



BUNBURY EMERGENCY MANAGEMENT ARRANGEMENTS

RECOVERY ARRANGEMENTS

July, 2014



INTRODUCTION

Recovery should be managed and planned for in a structured manner. The broad needs created by the impact of an emergency or disaster on the Bunbury community, will only be met through a range of services, provided by both government and non-government organisations.

At the local level, the focus of recovery planning and management is on the restoration of community. Within emergency planning responsibilities, the City of Bunbury local arrangements will incorporate recovery planning and, from an operational point of view, a range of services, including both infrastructure and human services. These arrangements will assist in providing coordination for the activities of local agencies.

The primary focus of Bunbury Emergency Management Arrangements is to mitigate the effects of disasters. Within this context, recovery is defined as the coordinated process of supporting disaster affected communities in the reconstruction of physical infrastructure and restoration of emotional, social, economic and physical well-being.

Recovery is best achieved when the affected community is able to exercise a high level of self-determination.

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COB ENVIRONMENTAL PLANNER	1
COB HEALTH SERVICES	1
DEPARTMENT FOR CHILD PROTECTION AND FAMILY SERVICES	1
WA POLICE BUNBURY STATION	1
WA POLICE SW DISTRICT OFFICE	1
DFES SW DISTRICT OFFICE	3
STATE EMERGENCY MANAGEMENT COMMITTEE SECRETARIAT	2
SOUTH WEST HEALTH CAMPUS	2
AQWEST	1
WESTERN POWER	1
SOUTH WEST DEVELOPMENT COMMISSION	1
CENTRELINK	1
RAC INSURANCE	1
DEPARTMENT OF INDUSTRY AND RESOURCES	1
SECRETARY - SOUTH WEST CATCHMENT COUNCIL	1
BUNBURY ENVIRONMENT AND SUSTAINABILITY ADVISORY COMMITTEE	2
DEPARTMENT OF ENVIRONMENT REGULATION	1
DEPARTMENT OF PARKS AND WILDLIFE	1
SOUTH WEST ENVIRONMENT CENTRE	1
DEPARTMENT OF AGRICULTURE AND FOOD WA	1
WATERCORP	1
MAINROADS	1
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TELSTRA	1
BUNBURY PORT AUTHORITY	1
DEPARTMENT OF TRANSPORT	1
WESTNET RAIL	1
ST JOHN AMBULANCE	1
HOMESWEST	1
ALINTA GAS	1
RED CROSS	1
SALVATION ARMY	1
DISABILITY SERVICES	1
SILVER CHAIN	1
POPULATION HEALTH	1
CENTRECARE	1
SOUTH WEST MIGRANT SERVICES	1
BUNBURY DISTRICT EDUCATION OFFICE	1

AMENDMENT LIST

City of Bunbury
Emergency Recovery Arrangements

AMENDMENT RECORD

Proposals for the amendment or addition to these arrangements should be forwarded to the Chair of the Bunbury Emergency Recovery Committee.

AMENDMENT		DETAILS OF AMENDMENT	AMENDED BY INITIALS/DATE
NO.	DATE		
	2006	First Issue	L R WINTER
1	Feb 08	Review/contacts	LRW
2	Feb 09	Review/Formatting	PAN
3	March 11	Complete Review and restructure committees	LRW
4	July 2014	Complete plan review	CW ESM/EJH

DEFINITIONS

BEMA	-	Bunbury Emergency Management Arrangements
BERC	-	Bunbury Emergency Recovery Committee
BERMP	-	Bunbury Emergency Risk Management Plan
BRCC	-	Bunbury Recovery Coordination Centre
CA	-	Controlling Agency
COB	-	City of Bunbury
CPFS	-	Department for Child Protection and Family Services
DER	-	Dept. of Environment Regulation
DPaW	-	Department of Parks and Wildlife
DoT	-	Dept. of Transport
ECC	-	Emergency Coordination Centre
EOC	-	Emergency Operations Centre
DFES	-	Department of Fire and Emergency Services
HMA	-	Hazard Management Agency
IC	-	Incident Controller
LG	-	Local Government
RC	-	Recovery Coordinator
SRCC	-	State Recovery Coordinating Committee

1. AUTHORITY

These Arrangements have been prepared and endorsed by the Bunbury Local Emergency Management Committee (LEMC) and City of Bunbury. They have been tabled for information and comment by the South West District Emergency Management Committee (DEMC).

2. SCOPE

Scope of this plan will take into account the following functions:

- Activation mechanisms;
- Responsibilities and tasks;
- Recovery services;
- Resourcing arrangements; and
- Management structures and processes.

And take into account the priorities for recovery assistance defined as:

- Safety of individuals
- Social recovery
- Economic recovery
- Physical recovery
- Environmental recovery

The geographic area covered by these arrangements shall be the City of Bunbury municipal boundaries.

3. TITLE

The title of these arrangements is the Bunbury Emergency Recovery Arrangements (BERA)

4. AIM

The aim of the Bunbury Emergency Recovery Arrangements is to formalise arrangements for the effective management of recovery from emergencies and disasters.

5. PURPOSE

The purpose of providing recovery arrangements and services, is to assist the affected community towards management of its own recovery. Provide support to personal, business, environmental, family and community structures disrupted by the event. Facilitate the realignment of services to meet added community expectations.

6. OBJECTIVES

- Identify, mobilise and coordinate an effective process to facilitate the recovery of affected individuals, communities, business, infrastructure and environment as expediently as possible.

- Establish and articulate community recovery management structures and management processes which ensure community participation in the recovery process
- Identify trigger(s) for the activation of these arrangements

7. INTERFACE WITH OTHER PLANS

The Bunbury Emergency Recovery Plan is a sub-plan of the Bunbury Emergency Management Arrangements and as such should not be read in isolation to these plans and arrangements.

They are part of the Bunbury Emergency Risk Management process and interface with other emergency management plans and recovery plans at District and State levels.

8. ACTIVATION TRIGGER FOR BERC

The HMA/CA Incident Controller and/or Local Emergency Coordinator will advise and brief the recovery coordinator who in turn will consult with the Chairman of the BERC, to arrange for the activation of the BERC.

9. MEMBER AGENCIES

The following agencies and committees are recognised as integral members in the Bunbury Recovery Committee and sub-committees.

Organisation	Department
Department for Child Protection & Family Services	Emergency Service Coordinator
City of Bunbury	CEO Recovery Coordinator (Team Leader CSEM) Community Development Officer Operations Manager Team Leader Environmental Health Manager Development Services Marketing Development Officer Parks & Recreation Supervisor Environmental Planner Mayor Communications Officer Manager CLSEM Manager Finance Manager Environmental Health City Engineer Bunbury Tourist Bureau Coordinator Environmental Architect Recreation Officer
Salvation Army	Social Welfare
Centrelink	Employment/support allowances
Red Cross	Local Branch
SW Population Health Unit	Regional Emergency Coordinator
Chamber of Commerce	Vice President
SW Health Campus	Emergency Coordinator
Centre Care	Community Care
Bunbury Chamber of Commerce	
SW Development Commission	
Centrelink	Local Office
RAC Insurance	
Department of Industry & Resources	
SW Catchment Council	
Bunbury Environment & Sustainability Advisory Committee	Environment
DPaW	
DER	
SW Environment Centre	
Department of Agriculture and Food WA	
Aqwest	
Water Corporation	Drainage - sewage
Main Roads	Customer Service
Western Power	Operations
Telstra	Customer service/ Operations
Bunbury Port Authority	Harbor Master
Department of Transport	Transport
WestNet Rail	
St John Ambulance	
Homeswest	
Alinta Gas	
SW Migrant Services	
Bunbury Districts Education Office	
WA Police	OIC

10. KEY TASKS AND RESPONSIBILITIES

Planning tasks under the following categories will take account of and reflect the recovery priorities:

10.1 Transition from response

10.2 Management structure

10.3 Community involvement

10.4 Management of donations

10.5 Impact assessment

10.6 Data management

10.7 State Government involvement

10.8 Public information

10.9 Rehabilitation, restoration and assistance

10.10 Implementation of reduction measures

10.11 Financial management

10.12 Reporting

10.13 Managed withdrawal

10.1 TRANSITION FROM RESPONSE

Recovery starts while response activities are still in progress, and key decisions taken during the response phase are likely to directly influence and shape recovery. The Recovery Coordinator (**RC**) is identified in the Bunbury Emergency Management Arrangements, and should be available to take up the role while the emergency is still being attended to and the Incident Controller (**IC**) is managing response efforts.

During the response phase, many of the agencies with significant recovery roles are already heavily committed. Consequently, the RC needs to be involved in key response conferences and briefings as the most efficient way to:

- Align response and recovery priorities,
- Communicate with key agencies,
- Understand key impacts and tasks,
- Identify recovery requirements and priorities as early as possible.

The full BERC (including sub-committees) shall be called together as soon as possible for a briefing of the emergency situation, early in the response stage. This aids in a better appreciation of the impacts of the emergency, leading to more effective recovery operations.

Transition from response to recovery shall be formalised by completing the RESPONSE TO RECOVERY TRANSITION HANDOVER form (see appendix 4)

In the transition from response:

- The IC shall include the RC in critical response briefings,
- The RC shall ensure the IC is aware of recovery requirements and tasks, prior to the termination of the response phase,
- The RC shall ensure that agencies with response and recovery obligations, are aware of their continuing role,
- The BERC shall initiate key recovery arrangements, including full BERC sub-committee briefing, during the response phase and ensure formalisation of handover takes place.

10.2 MANAGEMENT STRUCTURE

The City of Bunbury has the responsibility to provide and maintain physical services relevant to recovery. This includes the provision of a range of human and social services to individuals and the community.

Recovery planning is undertaken by the Bunbury Emergency Recovery Committee (**BERC**) to address the needs of the community.

BERC- Operational Environment:

- Management of the recovery process at the local level, ensuring that community needs are met, either through local resources or by the acquisition of appropriate resources from the state/district level; and
- Provision by member agencies of a range of specific recovery services, ranging from reconstruction and physical infrastructure issues to personal support services.

In addition, the committee also reports on the progress and ongoing needs of the community to the next highest level of management (SRCO, LEMC, CoB Council,).

BERC- Roles:

- Prepare and maintain recovery arrangements;
- Meet regularly to maintain liaison between agencies, enhance understanding of roles, update contact arrangements and ensure the currency of local arrangements;
- Review recovery arrangements;
- Conduct, facilitate and encourage exercises and training programs;
- Establish arrangements for the conduct of post-disaster impact assessment, and for the collation, evaluation and use of the information gathered;
- Manage the provision of recovery services at the local level;
- Facilitate the supplementation of City of Bunbury resources which may be exhausted by an emergency, e.g. building inspectors, environmental health officers, human services staff etc. to ensure an adequate recovery program is provided;
- Formalise links with state/district plans and recovery agencies;
- Consider all aspects of a Bunbury community's recovery;
- Activate and coordinate service delivery; and
- Identify responsibility for the establishment and maintenance of contact and resource listings.

The Recovery Coordinator (RC)- Operational Environment

The Team Leader Community Safety & Emergency Management is the appointed RC for Bunbury In his/her absence, the Manager Community Law Safety & Emergency Management shall assume the role of RC.

The RC can be effective only with a support structure designed to facilitate and coordinate relief and recovery efforts. As the RC has no specific powers, it is important to work with agencies and representatives with the authority to accomplish dedicated tasks.

RC - Role:

- Ensure that appropriate strategies are put in place.
- Facilitate the acquisition and appropriate application of material, staff and financial resources necessary to ensure an effective recovery.
- Contribute to the resolution of community and political problems that emerge during the recovery process.
- Ensure the maximum community involvement in the recovery process.
- Ensure that immediate and long-term individual and community needs are met.
- During non-disaster periods, work in partnership with HMA's to increase recovery awareness and promote recovery planning with key stakeholders.

The BERC Shall:

- Ensure of the appointment of an RC prior to any event,
- Set up an office with administrative support,
- Facilitate representative sub-committees, to coordinate and action recovery tasks and disseminate decisions,
- Ensure and facilitate, the completion of the impact assessment,
- Assume public information responsibilities from response agency and provide information to the impacted area and to public and the media,
- In conjunction with the Department for Child Protection and Family Services (members of LEMC), facilitate and advise on State/Federal disaster relief funding, facilitate and advise on private aid and funding,
- Prepare oral and written financial and non-financial reports and briefs.

10.3 COMMUNITY INVOLVEMENT

Community involvement is the means whereby those directly affected by a disaster, help rebuild their own facilities and services. Community involvement provides a framework for re-establishing the economic, social, emotional and physical well-being of the affected population.

Community involvement in recovery shall be enabled by the BERC Human/Social Services Sub-Committee, who shall:

- Link with existing community networking structures,
- Enlist support of respected community leaders who can shape local opinion, exercise public and political influence and promote cohesion and stability,
- Structure the planning process, so it is open and encourages participation,
- Recognise the value of local knowledge, using it to identify and shape improvements to the physical and social environment.

BERC and RC should be aware of challenges involved in working with the community including:

- Recognising the balance between individual needs, versus greater community good,
- Minimising delays and meeting community expectations for timeliness,
- Setting priorities for restoration of the local and regional economy.

BERC Human/Social Sub-Committee Shall Promote Community Involvement By:

- Working within existing community organisations
- Recruiting representatives of the community into recovery planning
- Establishing strategies for uniting the community behind agreed objectives
- Providing “one-stop shops” for advice, information and assistance during the recovery period
- Establishing mechanisms for sharing information and reporting local initiatives (e.g., regular community meetings and local newsletters).

10.4 DONATION MANAGEMENT

Any request to initiate a public fundraising appeal for victims of an emergency, should be directed to the **Lord Mayor's Disaster Relief Fund (LMDRF)**.

This perpetual fund is incorporated under the Charitable Collections Act and has Australian Taxation Office, tax deductibility status. Funds are distributed in accordance with LMDRF policy and may be provided over and above relief payments, available through defined State/Commonwealth government assistance schemes or insurance.

Individual Assistance

Any requests for relief aid over and above assistance available through defined State and/or Commonwealth government schemes, should be referred to the LMDRF.

Public Fundraising Appeals

Applications for assistance to the LMDRF, need to include all of the details of any other funding assistance provided, to allow the Board of the Fund to consider the fair allocation of funds to claimants.

If the LMDRF Board agrees to any request, the Board will liaise directly with the BERC, to establish the required guidelines.

Donations of Services and Labour

Any donations of services or labour to assist with the recovery from an emergency, will be coordinated and administered by the BERC.

Donations of Goods

The Bunbury Emergency Recovery Committee will from the outset dissuade the spontaneous donations of goods. Past disaster history has proven this to be detrimental to the recovery process.

An announcement will be made through the BERC spokesperson and drafted by the communications officer, to announce this position from the outset of the recovery process.

When and if there is a legitimate need for specific articles or materials, this will be announced through the same public information channels.

Management of public donations BERC shall:

- Direct all public donations through the LMDRF
- Through public information BERC to dissuade spontaneous goods donations

10.5 IMPACT ASSESSMENT

Impact assessment involves gaining early and accurate information about the impact of the event on individuals, the community and infrastructure. Impact assessment is critical to the management of an effective recovery program and must involve all relevant agencies, working together to exchange information.

DFES Urban Search and Rescue Teams have reasonably sophisticated Impact Assessment capacity, whereby special and photographic data can be supplied to the Incident Management Team in real time. This data would be invaluable to aid in an assessment of the community impacts, including the early advice on whom may have lost assets. This capacity can be used even in thick smoke (in the case of the intelligence helicopter).

Council staff and others working with the RC, could include:

- HMA (including the IC and PIO),
- Social agencies,
- persons with immediate needs,
- Insurance Inspectors,
- Environmental Health Service,
- Engineers,
- Building Surveyors,

Data-gathering techniques include inspections and surveys but information will also come from self-reporting (to council, insurers, social agencies) and the media.

Data collection will begin during the immediate response phase of an emergency and have a short term focus.

To facilitate best management of data collection and avoid those affected being asked the same questions by numerous surveys, agencies must avoid acting independently and work within the BERC framework and liaison. Information collected must be carefully managed so as to retain community confidentiality, as to avoid any use for commercial gain.

It is recognised that various agencies will collect data for their own purposes, however, recovery planning must provide coordination of inspections, and the eventual synthesis of various reports into an overall summary.

Impact Assessment (managerial issues) BERC Shall:

- Use intelligence/planning information from the response operation, and set up a recovery liaison person in the EOC/ECC,
- Confirm the total area of impact for determination of survey focus,
- Manage the collection and collation of the required data,
- Set out the immediate information needs (ie infrastructure problems & status, damage impact and pattern, and welfare issues),
- Link with parallel data-gathering work,
- Identify and close information gaps (establish the 'big picture'),
- Assess the financial and insurance requirements of affected parties,
- Gather evidence to support requests for government assistance,
- Ensure all relevant information is strictly confidential, to avoid use for commercial gain.

10.6 INSPECTIONS & NEEDS ASSESSMENTS (SURVEYS)

Building inspectors, insurance assessors and various public health officers are likely to want to make inspections.

The inspection process needs to be managed to ensure that priority tasks are completed first and coverage is completed with efficient use of resources.

Surveys can be used to assist short-term recovery through:

- Determining numbers, locations, circumstances and special needs of displaced and/or injured people,
- Assessing the safe occupation of buildings and their continued use, especially emergency facilities,
- Confirming the state of lifelines/utilities,
- Assessing the need for temporary works, such as shoring and securing of property,
- Protecting property from unnecessary demolition.

Inspections and needs assessments also contribute to longer-term recovery measures through:

- Defining ongoing personal and community needs,
- Determining aid and resource requirements for permanent recovery,
- Estimating the total cost of damage,
- Acquiring engineering, scientific and insurance data to inform the disaster mitigation process.

Inspections and Needs Assessments (technical focus) BERC Shall:

- Establish and define the purpose of inspection/assessment and expected outcomes,
- Consistently apply agreed criteria (requiring a common understanding by the people undertaking the survey process),
- Collect and analyze data,
- Establish a method/process to determine the type of information needed for this recovery operation, defining:
 - how and who will gather the information (single comprehensive survey),
 - how information will be shared,
 - how information will be processed and analyzed,
 - how the data will be verified (accuracy, currency and relevance),
- Managing the process to minimise having to repeatedly make contact with victims,
- Select and brief staff,
- Maintain confidentiality and privacy of assessment data.

10.7 DATA MANAGEMENT

Acknowledgement of data transfer from response agencies and registration of evacuees details to the BERC.

IC, in conjunction with the RC, will need to consider the transfer of this responsibility to the agencies continuing to work on disaster assistance.

Key issues are:

- Clarity about the information demands that need to be met,
- Adequate definition of who is responsible for which part of the data management task.

Data Management - BERC Shall:

- Define who is responsible for which part of the data management task and ensure the proper processing/transfer of the relevant data,
- Create templates for impact assessment and for tracking assistance provided.

10.8 STATE GOVERNMENT INVOLVEMENT

State Government involvement in recovery is outlined in the Western Australia State Recovery Emergency Management Plan (WestPlan – RECOVERY COORDINATION:2013). This details arrangements that apply where an event is assessed as being of sufficient magnitude to require state involvement in the recovery process.

State level assistance will be provided in accordance with existing departmental or agency policies and work within the Western Australian Natural Disaster Recovery & Relief Arrangements (WANDRRA) (see appendix 7).

Government assistance aims to restore to communities, the capacity for self-help. Government assistance will involve **continuous demands for information** on problems encountered and the progress of subsequent recovery.

Government assistance may be in the form of:

- Provision of advice (SEMC Secretariat, Department for Child Protection and Family Services),
- Government HMA providing on-going advice and assistance, linking back into prevention and preparedness for future planning,
- Provision of assistance, where:
 - there is a statutory requirement for action, or need to invoke a statute to achieve the ends desired from the recovery process,
 - government assistance is essential to, or will make a significant contribution to, the coordination of the recovery process,
 - there are economies of scale that attract Government involvement.

Most State Government involvement and assistance during the recovery of an emergency, is delivered through a variety of government agency functions. The BERC shall develop and maintain local contacts within those agencies through the provision of representation on relevant BERC Sub-Committees.

State Government Involvement - BERC Shall:

- Establish strong relationships with key regional government agency representatives, and appoint them to appropriate BERC Sub-committees,
- Gain familiarity with the recovery claim process, Relief Fund applications and reduction plan proposals.
- Establish a system for recording all expenditure during recovery, in line with the requirements of the Recovery Plan (includes logging expenditure, keeping receipts and providing timesheets for paid labour)
- Answer requests for information from government agencies.

10.9 PUBLIC INFORMATION

Provision of public information must be deliberate, planned and sustained. Effective information management is the key to rebuilding community confidence. Only with the return of confidence will the community invest in its own recovery.

In the response phase public information primarily informs and reassures. In the recovery phase it is the mechanism by which the affected community and the wider public are encouraged to participate in the process of restoration and rehabilitation.

Public Information Continuity

The public information function should continue after the emergency response is over, lives are no longer at risk, and the state of emergency is over. The focus might change but the purpose of maintaining the flow of information remains.

Managing Public Expectations

Those affected – and the public at large – cannot be expected to understand the challenges faced by a Recovery Coordinator who, with limited resources and without statutory powers, will be attempting to coordinate the recovery effort. Prior agreements and planned press releases will serve to inform and pre-empt unrealistic expectations.

Coordination of Public Information Messages

Every agency participating in the recovery process will have a responsibility to communicate with their customers. Joint information centres, joint or agreed press releases and agreement on key messages will facilitate the process and provide a better service to those affected. An agreement shall be entered into among agencies as to protocols to be followed.

Role of Politicians

State/Federal politicians and the City of Bunbury Mayor will play key communication roles in providing information and participating in briefings. They will also have a role as spokesperson from time to time.

Communicating Change

Where recovery priorities or actions are likely to be controversial, those affected have the right to learn about it firsthand and to participate in the decision-making process. Face-to-face communication will be facilitated at both public meetings and private meetings with impacted residents/organisations.

Managing Media Interest

Media management will be conducted by experienced media personal working directly with the BERC (see BERC member representation) ensuring delivery of honest, suitable personnel, responsible for timelines, regular press releases, using a pre-appointed spokesperson, coordinating the communication of key messages, and using joint information centres (multi-agency coordination) will all assist with media management.

Electronic media such as websites (hosted by local government and participating agencies) and Internet news sites should be utilised during recovery. Providing answers to frequently asked questions on an advertised website (COB website would be made available for this) is an excellent public information tool.

Any potential impact on tourism must be acknowledged. Liaison with the Bunbury Visitor Centre should be maintained.

Public Information BERC Shall:

- Appoint potential spokespeople to deal with the media
- Manage public information during the transition from response to recovery when handover completed from HMA
- Identify priority information needs
- Develop a comprehensive media/communication strategy
- Coordinate public information through:
 - joint information centres
 - spokesperson/s
 - identifying and adopting key message priorities
 - using a single publicised website for all press releases
- Develop processes for:
 - media liaison and management
(all forms e.g. print, and electronic)
 - briefing politicians
 - alternative means of communication
e.g. public meetings, mailbox fliers, advertising
 - communicating with community groups
 - meeting specialist needs
 - formatting press releases
 - developing and maintaining a website
 - ensuring feedback is sought, integrated and acknowledged
- Monitor print and broadcast media, and counter misinformation.

10.10 REHABILITATION & ASSISTANCE

Recovery efforts after an emergency event may not ensure speedy return to normal. The pre-event status quo may not be possible to re-establish and the recovery effort must focus on restoring the *functions* of affected communities. Formal recovery arrangements may be scaled down or terminated as the community regains the means to manage its own affairs, despite some issues remaining to be resolved.

Assistance begins with the basic necessities of life – food, clothing, shelter, health and hygiene needs. Rehabilitation is about empowering individuals, families and communities to rebuild the social fabric of the local economy

A return to the normal structures of governance at the local and regional level is a foundation for restoring confidence and provides the mechanism for participation in recovery decision-making.

Rehabilitation and restoration priorities should be based on a comprehensive knowledge of the community's expectations and available resources.

Priority Considerations for Rehabilitation

- Restoration of essential services
- Allocation of limited resources
- Aid management
- Ongoing welfare requirements
- Health issues
- Law and order, including security
- Communications
- Transport, including the status of all roads, rail, seaport and airfield
- Utilities
- Business/commercial and rural sector requirements
- Residential property damage
- Social concerns, including psychological impacts and stress symptoms
- Recovery of educational establishments and review of their use during response phase.

Issues Associated with Rehabilitation

- Acceleration of pre-event economic trends – will the community continue to prosper or regress?
- Prioritisation (domestic vs commercial) – population density is likely to capture and determine prioritisation
- Prolonged welfare assistance
- Political will to acknowledge liability or to accord special funding
- The need for clarity with regard to insurance issues
- Difference of expectations between federal, state and local government
- Restoration to what level?
 - Is it affordable?
 - Is it a priority?
 - Is it legal?
 - Determining who pays.

Rehabilitation and Assistance BERC Shall:

- Establish a mechanism for receiving expert technical advice from lifeline groups
- Monitor and assist rehabilitation of critical infrastructure
- Prioritise recovery assistance
- Prioritise public health to restore health services and infrastructure
- Assist and liaise with businesses to re-establish and reopen
- Restore community and cultural infrastructure (including education facilities)
- Restore basic community amenities for meetings and entertainment
- Facilitate emergency financial assistance. (Dept. CPFS)
- Adjust capital works and maintenance programs.

10.11 IMPLEMENTATION OF RISK TREATMENT MEASURES

Measures taken during the risk treatment and preparedness phases can include preparatory work to make the recovery process faster and more effective. Sound risk reduction planning will contribute to recovery as much as it does to response.

The Bunbury Emergency Risk Management Plan (BERMP) includes measures to reduce hazards and risks.

Every emergency affords the opportunity to rethink the options for hazard and risk reduction, which may include:

- Suspending or amending capital works programs to reflect recovery priorities for restoration and removal
- Considering present/future pressures already identified in the BERMP
- hazard analysis covering:
 - risk frequency
 - consequences
 - perceptions.

The key issue or challenge will be pressure for rapid reinstatement of services and facilities (by necessity mean replicating the status quo), versus providing for longer-term viability (i.e., not replicating the risk).

Further challenges, during pre-event planning and recovery, can include:

- Political opposition to the active communication of risks because of fear of litigation and land devaluation issues associated with:
 - demolition
 - heritage status
 - insurance considerations (repair/reconstruction/removal).

Implementation of Reduction Measures BERC Shall Plan to:

- Take the opportunity, while doing the hazard analysis, to:
 - identify essential services and facilities in high-risk areas
 - consider the restoration options in the event of them becoming dysfunctional
- Record information within the Recovery Plan on pre-event consent preparation, Business Continuity Plans, and alternative providers
- Identify options based on research and consultation
- Undertake urgent hazard reassessment based on new (event) information
- Adhere to a BERMP.

10.12 FINANCIAL MANAGEMENT

Sound financial management is essential for maintaining the momentum of the recovery effort and promoting public and federal/state government confidence in the local recovery effort. The goal should be to facilitate an efficient return to economic and community normality through informed rather than ad hoc or reactionary decision-making.

Financial management in the recovery phase could include acquisition, distribution and *accounting* for funds. It should ensure:

- Streamlining of financial processes
- Cooperation between public and private sectors
- Appropriate levels of financial response.

Acquisition covers all sources of recovery funding and financial assistance (income) relating:

- Existing (reassigned/re-prioritised) budgets
- Savings and reserves
- Insurance payments (LG)
- Federal government financial assistance (received through recovery claim process)
- Grants

Refer to Part 6 – Finance and Part 7 - Insurance , of the *State Recovery Emergency Management Plan* which covers some aspects of relief funding and insurance recovery expenditure, including distribution of relief trust funds, for which BERC is responsible.

Financial management during the recovery phase raises a number of challenges, including providing:

- An emergency financial strategy (a back-up financial plan, retaining rating capacity, and provisions to divert funds)
- Capacity to revisit planning priorities
- Use of reserves
- Establishment of a relief trust fund
- The federal government recovery claim process (National Disaster Recovery & Relief Arrangements (NDRRA)).

Financial Management BERC Shall to:

- Review financial strategies
- Communicate with financial agencies, including insurance companies
- Keep financial processes transparent.

10.13 REPORTING

The purposes of reporting are to maintain accountability and transparency, to keep the community informed, gain support and assistance and record an account of recovery efforts, including lessons learned.

Regular and thorough reporting of an emergency event, and of the recovery phases, will provide the BERC with justification for actions taken and money spent to:

- The community affected by the emergency
- Ratepayers
- Taxpayers
- The public (through the media)

- Federal/state government if there are requests for physical assistance (e.g., from Defence Force) or financial assistance (requests for a donation to a Mayoral Relief Fund, or for recovery funding assistance).

A reporting system needs to cover the emergency event from beginning to the final stages of recovery.

Reporting systems must be flexible, simple and succinct and **have necessary administrative assistance** when required. As one type of reporting will not fit all situations, reporting systems should be event-specific.

The key people who will need to file regular reports are the IC (while the state of emergency is in place), the RC, and the BERC. It is also advisable that someone (COB finance officer/accountant or similar) keeps track of all expenditure.

As well as keeping a precise record of when the state of emergency was declared, and when it is terminated, regular reporting on the state of the following should take place:

- welfare
- public health
- business
- environment
- private property damage
- critical infrastructure
- communications
- adequacy of local resources
- external assistance
- transport

Coordinating production and maintenance of copies of reports (including other agencies) is an important management task. The sum of all the reports will provide a record of the recovery from the event.

Reporting BERC Shall Plan to:

- Provide a simple, flexible and succinct reporting system
- Provide adequate administrative support.

10.14 MANAGED WITHDRAWAL

The recovery phase must have an end. Organisational arrangements must be wound down and responsibility for completion of outstanding tasks and actions assigned and acknowledged. The recovery phase involves restoring the community to the point where normal social and economic activity may resume.

Managed Withdrawal BERC Shall Plan to:

- Continually review the recovery management process with a view to withdrawing as the community takes over
- Stage a public event of acknowledgement and community closure.

11 ACTIVATION OF RECOVERY ARRANGEMENTS (BERA)

The decision to activate these Arrangements will usually be made by the Incident Management Group as a result of an assessment of the assistance needed for recovery made by either:

- The Incident Management Group itself or
- Through consultation between the Hazard Management Agency (HMA) Incident Manager (IM) and the Local Emergency Co-ordinator
- Local Government(s)

Activation of these Arrangements is the responsibility of the Chair, Bunbury Emergency Recovery Committee in consultation with the RC.

12 RECOVERY CO-ORDINATION CENTRE

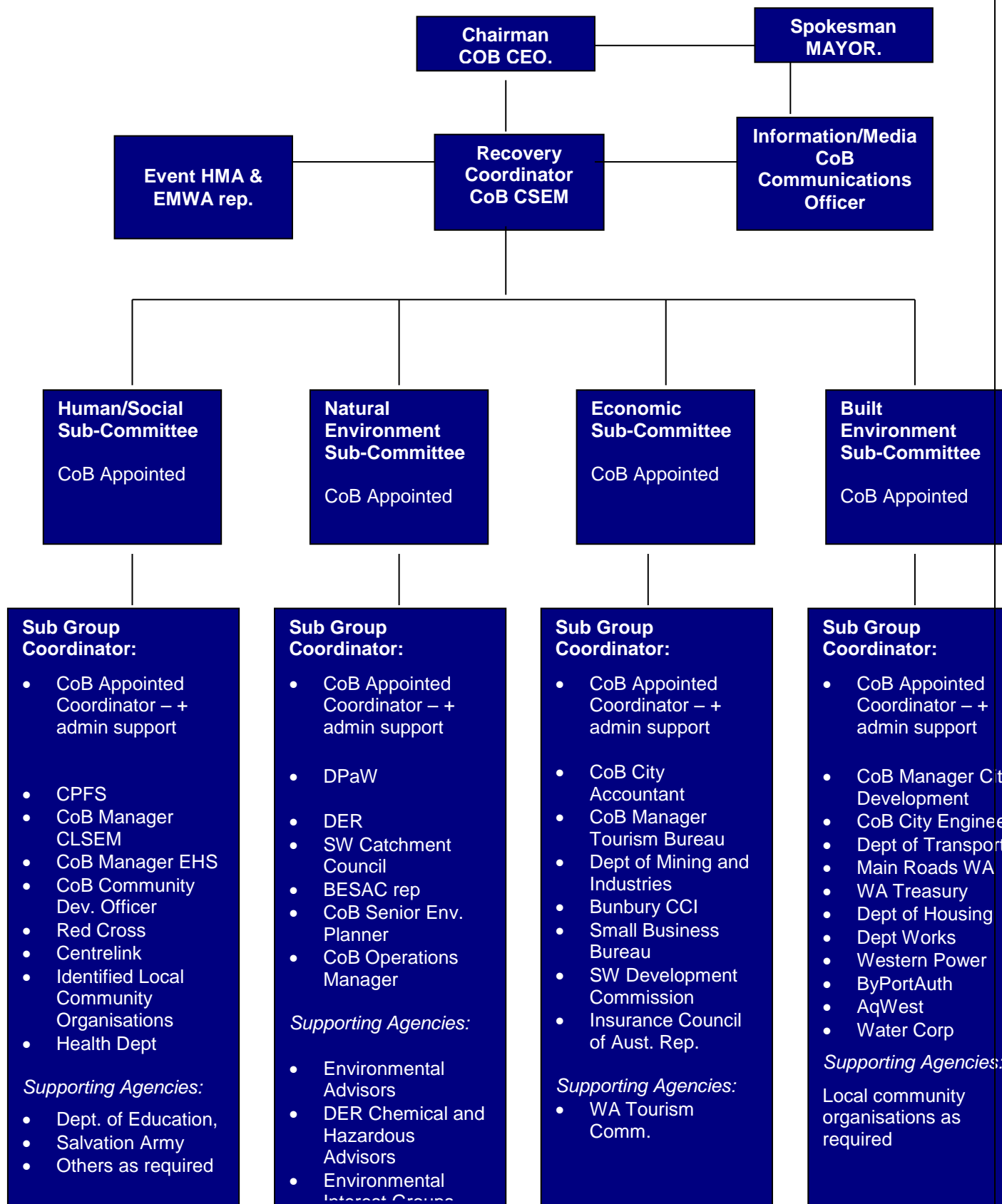
The Bunbury Recovery Coordination Centre (BRCC) will be located at the COB Administration Offices, 4 Stephen Street Bunbury. Where this location is unavailable or deemed unsuitable the BERC will designate an alternate location as soon as possible and publicise it after it is established.

One Stop Shop

Depending on the extent of the disaster a One Stop Shop (OSS) will be established at the City of Bunbury Administration Offices or the South West Sports Centre. OSS will arrange to have all necessary stakeholders and agencies set up to engage and assist with the community in all facets of the recovery process.

13 OPERATIONAL RECOVERY PLANNING

Depending upon the extent of the restoration and reconstruction required, the BERC may develop a specific recovery plan setting out the recovery process to be implemented (See Annexure B for an outline of a recovery plan).



BERC Sub-Committee Members

Human/Social Sub-Committee

COB Environmental Health Services
Department for Child Protection & Family Services
Red Cross
Department of Health
Salvation Army Captain
Centrelink

COB Community Development Officer
COB Manager Community Law, Safety & Emergency Management
COB Manager Environmental Health Serv.
Education Department
WA Police

Economic Sub-Committee

CoB Economic Development Officer
CoB Manager Tourism Information
Bunbury Chamber of Commerce
Insurance Council of Aust. Rep

SW Development Commission
CoB City Accountant
Dept of Mining and Industries

Natural Environment Sub-Committee

COB Environmental Planner

COB Manager Operations

SW Catchment Council

SW Environment Centre
Agriculture Department
Bunbury Environment Sustainability Advisory Committee rep
Dept. Environment and Regulation
Dept. Parks and Wildlife

Built Environment Sub-Committee

COB City Engineer
COB Manager Construction & Maintenance
COB Manager Development Services
WaterCorp
Western Power
Bunbury Port Authority
Homeswest

COB Building Construction Supervisor
COB Manager Waste Management
Aqwest
Main Roads
Telstra
Department of Transport

Organisation	Responsibilities
CoB CEO	Chair the BERC. Ensure key staffing roles including RC are fulfilled. Ensure all administrative support to RC and BERC. Ensure fulfilment of key operational elements in line with organisational responsibilities e.g., parks, roads, public amenities, building/planning, waste disposal
CoB Mayor	Ensure all key aspects of community recovery are undertaken, Act as spokesperson on behalf of the City of Bunbury and the Bunbury community
CoB Recovery Coordinator (RC)	Facilitate and coordinate all recovery actions as directed by the Bunbury Emergency Recovery Committee. To advise and inform community via spokesman and BERA in regards to all aspects of recovery
CoB Communications Officer	To provide a resource for the organisation through writing and distributing media statements on behalf of the organization. The Communications Officer also writes, produces and distributes promotional material and advises Executive Managers and Managers on media issues and assists with the preparation of protocols for dealing with the media
CoB Community Development Officer	Main focus is to provide social health and wellbeing of the Bunbury community from the physical to the spiritual. Involved in social program development & implementation. Securing funding. Contact with all human service providers located in the Greater Bunbury area
CoB Manager Community Law Safety & Emergency Management	To manage and co-ordinate ranger staff, emergency management, the cities asset security and crime prevention
CoB Manager Environmental Health	Oversee the administration of CoB as per Environmental Health Emergency Support Plan
CoB Manager Construction and Maintenance	To maintain and construct roads, drainage and paths within the City of Bunbury
CoB Waste Management Services	To coordinate and carryout waste collection and disposal, street and pavement sweeping, beach cleaning, litter collection, hard waste collection and green waste collection
CoB Parks & Gardens Supervisor	Coordinate the maintenance of parks, reserves, gardens and street trees within the City of Bunbury. Overseas staff of 27 persons
CoB Operations Manager	Overseas all outside staff activities
Department for Child Protection & Family Services	Coordinate all welfare arrangements Coordinate disaster relief funding Provide the Bunbury Welfare Arrangements
Salvation Army	Attend to welfare issues, food emergency accommodation, clothing, counseling requests under DCD direction
Centrelink	Employment and provide support allowance funding
Red Cross	Effect registration of displaced persons, assist with welfare issues under DCD direction. Bunbury has a team of 8 volunteers
Bunbury Chamber of Commerce and	Provide liaison and consultation with business

Industries	community needs
Telstra	As a national carrier and ISP Telstra function is to provide infrastructure to enable state, national and international communications. To provide communication services on a local and national basis and maintain the Telstra network
AqWest	Coordinate and manage reinstatement of Bunbury potable water supply
Water Corporation	Advise and coordinate all aspects of drainage from estuaries, inlets and waterways
Western Power	To maintain electricity supplies and ensure safety of public and infrastructure associated with the supply of that electricity across the network. Provide response for the reinstatement of electricity to Bunbury. Advise on priority of reinstatement of electricity.
Department of Education & Training	Provided comprehensive school education for more than 250,000 students in 770 schools within the Bunbury and Greater Bunbury areas.
Bunbury Police	To provide protection of life & property. Law enforcement/ apprehending and processing of offenders. Traffic management and road safety. Crime prevention and community policing. Assist with EM and co-ordination. Resources include staff, vehicles, mobile police facility, warning devices & communications district wide.
Bunbury Chamber of Commerce & Industries	To assist the people of Bunbury to operate a successful and efficient business. To promote and support business and economic development in the Bunbury region.
SW Catchment Council	To administer state, federal funding for environmental funding used within the South West
Bunbury Districts Education Office	To oversee district schools in the South West area. Provide training to staff and counseling to parents, staff and students. Administer policies from the Central Office
Main Roads	To provide safe and efficient road access that will enhance community lifestyles and ensure economic prosperity.
SW Development Commission	The South West Development Commission is a State Government agency, which works to help develop the South West regional economy and enhance the qualities that make the region so unique. The Commission works in close partnership with other State and Commonwealth Government bodies, local government, industry, business and community groups to ensure the region develops in a positive and sustainable way for the future
Bunbury Environmental & Sustainability Advisory Committee	To provide advice and policy direction to City of Bunbury councilors in regards to the surrounding environment. Assist in how money will be spent on and which nature reserves
Department of Environment and Regulation (DER)	Coordinate and assume responsibility for native flora and fauna recovery and management. Advise on matters pertaining to recovery and fire control. The department is responsible for protecting and conserving the environment and nature of WA for its intrinsic value and for the benefit of present and future generations. Function is to protect national parks, marine parks, conservation parks, state forests & timber reserves, nature reserves, marine nature reserves and

	marine management areas. Key responsibilities include broad roles in managing, regulating & assessing maintenance aspects of the use of the states natural resources.
Department of Parks and Wildlife (DPaW)	Coordinate and assume responsibility for native flora and fauna recovery and management. Advise on matters pertaining to recovery and fire control. The department is responsible for protecting and conserving the environment and nature of WA for it's intrinsic value and for the benefit of present and future generations. Function is to protect national parks, marine parks, conservation parks, state forests & timber reserves, nature reserves, marine nature reserves and marine management areas. Key responsibilities include broad roles in managing, regulating & assessing maintenance aspects of the use of the states natural resources.
Bunbury Port Authority	To contribute to the economic growth and development of the South West region of WA by facilitating trade in a commercial and efficient manner. The role of the Bunbury Port Authority is to operate an efficient and competitive port and to ensure that goods are moved reliably, efficiently and effectively between sea and land transport.
Department of Transport	To plan the cities and towns in which we live and the transport routes that connect us. To regulate and educate to keep people safe on roads, waterways and railways. To regulate pastoral lands that create agricultural exports and co-ordinate and priorities the infrastructure that allows the economy to grow

17 SUB COMMITTEE TERMS OF REFERENCE

Authority

The Human/Social, Natural Environment, Economic and Built Environment sub-committees are an integral part of the BERC and as such have the endorsement of the City of Bunbury Mayor and Councilors, Executive Management Team, LEMC and member agencies involved with recovery.

Scope

The scope of each committee will take into account the following functions:

- Correlation of responsibilities and tasks provided by sub-committee organisations
- Resources and operational abilities and constraints of sub-committee organisations

The geographical area covered in these arrangements shall be the City of Bunbury municipal boundaries

Aim

The aim of each sub-committee is to develop partnerships with sub-committee member organisations to provide the best possible recovery to the Bunbury community.

Purpose

The purpose of each sub-committee is to provide the BERC with a complete arrangement of recovery services and operational responsibilities, capacities and contingencies to enable effective recovery. Also to advise the BERC in times of disaster recovery in matters relating to specific areas of expertise that each sub-committee has within its membership

Key Tasks and Responsibilities

Each sub-committee shall:

- Develop operational and strategic partnership with sub-committee organisations promoting inter-agency cooperation.
- Investigate avenues in which organisations share expertise and resources to achieve common goals
- Ensure that cross over of organisation services is managed to maintain maximum efficiency of service provision
- Promote development of recovery training of key committee/staff members
- Promote Business Continuity Planning for all organisations
- Provide specialist advise to BERC in times of disaster and crisis recovery

Provide the BERC with:

- Complete list of organisation tasks and responsibilities (Who is doing what)
- Complete list of services available to the Bunbury community
- Resource capacities
- Contingencies for resource shortfalls
- Complete list of emergency contacts of each organisation

Reporting

The separate sub-committees will report to the BERC through their nominated representative. The representative will be a sitting member of BERC. Sub-committees shall provide updates on all information provided to BERC at least once annually.

BERC through the designated Recovery Coordinator will provide LEMC with an update of Recovery Arrangements before the end of March annually for inclusion into the Bunbury Emergency Management Arrangements (BEMA).

The updated BEMA will be available for COB and DEMC endorsement.

Operational Checklist	
Task Description	OK
Ensure RC is working closely with HMA's & IC	
• Liaise with relevant response agencies regarding location, size, type and potential impact of event.	
• Contact and alert key staff.	
• Determine likely human effects.	
Contact all BERC members (including sub-committee) for initial briefing (even in response stage)	
• Determine immediate short-term needs (e.g. accommodation, financial assistance and personal support).	
• Manage offers of assistance, including volunteers, material aid and donated money.	
• Assess impact of the event through information/data from local government, geographic data and relevant response agencies.	
• Meet with specific agencies involved with recovery operations to determine strategies.	
• Report to organisational hierarchy on likely costs/impact of involvement in recovery activities.	
• Organise briefing and debriefing processes for staff.	
• Activate outreach program to meet immediate needs and determine ongoing needs. Issues to be considered should include the need for specialist counselling, material aid, accommodation, financial assistance and social, recreational and domestic facilities.	
• Establish a 'one-stop shop' recovery centre to provide the affected community with access to all recovery services.	
• Manage restoration of essential infrastructure/utilities.	
• Manage the public appeal/private donations process.	
• Brief media on the recovery program.	
• Assess reports gathered through an outreach program to assess community needs.	
• Identify special needs groups or individuals.	
• Meet with recovery SUB-COMMITTEES and agencies to consider full assessment of the impact of the event. Determine the best means of involving the affected community and determine action required from specific agencies.	
• Activate community (specific) recovery committees as necessary, ensuring active participation of members of the affected community.	
• Develop a community information process, including consideration of public meetings and newsletters.	
• Monitor staffing arrangements.	
• Review resources and services on an ongoing basis.	
• Determine longer-term recovery measures.	
• Continue to monitor agency activities and reduce/withdraw services when appropriate.	
• Debrief recovery agencies.	
• Consider community event to establish closure and experience sharing	

OPERATIONAL RECOVERY PLAN

The City of Bunbury and its BERC has prepared local recovery arrangements encompassing all elements of WESTPLAN - RECOVERY as a general recovery management plan. However, following a major emergency where substantial damage has occurred to residential, commercial and government buildings and other community infrastructure, and where significant reconstruction and restoration is required, an operational recovery plan could be prepared by the BERC.

The operational recovery plan should provide a full description of the extent of physical and human damage, and detail plans for restoration and reconstruction of the affected community.

Each operational recovery plan will be reflective of the individual emergency and the severity of the destruction and disruption. However, the following is offered as a guide to the elements that should be included, and is not intended to be prescriptive

Section 1

Introduction

- Background on the nature of the emergency or incident
- Aim or purpose of the plan
- Authority for plan

Section 2

Assessment of Recovery Requirements

- Details of loss and damage to residential, commercial and industrial buildings, transport, essential services (including state and local government infrastructure)
- Estimated of cost of damage
- Temporary accommodation requirements (includes details of evacuation centres)
- Additional personnel requirements (general and specialist)
- Human service (personal and psychiatric support) requirements
- Other health issues

Section 3

Organisational Aspects

- Details the composition, structure and reporting lines of the groups/committees and sub-committees set up to manage the recovery process
- Details the inter-agency relationships and responsibilities
- Details roles, tasks and responsibilities of the various groups/committees and those appointed to positions including Recovery Coordinator.

Section 4

Operational Aspects

- Details resources available and required
- Redevelopment Plans (includes mitigation proposals)
- Reconstruction restoration programme and priorities, (including estimated timeframes)
- Includes programs and strategies for government agencies to restore essential services and policies for mitigation against future emergencies
- Includes the local government program for community services restoration

- Financial arrangements (assistance programs (NDRA), insurance, public appeals and donations (see also Section 5 below)
- Public information dissemination.

Section 5

Administrative Arrangements

- Administration of recovery funding and other general financial issues
- Public appeals policy and administration (including policies and strategies for
- Office and living accommodation, furniture and equipment details for additional temporary personnel.

Section 6

Conclusion

Summarises goals, priorities and timetable of plan.

Signed by

**Chairperson,
Bunbury Emergency Recovery Committee
Date:**

STATE RECOVERY COORDINATING COMMITTEE
RECOVERY REPORT – (Emergency Situation)

Agency/Organisation:.....Report No:

To: Chairman, SRCC/State Recovery Coordinator

Situation Update: *Should include: full damage report (once only) and estimated amount in \$, work in progress including estimated completion dates, details of difficulties or problems being experienced.*

Proposed Activities: *Should include plans and strategies for resumption of normal services (where appropriate), plans for mitigation works, dates of commencement and completion of reconstruction works, possible disruption of activities of other agencies.*

Special Assistance

Requirements: *Includes support from other agencies, SRCC intervention with priorities.*

Financial Issues: *May include support from SRCC for additional funding from Treasury.*

Recommendations:

Signature

Title

**INCIDENT HANDOVER RESPONSE TO
RECOVERY**

During the post impact phase of any emergency, recovery activities will commence and many of these activities will continue for an extended period. There is no clear division from one element to another. The decision to move from the response to the recovery and the procedures for handover between the two elements rests with the appropriate Hazard Management Agency. To assist in the transition and mitigate against any confusion that may be generated with respect to jurisdictional or other activities the City of Bunbury requests that the following be considered prior to official handover.

The response phase can be considered to continue at least until the following conditions are met. On receipt of this notification the City of Bunbury will consider the emergency response complete and responsibility for full recovery passed over, it is also understood that some minor response activities may continue under authority of the HMA.

Incident Name:		Date:	
HMA:			
Incident Controller:			

Serial	Condition	Yes/No	Comment
A	All rescues have been accomplished		
B	All known injuries have been attended to		
C	Displaced provided with shelter		
D	Essential public services restored		
E	Temporary repairs made to designated buildings		
F	Physical and electronic communications largely restored		
G	Final situation report provided		

ADDITIONAL COMMENTS / CONDITIONS

Position	Name	Signature
HMA/CA Incident Controller		
CEO City of Bunbury		

RECOVERY COMMITTEE ACTION CHECKLIST

In The Transition From Response:	OK
IC shall include the RC in critical response briefings	
RC shall ensure the IC is aware of recovery requirements and tasks prior to the termination of the state of emergency	
RC shall ensure that agencies with response and recovery obligations are aware of their continuing role	
BERC shall initiate key recovery arrangements including full BERC sub-committee briefing during the response phase and ensure formalisation of handover takes place	
Management Structure the BERC Shall:	
Ensure of the appointment of an RC prior to any event	
Set up an office with administrative support	
Facilitate representative sub-committees to coordinate and action recovery tasks and disseminate decisions	
Ensure and facilitate the completion of the impact assessment	
Assume public information responsibilities from response agency and provide information to the impacted area and to public and media	
Facilitate and advise on State/Federal disaster relief funding, facilitate and advise on private aid and funding.	
Prepare oral and written financial and non-financial reports and briefs.	
BERC Human/Social Sub-Committee to promote community involvement by:	
Working within existing community organizations	
Recruiting representatives of the community into recovery planning	
Establishing strategies for uniting the community behind agreed objectives	
Providing "one-stop shops" for advice, information and assistance during the recovery period	
Establishing mechanisms for sharing information and reporting local initiatives (e.g., regular community meetings and local newsletters).	
Impact Assessment (managerial issues) BERC shall:	
Use intelligence/planning information from the response operation, and set up a recovery liaison person in the EOC/ECC	
Confirm the total area of impact for determination of survey focus	
Set out the immediate information needs: infrastructure problems & status, damage impact and pattern, and welfare issues	
Link with parallel data-gathering work	
Identify and close information gaps (establish the "big picture")	
Assess the financial and insurance requirements of affected parties	
Gather evidence to support requests for government assistance.	
Ensure all relevant information is strictly confidential to avoid use for commercial gain	

Inspections and Needs Assessments (technical focus) BERC shall:	
Establish and define the purpose of inspection/assessment and expected outcomes	
Consistently apply agreed criteria (requiring a common understanding by the people undertaking the survey process)	
Collect and analyse data	
Establish a method/process to determine the type of information needed for this recovery operation, defining: <ul style="list-style-type: none"> – how and who will gather the information (single comprehensive survey) – how information will be shared – how information will be processed and analysed – how the data will be verified (accuracy, currency and relevance) 	
Managing the process to minimise “calling back”	
Select and brief staff	
Maintain confidentiality and privacy of assessment data	
Data Management BERC shall:	
Define who is responsible for which part of the data management task and ensure proper process of relevant data transfer	
Create templates for impact assessment and for tracking assistance provided.	
State Government Involvement BERC shall:	
Establish strong relationships with key regional government agency representatives, and appoint them to appropriate BERC Sub-committees	
Gain familiarity with the recovery claim process, Relief Fund applications, and reduction plan proposals	
Establish a system for recording all expenditure during recovery, in line with the requirements of the Recovery Plan (includes logging expenditure, keeping receipts and providing timesheets for paid labour)	
Answer requests for information from government agencies.	
Public Information BERC Shall:	
Appoint potential spokespeople to deal with the media	
Manage public information during the transition from response to recovery when handover completed from HMA	
Identify priority information needs	
Develop a comprehensive media/communication strategy	
Coordinate public information through: <ul style="list-style-type: none"> – joint information centers – spokesperson/s – identifying and adopting key message priorities – using a single publicised website for all press releases 	
Develop processes for: <ul style="list-style-type: none"> – media liaison and management (all forms e.g. print, and electronic) – briefing politicians – alternative means of communication e.g. public meetings, mailbox fliers, advertising – communicating with community groups – meeting specialist needs 	

<ul style="list-style-type: none"> – formatting press releases – developing and maintaining a website – ensuring feedback is sought, integrated and acknowledged 	
Monitor print and broadcast media, and counter misinformation.	
Rehabilitation and Assistance BERC Shall:	
Establish a mechanism for receiving expert technical advice from lifeline groups	
Monitor and assist rehabilitation of critical infrastructure	
Prioritise recovery assistance	
Prioritise public health to restore health services and infrastructure	
Assist and liaise with businesses to re-establish and reopen	
Restore community and cultural infrastructure (including education facilities)	
Restore basic community amenities for meetings and entertainment	
Facilitate emergency financial assistance. (DCD)	
Adjust capital works and maintenance programs.	
Implementation of Reduction Measures BERC Shall Plan to:	
Take the opportunity, while doing the hazard analysis, to:	
<ul style="list-style-type: none"> – identify essential services and facilities in high-risk areas – consider the restoration options in the event of their becoming dysfunctional 	
Record information within the Recovery Plan on pre-event consent preparation, Business Continuity Plans, and alternative providers	
Identify options based on research and consultation	
Undertake urgent hazard reassessment based on new (event) information adhere to a BERMP.	
Financial Management BERC Shall to:	
Review financial strategies	
Communicate with financial agencies, including insurance companies	
Keep financial processes transparent.	
Reporting BERC Shall Plan to:	
Provide a simple, flexible and succinct reporting system	
Provide adequate administrative support	
Managed Withdrawal BERC Shall Plan to:	
Continually review the recovery management process with a view to withdrawing as the community takes over	
Stage a public event of acknowledgement and community closure.	
Management of Donations:	
Direct all public donations through the LMDRF	
Dissuade spontaneous goods being donated through BERC spokesman	

WESTERN AUSTRALIA
NATURAL DISASTER RELIEF AND RECOVERY ARRANGEMENTS

Natural Disasters in Western Australia

Communities in Western Australia are affected by a range of *natural disasters* each year. Although significant efforts are undertaken by the emergency services, *state* agencies and local governments, communities and individuals to mitigate the impact of such disasters, it is not possible to prevent such disasters from occurring and impacting on Western Australian communities.

Whilst primary responsibility for safeguarding and restoring public and private assets affected by *natural disasters* rests with the owner, who should always plan for the vagaries of nature, the State Government recognises that disaster affected communities do not always have the resources to provide for their own recovery.

Western Australia Natural Disaster Relief and Recovery Arrangements (WANDRRA)

To assist the recovery of communities whose social, financial and economic well-being has been severely affected by a *natural disaster*, the State Government has established the WANDRRA, providing a range of *eligible measures* designed to help those within disaster affected communities.

Assistance is NOT provided as compensation for damage/losses sustained, or as a disincentive to self help by way of commercial insurance and/or other appropriate strategies of *disaster mitigation*. Insurable assets such as houses and vehicles will not be eligible under the WANDRRA.

<http://www.dpc.wa.gov.au/DPCFunctions/ReliefAndRecovery/Documents/WANDRRA%20LG%20Guide.pdf>