure that all staff are informed and trained in the execution of the emergency response procedures (MIMS),
- Co-ordinate all medical elements of the emergency,
- Provide counselling and psychological support for patients and staff where necessary.

WESTERN POWER

- To coordinate the maintenance of a safe and effective public electricity supply response to an emergency,
- Provide a liaison officer from the alert phase,
- Undertake a wire down street patrol, prior to the lifting of a red alert,
- Coordinate the provision of repairs to the public electricity supply network,
- Maintain communications with the Hazard Management Agency/Controlling Agency,
- Make available Western Power resources to support an emergency operation,
- Provide a Liaison Officer to the Emergency Coordination Centre, if required,
- Provide an officer to assist with recovery operations, if required.

TELSTRA

- Provide a Communications Coordinator to manage the Communications,
- Make available TELSTRA resources to support an emergency operation,
- Provide a TELSTRA Liaison Officer at the Emergency Coordination Centre, if required,
- Provide an officer to assist with recovery operations, if required.

DEPARTMENT OF EDUCATION AND TRAINING

- Make available school buildings and facilities to the Local Welfare Coordinator, as required,
- Provide support staff to the Local Welfare coordinator, as required,
- Provide an officer to assist with recovery operations, if required.

BUREAU OF METEOROLOGY

- To provide meteorological information on significant weather events, to the committee,
- To ensure the all available meteorological information gathered, is accurate and presented to the committee as required.

DEPARTMENT OF HOUSING

- Co-ordinate emergency management arrangements, to protect the public housing,
- Assist relevant authorities in managing the impact of emergencies on Western Australian communities.

MAIN ROADS WESTERN AUSTRALIA

- To coordinate road closures and appropriate signage required, for an emergency on Highways and Main Roads,
- Provide emergency contact numbers,
- Inform the travelling public of changes to road conditions.

6. PUBLIC INFORMATION AND WARNINGS

Purpose	To provide for the effective collection, monitoring, management and dissemination of accurate, useful and timely information and warnings, to the public during emergencies.
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Refer WestPlan – Public Information

Element	Issue to be addressed
Authorisation of release	<ul style="list-style-type: none"> • Determination of the person/position (HMA) authorised to release emergency information to the public
Media Liaison Officer or Public Information Officer	<ul style="list-style-type: none"> • Should be appointed • Should be identified within the management structure • Should have a good working relationship with media • Should work closely with the Incident Controller/HMA • Work with 'one source/one message' philosophy • Must establish communications plan, consistent with WestPlan – Public Information
Method of release	<ul style="list-style-type: none"> • Radio – community, regional, state (contract with ABC - 684 AM) • Television – regional, state • Newspapers - local, state • Newsletter / mail drop • Community notice boards/ Community information centre/s • Emergency Service public address system • Multi-lingual releases • Telephone information service (Agency 1800 number) • Hazard Management Agency/Controlling Agency website
Information to be released	<ul style="list-style-type: none"> • Nature of the emergency • Location of the affected area, or potential area • Number of people likely to be involved • Continuing or expected hazards • Environmental impact • Economic impact • Agencies involved in response • Activities agencies are currently involved in • Extent of public and private damage • Safety instructions • How and where to get assistance • How and where to get further information
Regular Bulletins	<ul style="list-style-type: none"> • Timing for dissemination of emergency instructions to public • Timing to coincide with media agency deadlines

Rumour control	<ul style="list-style-type: none"> • Coordination of public information to avoid panic, fear and confusion resulting from rumours and hearsay • ALL releases must be authorised by Incident Controller/HMA • Media releases and information released to public should hold consistent information – one source/one message • Media talking points – people approached by media for interviews should refer to HMA 'Talking Points' detail
Documentation	<ul style="list-style-type: none"> • All documentation must be timed, dated and stored with other operational information
Target Recipients	<ul style="list-style-type: none"> • Members of the effected community • Schools, day care centres, hospitals, aged care homes, and other areas where vulnerable people may be found • Industry and commerce that may be effected • Relevant Government agencies • Critical infrastructure, essential services • Tourists • Local government • Special interest groups • Consult BEMA (or ISG) for vulnerabilities • LEMC, ISG and/or HMA/CA
Special Needs Recipients	<ul style="list-style-type: none"> • Non-English speaking • High dependency groups (ie Sight, hearing, intellectually impaired) • Tourists, visitors
Warning Content	<ul style="list-style-type: none"> • From official source – reference quoted • Brief • Non-technical language • Nature of problem/risk • Location/extent of problem/risk (area affected) • Anticipated time to make safe • Probability of event or significant consequences occurring • Safety instructions – protective action • Time of next warning / update • In format recognized by target audience

7. IMPACT ASSESSMENT

Purpose	To assist in planning, formatting and conducting an impact assessment. This assessment gathers information on the magnitude of the event, and the extent of its impact on both population and infrastructure.
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Impact assessment should be conducted in consultation with HMA/CA

Element	Issue to be Addressed
Area affected by the event	<ul style="list-style-type: none"> • Location and size, • local resilience level to hazard, • Significant facilities e.g. critical infrastructure, hospitals, schools, day care centres within the affected area
Numbers affected by the event	<ul style="list-style-type: none"> • Dead • Injured – determine or estimate the number • Sick • Homeless as a result of event, logistical requirements • Numbers evacuated (where to) • Numbers requiring evacuation • Members of the community suffering personal hardship • Specific vulnerabilities of effected community
Emergency medical, health, nutrition, water and sanitation situation	<ul style="list-style-type: none"> • Level of service available to the community • Level of assistance required to maintain sustainability • Duration until restoration
Level of continuing or emerging threats	<ul style="list-style-type: none"> • Secondary consequences – flood, road conditions • Health issues (poor sanitation, limited electricity to power pumps, fridges and freezers)
Damage to infrastructure and critical facilities	<ul style="list-style-type: none"> • Condition of electricity, gas, water and sewage treatment Infrastructure, including contamination, leakages etc • Time to restoration of services • Identify and evaluate possible alternative water, electricity sources • Conditions of roads - how will this affect access and egress • Will condition of road affect any critical infrastructure
Damage to homes and public buildings	<ul style="list-style-type: none"> • Approximate the number of private dwellings and public buildings damaged or destroyed • Estimate of habitability inspections to be undertaken • Identify any damage or destroyed buildings that were listed as evacuation centres
Damage to commercial premises	<ul style="list-style-type: none"> • Approximate the number of commercial buildings damaged or destroyed • Estimate the impact this will have on the community
Damage to agriculture and food supply systems	<ul style="list-style-type: none"> • Estimate of effect on agricultural crops and production

<p>Damage to economic and social resources</p>	<ul style="list-style-type: none"> • Damage to industry which may result in long term social problems • Effects on community or government infrastructure
<p>Level of response by the affected area and the internal capacity to cope with the situation</p>	<ul style="list-style-type: none"> • Is the community capable of looking after itself with minimal assistance? • Is significant outside assistance required? • What type of assistance would be required • How urgent would the assistance be? • Number of people requiring urgent personal hardship assistance