

Local Emergency Welfare Plan

Shire of Cranbrook

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

**Tabled and accepted at the
LOCAL EMERGENCY MANAGEMENT COMMITTEE on the 28 July 2021**

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

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

Contact details

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

Neville Blackburn
District Emergency Services Officer
Great Southern District
Department of Communities

E: neville.blackburn@communities.wa.gov.au

P: 9841 0744 (Direct Line)

M: 0438 934 827

Amendment List

AMENDMENT		DETAILS	AMENDED BY
NO.	DATE		NAME
	May 2019	Complete Review and Reissue.	Neville Blackburn
1	July 2021	Review and Update Contacts	Kevin Bransby
2			
3			
4			
5			
6			

Local Emergency Welfare Plan - Shire of Cranbrook

Contents

1.	Introduction.....	4
1.1	Outline.....	4
1.2	Exercise and review period	4
1.3	Welfare services definition	4
2.	Preparedness and Operation of this Plan	4
2.1	Organisational responsibilities	4
2.2	Special considerations	4
2.3	Resources – Preparedness and Operational	5
2.4	Training	8
2.5	Plan Activation Procedures	9
2.6	Plan Activation Stages	9
2.7	Public Information Management	10
2.8	Exchange of Information	11
2.9	Debriefs and Post Operation Reports	11
3	Recovery	11
3.1	Recovery Definition.....	11
3.2	Emergency relief and assistance in recovery.....	11
3.3	Financial Assistance in recovery.....	11
3.4	Cessation of recovery	12
3.5	Review of recovery activities.....	12
	Appendix 1 – Department of Communities Standard Operating Procedures	13
	Appendix 2 – Local Emergency Welfare Coordination	14
	Appendix 3 –Emergency Welfare Coordination Group/Partnering Agencies.....	15
	Appendix 4 – Organisational Responsibilities	18
	Appendix 5 – Emergency Accommodation.....	21
	Appendix 5A - List of Pre-Determined Welfare Centres	24
	Appendix 5B – Alternative Temporary Accommodation Services.....	26
	Appendix 6 – Welfare function of Registration and Reunification.....	27
	Appendix 7 – Emergency Catering Services	30
	Appendix 8 – Emergency Clothing and Personal Requisites	31
	Appendix 9 – Personal Support Services	32
	Appendix 10 – Key Contact Lists.....	35
	Appendix 11 – Sanitary, Waste Disposal, Hire Services:	38
	Appendix 12 – Security Companies:	38
	Appendix 13 – Distribution List:	40

1. Introduction

1.1 Outline

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

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

The scope of this local plan includes:

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

1.2 Exercise and review period

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

1.3 Welfare services definition

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

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

2. Preparedness and Operation of this Plan

2.1 Organisational responsibilities

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

2.2 Special considerations

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

Local Emergency Welfare Plan - Shire of Cranbrook

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

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

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

Animals in welfare centres

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

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

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

2.3 Resources – Preparedness and Operational

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

Welfare Resource	Responsibilities during Preparedness, Operation and Recovery
Communities State Welfare Coordinator (SWC)	The title "State Welfare Coordinator" used throughout this plan is the DoC representative appointed by the Communities Director General (DG). This role is delegated to the Director Emergency Services. Responsibilities include: (a) Coordination of all emergency welfare support services

Local Emergency Welfare Plan - Shire of Cranbrook

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

Local Emergency Welfare Plan - Shire of Cranbrook

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

Local Emergency Welfare Plan - Shire of Cranbrook

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

2.4 Training

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

Local Emergency Welfare Plan - Shire of Cranbrook

2.5 Plan Activation Procedures

DoC will activate this plan from two sources:

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

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

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

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

2.6 Plan Activation Stages

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

Activation Stage number	Activation Stage name and actions
Stage 1	Alert: By the HMA/Controlling Agency or by DoC SWC/ESC based on information provided from within DoC. (a) Partnering agencies are alerted by the SWC/ESC or Local Welfare Coordinator; (b) Partnering agencies alert their own personnel; (c) Additional information allowing partnering agencies time to arrange preliminary preparations is provided; (d) Key personnel are briefed on action to be taken; (e) Establish liaison as appropriate with the HMA/Controlling Agency and/or Emergency Coordinator.
Stage 2	Activation: By the HMA/Controlling Agency or by DoC SWC/ESC based on information provided internally and/or externally. (a) On behalf of the HMA/Controlling agency, and in consultation with the welfare centre owners, the Local

Local Emergency Welfare Plan - Shire of Cranbrook

Activation Stage number	Activation Stage name and actions
	<p>Welfare Coordinator organises for the designated welfare centre to be opened if required. The safest and most appropriate centre needs to be agreed on by the HMA, LG and DoC;</p> <p>(b) Required partnering agencies are activated by the SWC/ESC or Local Welfare Coordinator and proceed to the welfare centre;</p> <p>(c) Welfare services are provided under the coordination of the Local Welfare Coordinator with partnering agencies assisting as required;</p> <p>(d) Communications are maintained with the HMA/Controlling Agency, Emergency Coordinator, Local Welfare Coordinator and partnering agencies;</p> <p>(e) Welfare services requirements are continuously monitored and reviewed by the Local Welfare Coordinator and adjusted accordingly.</p> <p>(f) If required, requests for additional resource support at the local level should be made by the Local Welfare Coordinator to the SWC/ESC.</p>
Stage 3	<p>Stand Down: HMA/Controlling Agency to officially notify DoC to Stand Down; or SWC/ESC or Local Welfare Coordinator to request of HMA/Controlling Agency to Stand Down if they assess welfare services no longer required.</p> <p>(a) Partnering agencies are informed of the Stand Down by the SWC/ESC or Local Welfare Coordinator;</p> <p>(b) Partnering agencies stand down in accordance with relevant procedures for their agency;</p> <p>(c) Partnering agencies are to advise the SWC/ESC or Local Welfare Coordinator when stand down has been completed;</p> <p>(d) DoC to officially hand back the welfare centre facility to the owner and coordinate cleaning and any repairs required whilst the facility operated as a welfare centre;</p> <p>(e) The SWC/ESC or Local Welfare Coordinator advises partnering agencies of debriefing arrangements which will be conducted as soon as practicably possible;</p> <p>(f) Post operation reports to be written by DoC – see 2.9.</p>

2.7 Public Information Management

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

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

2.8 Exchange of Information

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

2.9 Debriefs and Post Operation Reports

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

3 Recovery

3.1 Recovery Definition

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

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

3.2 Emergency relief and assistance in recovery

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

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

3.3 Financial Assistance in recovery

Sourced from State EM Plan 6.10 –

Through **Disaster Recovery Funding Arrangements Western Australia (DRFAWA)**, the State Government provides a range of relief measures to assist communities recover from an eligible natural event

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

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

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

3.4 Cessation of recovery

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

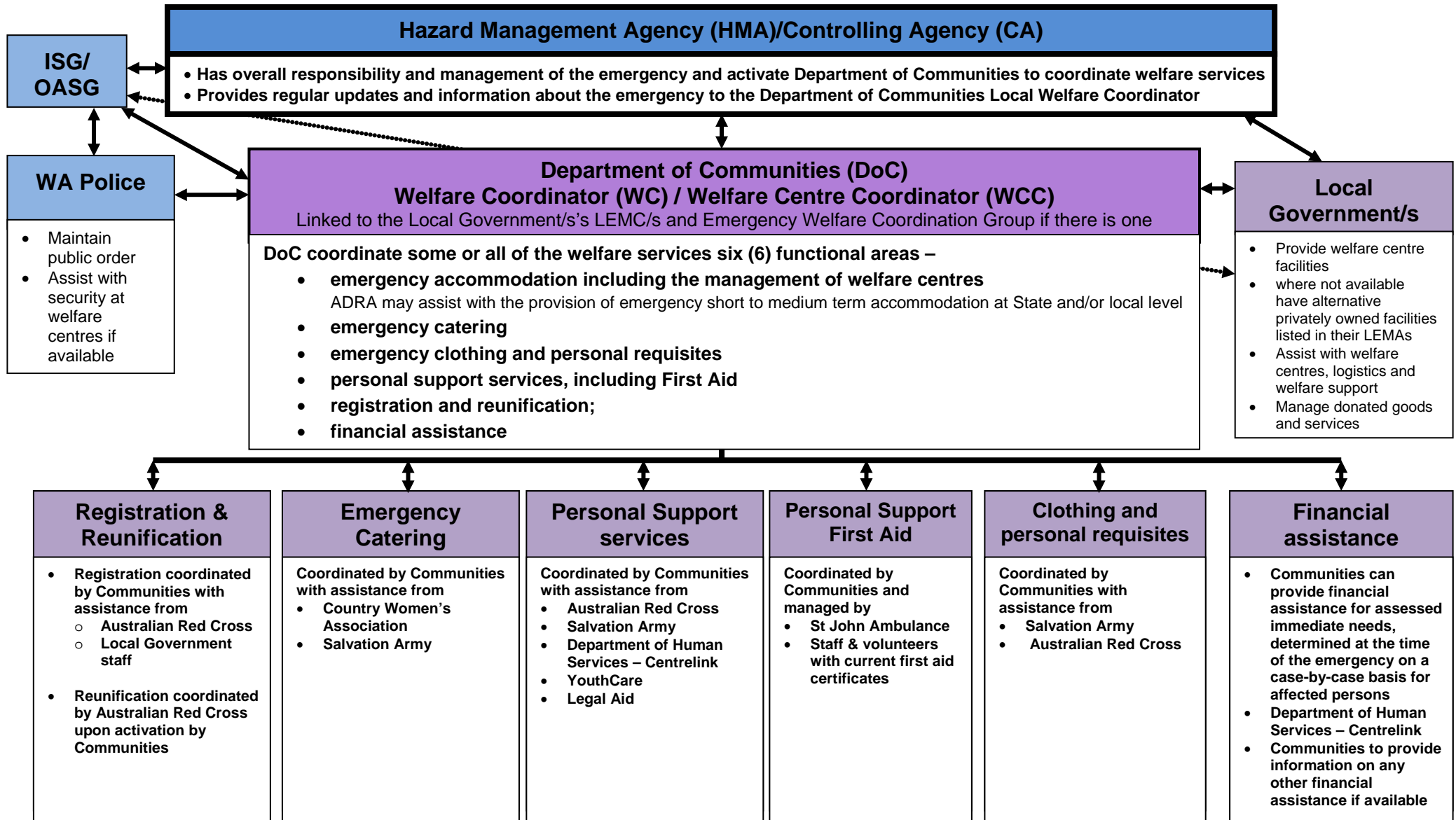
3.5 Review of recovery activities

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

Appendix 1 – Department of Communities Standard Operating Procedures

Appendix 2 – Local Emergency Welfare Coordination

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



Appendix 3 –Emergency Welfare Partnering Agencies

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

Organisation	Representative	Day Contact Details	A/H Contact Details	Postal/Email Address
Department of Communities (Child Protection)	Kellie Jaworski Local Welfare Coordinator	0428 384 355		
	Neville Blackburn District Emerg. Services Officer	0438 934 827	0438 934 827	Neville.blackburn@communities.wa.gov.au
Shire of Cranbrook	Shire Office	9826 1008		
	Garry Adams A/CEO	9826 2209	0456 600 133	garry.adams@cranbrook.wa.gov.au
	Jeff Alderton Manager Works	9826 2218	0437 450 147	jeff.alderton@cranbrook.wa.gov.au
	Trish Standish Manager Corporate and Community	9826 2207	0428 261 004	trish.standish@cranbrook.wa.gov.au
	Kevin Bransby Community Emergency Services Manager	9826 2206	0499 899 189	kevin.bransby@cranbrook.wa.gov.au
	Joe Duina Shire Ranger		0499 799 133	joe.duina@cranbrook.wa.gov.au
Department of Communities - Disability Services	Fiona Taylor Area Manager GS	6167 8667 0429 154 524	0429 154 524	Fiona.taylor@communities.wa.gov.au
Department of Communities - Housing	Ann Marie Johnson Regional Manager GS	9845 7101	0407 084 068	Annmarie.johnson@communities.wa.gov.au
Department of Communities	Neila Williams Regional Director	0423 298 147	0423 298 147	Neila.williams@housing.wa.gov.au
Country Women's Association	Carole Johnson (Broomehill)	9824 1354	0488 944 416	Carole354@hotmail.com
	Pauline Hoardacre (Mt Barker)		0429 173 180	
Australian Red Cross Perth	24 hour EM Control (24/7 Duty)			0408 930 811 – ring to

Local Emergency Welfare Plan - Shire of Cranbrook

Local Emergency Volunteers	Phone) Bernie Climie (Cranbrook)	0407 261 123		activate local team. Emails during activations, wadutyofficer@redcross.org.au .
Salvation Army	AuxLt Colette Albino	9841 1068 0405 860 071	0405 860 071	colette.albino@salvationarmy.org.au
YouthCare	YouthCare Chaplain Callout Brent Findlay Area Chaplain Albany	0407 413 855 0417 071 886		brentf@youthcare.org.au
Centrelink	Wendy Tysoe - Manager Andrea Parker Snr Social Wkr	6819 6530 0427 426 553 6819 6582 0429 121 849		wendy.tysoe@humanservices.gov.au andrea.parker@humanservices.gov.au
WA Police Force – Cranbrook	Sgt Natalie Wynen OIC Cranbrook Police Station	9826 1102 (option 4)	0436 857 926	Nat.wynen@police.wa.gov.au
DFES	Community Preparedness Advisor	9845 5000		
OEM	Adam Smith District Emergency Management Adviser	9845 5007 0429 104 007	0429 104 007	Adam.smith@semc.wa.gov.au
St. John Ambulance - Call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA	Communication Centre - Perth	9334 1234	Emergencies 000 / 112 / 106	
Local Contact (Albany)	Regional Mgr GS	9334 1330		
(Cranbrook)	Anne Parsons	9851 7278 0429 904 652		grumps27@y7mail.com David.Rae@stjohnwa.com.au
Community Paramedic	David Rae			
Department of Health Statewide Duty Officer - can organise a doctor at a welfare centre and/or write out prescriptions	Disaster Preparedness & Management Unit	08 9328 0553 Duty Officer 24/7	08 9328 0553 Duty Officer 24/7	
Local Contact (Albany)	Geraldine Ennis Regional Director Julie Hollingworth DON/ Health Service Manager	9892 2222 9892 2672 D/L 9848 0600		Geraldine.enniss@health.wa.gov.au 0428 481 201

Local Emergency Welfare Plan - Shire of Cranbrook

	Denmark Health Service, Multi-Purpose Service			
Health Department – Mental Health	GS Mental Health Albany Team Clinic Manager	9892 2440 0428 699 271		
Southern Aboriginal Corporation (SAC)	Oscar Colbung Asha Bhatt	9842 7777		Oscar@sacorp.org.au asha@sacorp.org.au
Albany and Regional Volunteer Service		9841 3588		

Appendix 4 – Organisational Responsibilities

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

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

Local Emergency Welfare Plan - Shire of Cranbrook

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

Local Emergency Welfare Plan - Shire of Cranbrook

Agency / Organisation Name	Normal role if engaged
	<p>Accommodation by utilising Local Government facilities as Welfare Centres, and where not available have alternative privately owned facilities listed in their LEMAs;</p> <p>(3) Assist DoC to provide the initial welfare response to evacuating community members. See above 2.3 Local Government Welfare Support Response.</p> <p>(4) Assist with other welfare functional areas where agreed.</p>
Salvation Army	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Provide Emergency Catering at Welfare Centres;</p> <p>(3) Provide Emergency Clothing and Personal Requisites such as toiletries and other incidentals to those affected as required;</p> <p>(4) Assist with the provision of Personal Support Services;</p> <p>(5) Assist with other welfare functional areas where agreed.</p>
St John Ambulance	<p>Please call Communities Emergency Services - 0418 943 835 to approve cost before contacting SJA. If an ambulance is required, please call 000/112/106.</p> <p>(1) Provide a Support Agency Officer /s as required;</p> <p>(2) Provide qualified First Aiders at Welfare Centres, where required and available;</p> <p>(3) Assist with other welfare functional areas where agreed.</p>
Albany and Regional Volunteer Service Volunteering WA	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment;</p> <p>(3) Manage affiliated and spontaneous non-affiliated Volunteers;</p> <p>(4) Assist with other welfare functional areas where agreed.</p>
WA Police Force	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Maintain public order where required;</p> <p>(3) Assist with other welfare functional areas where agreed.</p>
YouthCare	<p>(1) Provide a Support Agency Officer/s as required;</p> <p>(2) Assist with the provision of Personal Support Services at Welfare Centres where available including practical support, emotional support and pastoral care support.</p> <p>(3) Assist with other welfare functional areas where agreed</p>

Appendix 5 – Emergency Accommodation

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

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

Points of clarification:

5.1 Establishment of welfare centres

As per State EM Policy -

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

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

5.2 Welfare centres definition

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

5.3 Safety considerations

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

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

5.4 Children, organisations, educational and care facilities

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

Local Emergency Welfare Plan - Shire of Cranbrook

Children and vulnerable people in Evacuation Centres

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

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

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

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

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

5.5 Animals in welfare centres

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

5.6 Responsibility for the welfare centre premises

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

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

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

5.7 School evacuations

If a school needs to evacuate upon receiving advice/instructions from the Incident Controller or HMA, they should try to evacuate to another school as a first option or self-manage in a DoC designated welfare centre. Schools can evacuate to the community welfare centre with the schools' students under the duty of care and responsibility of the evacuated school.

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

5.8 State Welfare Centres

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

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

Appendix 5A - List of Pre-Determined Welfare Centres

Primary Centre

Centre : Cranbrook Sporting Club (Frederick Square Pavilion)	Contact : Shire Office P: 9826 1008 Garry Adams, CEO M: 0456 600 133 Bernie Climie, Secretary, Sporting Club M: 0407 261 123
Address : King St, Cranbrook	
General Purpose Capacity : Standing 150-180; Sleeping 100; Duration 2-5 days	
Comments : Adjacent to Oval (ample parking), tennis courts and play equipment. Commercial kitchen. Male and female toilets (10 in total) and showers (6 in total). Adequate tables, chairs. Separate meeting rooms. Pet friendly.	

Alternative Centres (Short Term)

Centre : Cranbrook Shire Hall	Contact : Shire Office P: 9826 1008 Garry Adams CEO M: 0456 600 133
Address : Gathorne St, Cranbrook	
General Purpose Capacity : Standing 200; Sleeping 125; Duration - short term	
Comments : Adjacent to Shire Offices, 3 male and 3 female toilets, no showers. Small kitchen, adequate tables and chairs, separate room. Small pets only.	

Centre : Tenterden Fire Shed & Community Hall	Contact : Butch Packard M: 0428 837 939
Address : Trimmer St, Tenterden	
General Purpose Capacity : Standing 70-90; Sleeping 40-50; duration – short term	
Comments : Lacks facilities e.g. only one Male/Female toilet/shower, limited kitchen, only 50 chairs.	

Centre : Frankland River Community Centre	Contact : Community Centre P: 9855 2310 Shire Office P: 9826 1008 Garry Adams CEO M: 0456 600 133 Teresa Lawson Manager FRCRC: 9855 2310
Address : 55 Wingebellup Rd, Frankland River	
General Purpose Capacity : Standing 60-80; Sleeping 50-70 ; duration – short term	
Comments : Limited facilities – 1 Male and Female toilet and shower, small kitchen. Adjacent to Oval, separate rooms, small playground, plenty of parking.	

Local Emergency Welfare Plan - Shire of Cranbrook

Alternative Centres (Short Term) (Continued)

Centre : Frankland River Hall	Contact : Shire Office P: 9826 1008 Garry Adams CEO M: 0456 600 133 Teresa Lawson Manager FRCRC: 9855 2310
Address : Wingebellup Rd, Frankland River	
General Purpose Capacity : Standing 200; Sleeping 125; duration – short term	
Comments : Limited facilities – no showers, small kitchen. Separate rooms, adjacent to Caravan Park and playground.	

Alternative Primary Centres (Outside the Shire of Cranbrook)

Centre : Mt Barker Recreation Centre (48kms)	Contact : Shire P: 9892 1111
Address : Albany Hwy & Woogenellup Rd	
General purpose capacity : 600; emergency 1500	
Comments : Not pet friendly; reliable mobile phone reception; landline connected; disabled toilet <i>*next to Mount Barker Community College -230 ha operational farm; sheds for storage.</i>	

Centre : Katanning Leisure Centre (89kms)	Contact KLC: 9821 4399, Kirsty Flugge, Centre Manager 0407 442 149
Address : Pemble St, Katanning	
General purpose capacity : 2500 (standing); 1000 (sleeping); Duration - up to 5 days	
Comments : Large facility with multiple showers and toilets, commercial kitchen and multiple rooms. Low fire or flood risk surrounded by ovals and in high area of town. Pet friendly with stables and stock pens on site, also large grass areas. 500 parking bays plus potential parking on oval.	

Local Emergency Welfare Plan - Shire of Cranbrook

Appendix 5B – Alternative Temporary Accommodation Services

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

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

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

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

Name	Address	Contact Details	After Hours Contact
Cranbrook Accommodation			
Cranbrook Hotel	Gordon St, Cranbrook	P: 9826 1002	
Cranbrook Caravan Park	King Street, Cranbrook	P: 9826 1008	0429 942 825
Bluebell Cottage Apartment	23 Climie Street, Cranbrook	P: 9826 1018	
Frankland River Accommodation			
Frankland River Chalets - Alkoomi	Wingebellup Road, Frankland River	P: 9855 2229	
Osborn Lodge	Yarnup Road, Frankland River	P: 9856 6289	
Frankland Valley Chalets – Ferngrove	276 Ferngrove Road, Frankland River	P: 9855 2378	
Mount Barker Accommodation			
Plantagenet Hotel-Motel	9 Lowood Rd, Mt Barker	P: 9851 1008	
Valley Views Motel & Chalets	Albany Hwy Mt Barker	P: 9851 3899	

Appendix 6 – Welfare function of Registration and Reunification

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

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

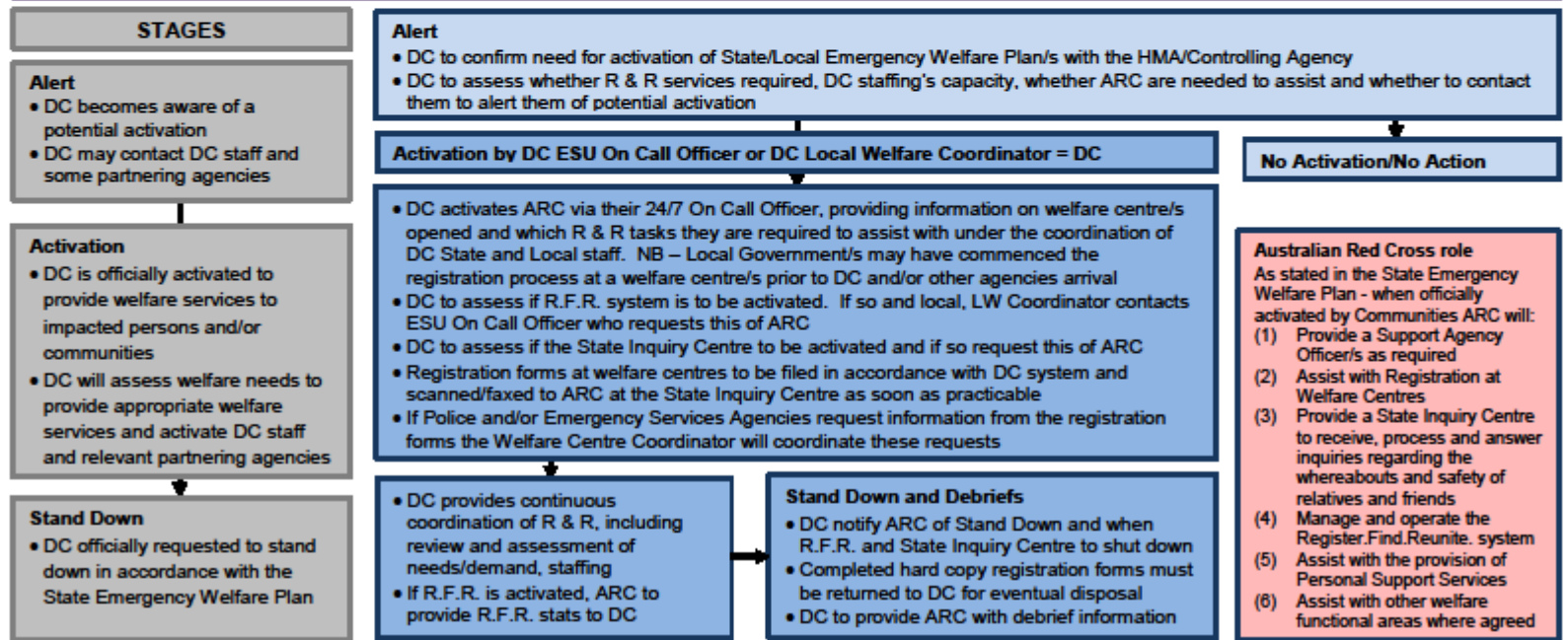
Communities Standard Operating Procedures for the welfare function of Registration and Reunification



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

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

Registration and Reunification Standard Operating Procedures – State and Local Levels



Local Emergency Welfare Plan - Shire of Cranbrook

Appendix 7 – Emergency Catering Services

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

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

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

Name	Address/capabilities	Contact Details	After Hours Contact
Albany			
Voluntary Organisations			
Salvation Army Emergency Services Unit 152-160 North Rd Albany	AuxLt Colette Albino	9841 1068 0405 860 071	0405 860 071
Commercial Food Outlets Cranbrook & Frankland River			
Cranbrook Supermarket & Newsagency	4 Gordon St, Cranbrook	9826 1026	
Foxy's General Store	Cnr Rocky Gully / Frankland Road, Frankland River	9855 2265	
Cranbrook Hotel	Gordon St, Cranbrook	P: 9826 1002	
Kaffe 107	107 Climie Street, Cranbrook	0460 784 902	
Mount Barker			
Mount Barker Super IGA	14 Lowood Rd Mount Barker	9851 3311	

WATER SUPPLIERS

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

Appendix 8 – Emergency Clothing and Personal Requisites

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

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

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

Name	Address	Contact Details	After Hours Contact
Supermarkets/General Stores Cranbrook & Frankland River			
Cranbrook Supermarket & Newsagency	4 Gordon St, Cranbrook	9826 1026	
Foxy’s General Store	Cnr Rocky Gully / Frankland Road, Frankland River	9855 2265	
Mount Barker			
Mount Barker Super IGA	14 Lowood Rd Mount Barker	9851 3311	
Mattresses, Bedding, Clothing etc			
DoC Emergency Services	Mattresses from stores in Perth. Allow 6-12 hours	ON CALL PH	0418 943 835
Hardware Stores Cranbrook & Frankland River			
Cranbrook Supermarket & Newsagency	4 Gordon St, Cranbrook	9826 1026	
Elders Cranbrook	Salt River Road, Cranbrook	9826 1105	
Frankland Rural	5 Trent St, Frankland River	9855 2288	
Foxy’s General Store	Cnr Rocky Gully / Frankland Road, Frankland River	9855 2265	
Mount Barker			
Mitre 10	14 Lowood Rd Mount Barker	9851 3323	

Appendix 9 – Personal Support Services

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

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

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

A list of relevant agencies and services is included below.

Advocacy and Counselling Services

Name	Contact Person and Address	Contact Details	After Hours Contact
DoC Psychological Services	Contact DoC Emergency Services	On Call phone	0418 943 835
DoC Psychology Services, Albany	Mahsa Anderson	9841 0777	
Department of Health – Great Southern	GS Mental Health Albany Team Clinic Manager	9892 2440 0428 699 271	
Dept of Human Services - Centrelink	Wendy Tysoe - Manager Andrea Parker - Snr Social Wkr	6819 6530 0427 426 553 6819 6582 0429 121 849	
Salvation Army	AuxLt Colette Albino	9841 1068 0405 860 071	0405 860 071
YouthCare	YouthCare Chaplain Callout Brent Findlay Area Chaplain Albany	0407 413 855 0417 071 886	
Anglicare		9845 6666	
Southern Agcare		9827 1552	
Telephone Help Services			
Rural Link Dept of Health Statewide Services	Availability 4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays. During business hours connected to local community mental health clinic	1800 552 002 1800 720 101 -TTY	
HealthDirect		1800 022 222	
WA Poisons Information Centre (WAPIC)	24hr advice on the management of poisonings or suspected poisonings, poisoning prevention, drug information and the identification of toxic agents.	13 1126 – 24 hour service	
Beyondblue Support Service	24 hour telephone service Chat online (3pm - 12am) - https://www.youthbeyondblue.com	1300 22 4636	

Local Emergency Welfare Plan - Shire of Cranbrook

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

Special Needs Interest Groups

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

Translation, Interpretive and Hearing (AUSLAN) Services

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

Medical Treatment

Plantagenet Hospital, Langton Rd Mount Barker - 9892 1222	
St John Ambulance Emergency Calls – Phone 000 Community Paramedic :	Royal Flying Doctor Service (RFDS) Medical Emergency Calls (24 hours) 1800 625 800, Satellite phone calls – 08 9417 6389 Admin - 9417 6300

Local Emergency Welfare Plan - Shire of Cranbrook

Chemists/Pharmacists

Plantagenet Hospital, Langton Rd Mount Barker - 9892 1222	Mt Barker Country Chemist, Lowood Rd Mount Barker - 9851 1010
--	--

Medical Supplies and Equipment including Wheelchairs

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

Medical Waste Contractors

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

Community and Aged Care Services and Facilities

--	--

Children Services

--	--

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

No Taxi Service	
Trans WA Rail and Coach	1300 662 205

Appendix 10 – Key Local Contact List

Organisation	Name	Work contact	After hours contact
Department of Communities Albany District Office	Kellie Jaworski Local Welfare Coordinator	9841 0777 0428 384 355	
District Director	Jan Wilkinson	0400 113 412	
District Emergency Services Officer	Neville Blackburn	0438 934 827	
Aboriginal Practice Leader	Rebecca Khan	0427 779 538	0439 934 175
DoC Emergency Services	Kim Dean, Director	6217 8194 Fax: 9221 6065	0418 943 835
Communities ES On Call Phone – all hours	Emergency Services	0418 943 835	
Department of Communities	Crisis Care	9223 1111 1800 199 008	9223 1111 1800 199 008 0418 951 460
	Corporate Communications	0418 951 460	
Shire of Cranbrook	Shire Office	9826 1008	
	Garry Adams CEO	9826 2209	0456 600 133
	Jeff Alderton Manager Works	9826 2218	0437 450 147
	Trish Standish Manager Corporate and Community	9826 2207	0428 261 004
	Kevin Bransby CESM	9826 2206	0499 899 189
	Joe Duina Shire Ranger		0499 799 133
WA Police Force GS District	Kim Travers District Superintendent	9892 9300 + option 4	
Cranbrook Police Station	Sgt Natalie Wynen OIC Cranbrook Police Station	9826 1102 (option 4)	0436 857 926
Office of Emergency Management – Great Southern Region	Adam Smith District Emergency Management Adviser	0429 104 007	
DFES Great Southern Regional Office	Wayne Green District Superintendent	9845 5000 (Duty No. – 24hrs)	
Dept of Health –	Geraldine Ennis Regional Director	9892 2222 9892 2672 D/L	

Local Emergency Welfare Plan - Shire of Cranbrook

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

Local Emergency Welfare Plan - Shire of Cranbrook

Lifelines

LIFELINES – PUBLIC INFORMATION	PHONE/FAX
Life threatening emergency	Emergencies 000 / 112 / 106
DFES Public Information Line	13 DFES (13 3337) www.dfes.wa.gov.au/Pages/default.aspx
Emergency WA website for emergency warnings	https://www.emergency.wa.gov.au/
Bureau of Meteorology website WA Tropical Cyclone Information WA Land Weather and Flood Warnings WA Coastal Marine Warnings Australian Tsunami Threat Information (1300 TSUNAMI)	http://www.bom.gov.au/index.php 1300 659 210 1300 659 213 1300 659 223 1300 878 6264
Main Roads Western Australia (MRWA) - Primary public contact point for road closure information	Phone: 138 138 Fax: 9323 4400 www.mainroads.wa.gov.au
Alinta Gas	13 13 58
ATCO Gas Australia	Faults (public no) – 13 13 52 Head Office 6163 5000
National Broadband Network (NBN)	No phone number listed on the NBN website https://www.nbnco.com.au/ https://www.nbnco.com.au/learn-about-the-nbn/what-happens-in-a-power-blackout/emergencies-and-outages.html
DBP Dampier Bunbury Pipeline	Faults – 1800 019 919 Head Office – 942 3800
Horizon Power	Faults – 13 23 51 Residential – 1800 267 926
Optus	131 344
Public Transport Authority	Emergency (public no) – 9220 9999 Head Office – 136 213
SES – Public assistance Communities making requests to SES go through the DFES Communication Centre (COMCEN) – 9395 9210 or 9395 9209. NB – SES may have limited capacity to assist due to other DFES operational requirements	132 500 Jono Boswell – Albany District Officer 9845 5000 Mob. 0427 005 114
Telstra	Faults – 13 20 00 Head Office – 13 22 03
Emergency Services Liaison Officer – Albany	Brad Nelson 0419 977 160
Water Corporation – Public assistance Water Corporation - Manager Control Centre Operations (MCCO) - 9395 9210 or 9395 9209 Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	Faults (public no) -13 13 75 Head Office – 9420 2420 Accounts and General

Local Emergency Welfare Plan - Shire of Cranbrook

Appendix 11 – Sanitary, Waste Disposal, Hire Services:

Name	Type of Supplies	Contact Details	After Hours Contact
Cranbrook			
Rubbish and Waste Removal			
Shire of Cranbrook		9826 1008	
Water Corporation Manager Control Centre Operations (MCCO)	Can assist with water and waste water infrastructure, Water Corp assets, access to key personnel, reps at All Hazard Liaison Group meetings, support for ISG, OASG and IMT, other support or info during operational situations	1300 483 514	1300 483 514
Sanitary Disposal / Bins			
Shire of Cranbrook		9826 1008	
Hire Services			

CLEANING SERVICES

Name	Contact Details	After Hours Contact
If required will utilise cleaning contractor/s employed by the Shire of Cranbrook	9826 1008	

Appendix 12 – Security Companies:

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

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

Appendix 13 – District Emergency Kits:

Contact Neville Blackburn, Great Southern DESO – 0438 934 827

Appendix 14 – Distribution List:

This plan has been distributed electronically to:

Department of Communities

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

Local Emergency Management Committee

- Shire of Cranbrook