



**GOVERNMENT OF
WESTERN AUSTRALIA**

STATE HAZARD PLAN

FOR

FLOOD

(WESTPLAN - FLOOD)

Prepared by



**APPROVED AT STATE EMERGENCY MANAGEMENT COMMITTEE
MEETING**

RESOLUTION NO: 19/2016

DATE OF APPROVAL: 24 May 2016

REVIEW DATE: August 2020

Contact Details

To provide comment on this plan, please contact:

Manager Hazard Planning
Department of Fire and Emergency Services
20 Stockton Bend, Cockburn Central WA 6164

Amendment List

| AMENDMENT | | DETAILS | AMENDED BY: (INITIALS) |
|-----------|----------|---|---------------------------|
| NO. | DATE | | |
| | 09/04 | Review and re-write of 1999 version. | |
| 1 | 09/06 | Amend 2004 version, congruous with the provisions of the <i>Emergency Management Act 2005</i> . | |
| 2 | 09/10 | Complete Revision. | |
| 3 | 2015 | Complete Revision | |
| 4 | May 2016 | Statement of fact amendments | SEMC Secretariat |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |

A copy of this Westplan is available on the State Emergency Management Committee (SEMC) internet site:

www.semc.wa.gov.au/resources/policies-and-plans/westplans

Table of Contents

| | | |
|--------|---|----|
| 1 | INTRODUCTION | 5 |
| 1.1 | AIM AND OBJECTIVES..... | 5 |
| 1.2 | SCOPE | 5 |
| 1.3 | HAZARD DEFINITION..... | 6 |
| 1.4 | SPECIAL CONSIDERATIONS | 6 |
| 1.4.1 | <i>Community Factors</i> | 6 |
| 1.4.2 | <i>Industry</i> | 6 |
| 1.4.3 | <i>Remote Aboriginal Communities</i> | 7 |
| 1.4.4 | <i>Isolation</i> | 7 |
| 1.5 | RELATED DOCUMENTS | 7 |
| 1.6 | AUTHORITY TO PLAN | 8 |
| 1.7 | PLAN RESPONSIBILITIES | 8 |
| 1.7.1 | <i>Advisory Groups/Subcommittees</i> | 9 |
| 1.8 | EXERCISE AND REVIEW PERIODS | 9 |
| 1.8.1 | <i>Exercising</i> | 9 |
| 1.8.2 | <i>Review</i> | 9 |
| 1.9 | ORGANISATIONAL ROLES AND RESPONSIBILITIES..... | 9 |
| 2 | RISK ASSESSMENT | 11 |
| 3 | PREVENTION AND MITIGATION | 12 |
| 3.1 | RESPONSIBILITY FOR PREVENTION AND MITIGATION | 12 |
| 3.2 | LEGISLATION AND CODES..... | 12 |
| 3.3 | RISK TREATMENT STRATEGIES | 12 |
| 4 | PREPAREDNESS | 15 |
| 4.1 | RESPONSIBILITY FOR PREPAREDNESS..... | 15 |
| 4.2 | PLANNING AND ARRANGEMENTS | 15 |
| 4.3 | GROUPS WITH SPECIAL NEEDS..... | 16 |
| 4.4 | RESOURCES | 16 |
| 4.5 | TRAINING..... | 16 |
| 4.6 | COMMUNITY INFORMATION | 17 |
| 4.7 | EVACUATION ARRANGEMENTS | 17 |
| 4.8 | LOCAL AND DISTRICT HAZARD EMERGENCY MANAGEMENT PLANS..... | 17 |
| 4.9 | INTER JURISDICTIONAL ASSISTANCE ARRANGEMENTS | 17 |
| 4.10 | AUSTRALIAN GOVERNMENT PHYSICAL ASSISTANCE | 18 |
| 4.10.1 | <i>Defence Assistance to the Civil Community</i> | 18 |
| 5 | RESPONSE | 20 |
| 5.1 | PRINCIPLES..... | 20 |
| 5.2 | ALERT | 20 |
| 5.3 | FLOOD WARNING SYSTEM..... | 21 |
| 5.3.1 | <i>Flood Watch</i> | 21 |
| 5.3.2 | <i>Flood Warning</i> | 21 |
| 5.3.3 | <i>Distribution of Warnings</i> | 21 |
| 5.4 | ACTIVATION | 22 |
| 5.5 | LEVELS OF RESPONSE | 22 |
| 5.6 | INCIDENT MANAGEMENT SYSTEM..... | 23 |
| 5.7 | RESPONSE PRIORITIES | 23 |
| 5.8 | HAZARD MANAGEMENT STRUCTURE AND ARRANGEMENTS | 23 |
| 5.8.1 | <i>Liaison Officers</i> | 24 |

| | | |
|--------|---|----|
| 5.9 | MULTI AGENCY SUPPORT STRUCTURE AND ARRANGEMENTS | 24 |
| 5.9.1 | <i>Incident Support Group (ISG)</i> | 24 |
| 5.9.2 | <i>Operational Area Support Group (OASG)</i> | 24 |
| 5.9.3 | <i>State Emergency Coordination Group</i> | 24 |
| 5.10 | EMERGENCY POWERS | 26 |
| 5.10.1 | <i>Hazard Management Officers</i> | 26 |
| 5.10.2 | <i>Authorised Officers</i> | 26 |
| 5.11 | EVACUATION | 26 |
| 5.11.1 | <i>Triggers for Evacuation</i> | 26 |
| 5.11.2 | <i>Facility Evacuation Plans</i> | 27 |
| 5.11.3 | <i>Notification of Evacuation Arrangements</i> | 27 |
| 5.11.4 | <i>Refusal to Evacuate</i> | 27 |
| 5.11.5 | <i>Return of Evacuees</i> | 27 |
| 5.12 | SUPPORT PLANS..... | 28 |
| 5.12.1 | <i>Health Response</i> | 28 |
| 5.12.2 | <i>Incident Response Communications</i> | 28 |
| 5.12.3 | <i>Public Information and Media Management</i> | 29 |
| 5.13 | FINANCIAL ARRANGEMENTS FOR RESPONSE..... | 29 |
| 5.14 | STAND DOWN AND DEBRIEFING | 29 |
| 5.15 | CONTACT ARRANGEMENTS | 30 |
| 6 | RECOVERY | 31 |
| 6.1 | RESPONSIBILITY FOR RECOVERY | 31 |
| 7 | INCIDENT ANALYSIS AND REVIEW..... | 32 |
| 7.1 | INVESTIGATION AND ASSESSMENT..... | 32 |
| 7.2 | IDENTIFYING RISK TREATMENT STRATEGIES | 32 |
| 8 | APPENDICES | 33 |
| | APPENDIX A - DISTRIBUTION | 33 |
| | APPENDIX B - ROLES AND RESPONSIBILITIES OF ORGANISATIONS..... | 34 |
| | APPENDIX C - OPERATIONAL SEQUENCE GUIDE – FLOOD | 38 |

1 INTRODUCTION

The flooding of rivers, lakes and basins following heavy rainfall is the most common form of flooding in Western Australia (WA). Flooding of rivers in inland areas can spread for thousands of square kilometres and may last for months. In contrast, hilly areas often contain smaller catchments with steeper rivers which flood with less than a day's warning and drain within a few days. Very high tides may also cause or exacerbate flooding in coastal areas. Intense bursts of rainfall often from thunderstorms may cause flash flooding which can become serious in small streams and in urban areas where drainage systems may not cope.

In severe floods it is possible for several hundred WA properties to be inundated and for adjoining roads and infrastructure to incur damage. In extreme events, it is not unheard of for whole communities to be relocated for weeks.

This Westplan has been prepared to meet the State Emergency Management Committee (SEMC) planning requirements under the *Emergency Management Act 2005 (EM Act 2005)*.

The Fire and Emergency Services (FES) Commissioner, is the Hazard Management Agency (HMA) for flood¹.

1.1 Aim and Objectives

The aim of Westplan – Flood is to detail the emergency management arrangements for potential or actual floods in WA.

The objectives of this plan are to:

- ensure WA has effective emergency management arrangements in place for potential and actual flood emergencies;
- define the responsibilities of DFES, Australian Government agencies, State Government agencies, local government, and emergency management agencies in the event of a flood emergency;
- detail arrangements in relation to the control, coordination of, response to, and recovery of potential or actual flood emergencies; and
- provide guidance for flood emergency management plans at all levels.

1.2 Scope

Westplan – Flood covers emergency management flood planning within the geographic boundaries of WA. The plan deals with risk treatment strategies, preparedness for flood, response to flood and initiation of recovery arrangements following the impact of a flood.

Westplan – Flood is designed to account for all flood magnitudes and generation mechanisms, except the following:

¹ *Emergency Management Regulations 2006 s 17(2)*

- Normal minor floodway flooding;
- Flash flood and similar localised events (refer to Westplan – Storm);
- Cyclonic storm surge (refer to Westplan – Cyclone); or
- Tsunami inundation (refer to Westplan – Tsunami).

1.3 Hazard Definition

A flood emergency is defined as a potential or actual flood event that requires a coordinated multi-agency response and the use of multi-agency resources.

In WA, flooding can be caused by a number of different mechanisms including heavy rainfall, storm surge, tsunamis and failure of engineered structures. The most common and significant threats to the social and economic well-being of flood prone communities arise from heavy rainfall and storm surges.

For further information on the flood hazard refer to the Bureau of Meteorology (BoM) website (www.bom.gov.au).

1.4 Special Considerations

1.4.1 Community Factors

Society is increasingly dependent on services and infrastructure such as energy supply, transportation, water, sewerage and drainage systems, and communication networks. This vital and critical infrastructure can be vulnerable in a flood emergency. Restoration may take significant time and prolonged outages may create secondary effects in the community.

As communities become more interconnected through modern telecommunications, increasing expectations are placed on emergency management agencies to respond sooner, over wider areas and in more sophisticated ways. Emergency management agencies recognise that putting out credible and timely information is as important as responding to an emergency in the rapidly transforming information age².

A number of people within the community have special-needs and require particular consideration in state, district and local level plans. Paragraph 4.3 broadly identifies these special-needs groups.

1.4.2 Industry

WA has oil, gas and mining industries that significantly contribute to the national economy. A notable component of these industries is the fly-in fly-out (FIFO) workforce.

² AFAC, *Strategic Directions for Fire and Emergency Services in Australia and New Zealand 2014 – 2016*, 2013, p. 6.

While industry is required to comply with a range of regulations and instructions such as the *Occupational Safety and Health Act 1984*, consideration should also be given to factors such as isolation, evacuation or re-supply of industry based communities as a result of a flood emergency.

Where a risk analysis identifies a reduced level of individual or community resilience due to the transient nature of the work force, DFES strongly encourages industry to develop specific risk treatment and preparedness measures in partnership with the local community.

1.4.3 Remote Aboriginal Communities

Several hundred remote Aboriginal communities (RACs) exist in WA and the majority of these communities are located in flood prone areas. Aboriginal communities have a unique culture that must be considered when planning for hazards and English is often the second or third language spoken.

The relationship with, and between land and tradition, are important considerations when a RAC decides where it will be located. This may result in the establishment of communities in isolated areas and in regions considered at higher-risk in terms of flood impact. Their isolation increases response times in the event of an emergency.

1.4.4 Isolation

The geographic dispersion of WA's communities can cause whole communities to become isolated during flooding. Ingress to and egress from such communities by normal transport may be restricted for long periods, possibly several months in extreme cases. The need for emergency re-supply of communities should be considered in flood planning.

1.5 Related Documents

This document is to be read in conjunction with the following suite of State Emergency Management (EM) documents:

- *Emergency Management Act 2005* (EM Act);
- *Emergency Management Regulation 2006* (EM Regulation);
- State Emergency Management Policy (State EM Policy);
- State Emergency Management Plan (State EM Plan);
- Relevant State Hazard Specific Plans (Westplans);
- State Emergency Management Procedures (State EM Procedures);
- State Emergency Management Guidelines (State EM Guidelines);
- and
- State Emergency Management Glossary (State EM Glossary).

It should be noted that the State EM Procedures are divided into Prevention, Preparedness, Response and Recovery sections, with

individual procedures referred to as 'State EM Prevention Procedure', 'State EM Preparedness Procedure', 'State EM Response Procedure' and 'State EM Recovery Procedure', as applicable.

In addition, the following documents relate to this Westplan:

- *Fire and Emergency Services Act and Regulations 1998;*
- *Land Drainage Act 1925;*
- *Main Roads Act 1930;*
- *Metropolitan Water Authority Act 1982;*
- *Metropolitan Water Supply, Sewerage, and Drainage Act 1909;*
- *Planning and Development Act 2005*
- *Meteorology Act 1955 (Cwlth);*
- *Water Agencies (Powers) Act 1984;*
- *Water Supply; Sewerage, and Drainage Amendment and Validation Act 1981;*
- the State Health Emergency Response Plan;
- the State Emergency Welfare Plan and its annexures on Reception and Registration and Reunification;
- The State Emergency Telecommunication Plan;
- The State Emergency Public Information Plan; and
- Local Emergency Management Arrangements.

1.6 Authority to Plan

The SEMC is responsible for arranging the preparation of State emergency management plans (Westplans)³. The FES Commissioner, as the prescribed HMA, is responsible for coordinating the development and maintenance of Westplan – Flood⁴.

The Minister for Water Resources has the function of developing plans for and providing advice on flood management⁵.

1.7 Plan Responsibilities

The development, implementation and revision of Westplan - Flood is the responsibility of DFES in consultation with key stakeholders, emergency management agencies and other support organisations⁶.

In order to ensure that the plan is consistent with flood planning responsibilities under the *Water Agencies (Powers) Act 1984*, the

³ *Emergency Management (EM) Act 2005* s 18(1)

⁴ State EM Policy Section 1.5.

⁵ *Water Agencies (Powers) Act 1984* s 9

⁶ State EM Policy Section 1.5

Department of Water (DoW) has been consulted during the preparation of the plan.

1.7.1 Advisory Groups/Subcommittees

1.7.1.1 Flood Warning Consultative Committee.

The Flood Warning Consultative Committee (FWCC) serves as a collaborative forum for Federal and State Government agencies to:

- undertake planning for warning systems and process improvements;
- establish requirements for new and upgraded flood forecasting and warning systems that are based on best practice; and
- provide strategic guidance on the overall development of flood warning services in WA.

The FWCC also promotes close liaison and effective coordination between meteorological and hydrological forecasting groups to create an environment in which the formulation and presentation of warnings are based on the best available technical and scientific knowledge.

The FWCC comprises of representatives from: BoM (Chair), DFES, DoW, Main Roads WA, Water Corporation, Western Australian Local Government Association, and other agencies as seconded by the Chair.

The FWCC meets at least two times per year, with additional meetings scheduled as considered necessary. The FWCC does not have an operational role.

1.8 Exercise and Review Periods

1.8.1 Exercising

The Response elements of Westplan – Flood will be exercised annually at the State and Regional level⁷. The activation of this Westplan counts as an exercise, if the post incident report is completed.

1.8.2 Review

Westplan – Flood will be reviewed by DFES annually, with a major review every five years.

1.9 Organisational Roles and Responsibilities

This Westplan details organisational responsibilities at a State-level and requires that participating organisations support planning at district and local level.

⁷ State EM Policy Section 4.8 and State EM Plan Section 4.7.

As the HMA for flood emergencies, the FES Commissioner is responsible for ensuring effective preparedness and response to this risk within the community.

A coordinated response to a flood emergency requires emergency management agencies and support organisations to undertake a variety of agreed and statutory responsibilities. These responsibilities are outlined at Appendix B.

2 Risk Assessment

In 2013, the SEMC coordinated risk assessment workshops to analyse the risks from cyclones, earthquakes, floods, storms, tsunamis, bushfires and heatwaves to six key areas fundamental to the wellbeing of the State, namely the potential impacts to the *People, Economy, Social Setting, Governance, Infrastructure* and *Environment* of Western Australia⁸.

Major flooding and storm events yielded higher order risks to the *People, Social Setting* and *Infrastructure* of the State.

The flood workshops investigated the impacts from two scenarios: a widespread flood event across the South West and a monsoon low event that generates flood conditions in the Kimberley, Pilbara and Goldfields. The analysis showed the *Economy* could be significantly affected under such circumstances due to the disruption to the resources sector, including the transport networks, potentially slowing the State's productive capacity⁹.

State-Level Average Risks

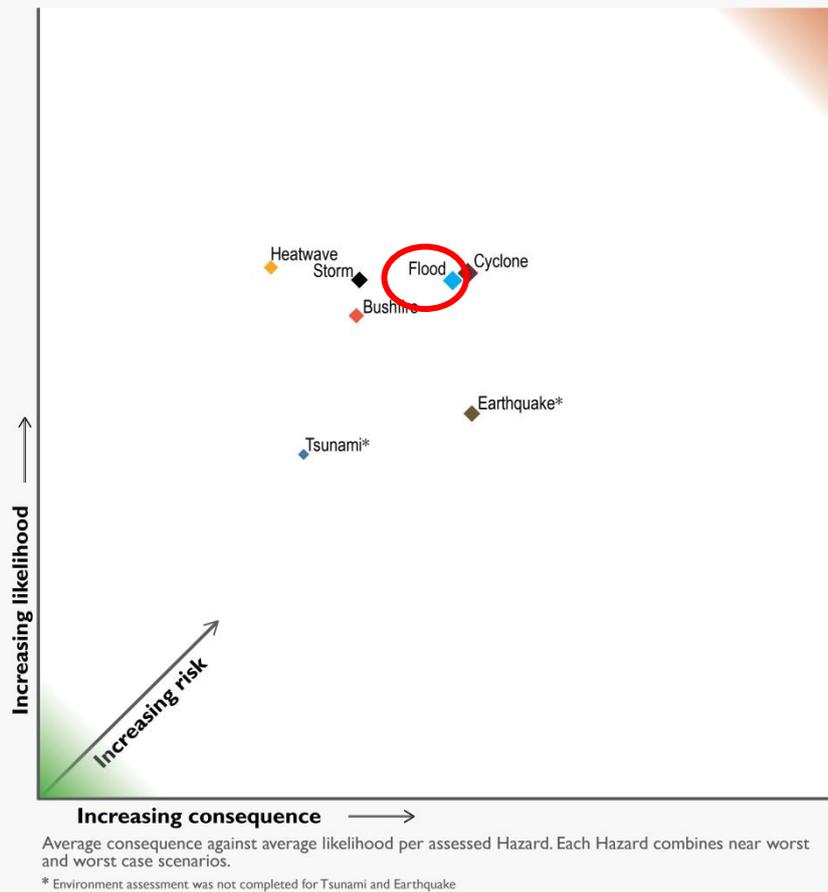


Figure 1 – Average consequence against average likelihood per hazard. Each hazard combines worst and near-worst case scenarios.¹⁰

⁸ SEMC, *Western Australian State-level Risk Assessment*, 2013, p. 2.

⁹ SEMC, p. 19.

¹⁰ Adapted from: State Emergency Management Committee, 2014. *Emergency Preparedness Report 2014*. State Emergency Management Committee, Perth.

3 PREVENTION AND MITIGATION

3.1 Responsibility for Prevention and Mitigation

Risk treatment strategies for flood emergencies within WA rely heavily on land use planning and the built environment. Responsibilities in these areas are divided between some State agencies and local government.

Local government has the responsibility for development and implementing prevention strategies for flood emergencies within WA. DFES also has limited responsibility for coordinating the risk treatment aspects of flood within the limitations of its legislative powers and resource capabilities.

DoW also has risk treatment responsibilities related to the development of floodplain management strategies which are empowered by the *Water Agencies (Powers) Act 1984*.

3.2 Legislation and Codes

Legislation is one of the key initiatives to ensure that risk treatment strategies are consistent and enforceable. Legislation applicable to managing the flood risk includes:

- *Building Code of Australia (updated annually);*
- *Building Act 2011;*
- *Building Regulations 1989;*
- *Emergency Management Act 2005;*
- *Emergency Management Regulations 2006;*
- *Fire and Emergency Services Act and Regulations 1998;*
- *Local Government (Miscellaneous Provisions) Act 1960;*
- *Local Government Act 1995;*
- *Main Roads Act 1930;*
- *Meteorology Act 1955 (Cwlth);*
- *Metropolitan Water Authority Act 1982;*
- *Metropolitan Water Supply, Sewerage, and Drainage Act 1909;*
- *Occupational Safety & Health Act 1984;*
- *Planning and Development Act 2005; and*
- *Water Agencies (Powers) Act 1984.*

3.3 Risk Treatment Strategies

Strategies to reduce the impact of floods on communities can include engineering solutions, such as the building of levees; social solutions, such as community education; and enforcement of legislative requirements, such as building restrictions in flood prone areas.

DFES conducts a series of community engagement programs and campaigns focused on providing knowledge, skills and behaviour change to achieve a greater level of community capacity and preparedness to respond to an emergency. These programs are generally conducted at a particular time of the year and while they have a state wide focus they encourage staff and volunteers to deliver content relevant to the local community where possible.

The Flood Smart Program works with volunteer and operational personnel to build the community's skills and knowledge to prepare their families and properties to respond to a flood event. The program is a Statewide initiative with a particular focus on the North West during the cyclone season.

Risk treatment strategies contribute to the increased resilience and reduction in vulnerability of our communities by proactively reducing or minimising the effects of hazardous events.

Key strategies are employed to mitigate the risks associated with flood, emergencies. These strategies are shown in Table 1.

| Strategy | Responsible Organisations |
|--|--|
| Promotion of, and participation in, community awareness campaigns or programs for 'at risk' communities. | Local governments (LGs) assisted by DFES |
| Application and enforcement of <i>The Building Codes of Australia</i> and informed land use planning for vulnerable areas. Building design to elevate floor or pad levels. | LGs supported by Department of Water (DoW) |
| Developing resilience in the community and minimising the vulnerability of communities to effects of flood. | LG |
| Encourage the relocation of structures to areas outside of the floodplain. | LG |
| Participation in research and development programs directed towards risk treatment. | DFES |
| Liaison with industry groups to promote and assist with mitigation planning for transient workforce populations | DFES |
| Provision of support to voluntary emergency organisations. | DFES, LG |
| Monitoring weather patterns to identify potential and or actual floods and issue warnings to the community. | BoM assisted by Flood Warning Operational Group and DFES |
| Provision of advice to the community in the form of Flood Information Bulletins, Flood Watch and Warning Messages. | BoM |
| Flood mapping. | DoW |
| Provision of advice on floodplain management. | DoW |

| | |
|---|---|
| Identification of suitable buildings for designation as Welfare/Evacuation Centre's. | Department for Child Protection and Family Support (CPFS) in consultation with LGs |
| Maintenance of a register of potential welfare/evacuation centres. | CPFS in consultation with Local Emergency Management Committee |
| Participation in the Flood Warning Consultative Committee. | BoM (Chair), DFES, DoW, Main Roads Western Australia (MRWA), Water Corporation, WALGA |
| Ensuring the sustainability of service delivery of critical infrastructure through design and maintenance standards. | MRWA, Network operators |
| Providing advice to agencies related to sustainability of critical infrastructure services and access in 'at risk' communities. | MRWA, Network operators |

Table 1 Flood Risk Treatment Strategies

4 PREPAREDNESS

4.1 Responsibility for Preparedness

Preparedness activities focus on developing systems to ensure the delivery of essential emergency response capabilities when an emergency occurs. These systems include development of plans and procedures, design of organisational structures, implementation of training, development of resource management systems, and community education related to preparation and response.

This section outlines measures to be taken to prepare for flood emergencies together with relevant responsibilities. Most of these activities commence well before the emergency. Exercising of these measures should be undertaken to retain confidence in their performance during emergencies.

As the HMA for flood the FES Commissioner has responsibility for:

- promoting an improved state of resilience within communities to improve the management of future risks; and
- ensuring all emergency management activities related to flood preparedness are undertaken.

4.2 Planning and Arrangements

Emergency management plans are to be developed and based on:

1. best practice principles;
2. technical and scientific knowledge;
3. historical data and information; and
4. local knowledge and experience.

Successful flood operations depend on good planning, effective use of resources and a coordinated response which is timely, efficient, effective, and sustainable.

The concept of this Westplan is to employ and coordinate the resources of State and Australian Government departments, authorities and agencies; resources available to private industry; and resources available to volunteer groups, for flood operations. This concept is based on:

- availability of the DFES 24/7 State Operations Centre (SOC) for receipt of flood notification reports;
- establishment of operational facilities at three levels (State, Regional and local), from which management of flood takes place;
- deployment of emergency service personnel;
- provision of expert technical advice on flood modelling by State and Australian Government agencies when requested by DFES; and
- tasking of agencies in a coordinated manner in support of DFES. Agency procedures are then employed to carry out tasks.

Local government is responsible for the development of local emergency management arrangements (LEMA)¹¹. The Local Emergency Management Committee (LEMC) is to provide advice to local government in this regard.

4.3 Groups with Special Needs

Special-needs groups include individuals and groups of people within the community for whom special consideration must be given in state, district and local level plans. These groups may require unique arrangements in regard to resources, mobility, timings, support or communications when responding to an emergency.

State EM Policy Section 4.6 and State EM Plan Section 4.6.1 outline the individuals and groups whose circumstances require special consideration in emergency management planning.

Special-needs groups should be included in the development of local risk plans for inclusion in LEMAs.

4.4 Resources

The identification of appropriate and adequate resources and expertise is essential to preparedness for a flood emergency. Planning at all levels should reference resource management, inventory and acquisition arrangements.

Resources that are used in flood emergencies may be required at short notice and may include: urban search and rescue (USAR) resources, transport resources, earth moving machinery, signage, generators, lighting, pumps, temporary toilet facilities, potable water, and medical equipment.

DFES is responsible for the overall provision, coordination and management of resources required to respond to a potential or actual flood emergency, including acquisition, pre-positioning and inventory management. Emergency management and support agencies are required to provide their own resources in the first instance and to make requests for additional resources to DFES as required.

LEMAs and district emergency plans should incorporate the use of community and industry resources, especially in relation to accommodation and welfare.

Where an operation is beyond the resources of the State, a request for assistance from other jurisdictions may be made in accordance with section 4.9 and 4.10 of this Westplan.

4.5 Training

DFES is responsible for training and equipping an emergency service capable of assisting the community to manage the effects of a flood.

Emergency management and support agencies are also expected to provide trained and equipped personnel. DFES is responsible for conducting multi-agency exercises for the relevant level of emergency management, thereby

¹¹ EM Act 2005 s 41

ensuring all agency personnel are aware of their role in the organised response.

4.6 Community Information

DFES, BoM, and local governments provide a contribution to education programs developed to inform and educate the public on flood notification, risk and management.

In the months leading into, and during the cyclone and flood season DFES releases monthly preparedness Fact Sheets or Themes through an extensive email network established in the Midwest-Gascoyne, Pilbara and Kimberley. The Fact Sheets or Themes are distributed by the people on the email network to their social, work or interest groups. They are also used by local newsletters to provide preparedness information. These Fact Sheets or Themes provide easy to access information on the basis of preparedness and can drive readers to more complex information when they are prepared to take on more difficult messages.

DFES also completes distribution of flood information through its regional offices and other distribution points in affected regions. Further staff and volunteers in affected regions are provided with support from the Community Engagement Directorate to implement their own local community engagement activities relating to flood preparedness.

Prior to the expected commencement of the wet season, DFES coordinates a visit to communities by representatives from DFES, BoM, local government and CPFS. Representatives are available to discuss the cyclone and flood seasonal outlook, community safety and welfare. These visits are combined with appropriate targeted information on the importance of preparedness and personal responsibility in making the necessary preparations.

During flood events, DFES will provide community information in a coordinated manner through the Incident Controller and/or Operational Area Manager (OAM). This is detailed in sections 5.3 and 5.12 of this plan.

Media and public information strategies are reviewed annually by DFES to ensure appropriate communication of flood information to the community.

4.7 Evacuation Arrangements

Evacuation arrangements are addressed in section 5.11 of this plan.

4.8 Local and District Hazard Emergency Management Plans

Where areas susceptible to flooding are identified as a risk to the community DFES may develop Local and District Flood Plans to address the prevention, preparedness, response and recovery activities for flood.

4.9 Inter Jurisdictional Assistance Arrangements

Should a flood emergency be beyond the resources of the State, support may be requested from the Australian Government, other States or overseas.

Assistance to interstate, overseas and other jurisdictions for flood emergencies will be coordinated by DFES. This will include determination of

the process involved and recognition of pre-existing arrangements for inter-jurisdictional assistance by other agencies where such arrangements exist.

DFES is a signatory to the Arrangements for Interstate Assistance (Fire and Emergency Services) which have been developed to provide for the timely and meaningful exchange of capability between Australian states and territories during significant incidents¹².

The Minister must be notified before any assistance is provided to other jurisdictions.

4.10 Australian Government Physical Assistance

When the resources (government, community and commercial) of the State cannot reasonably cope with the needs of the situation the nominated official can seek non-financial assistance¹³ from the Australian Government, through Emergency Management Australia (EMA), under the Australian Government Disaster Response Plan (COMDISPLAN)¹⁴. COMDISPLAN outlines the coordination arrangements for the provision of Australian Government non-financial assistance in the event of a disaster or emergency within Australia or its offshore territories. All requests for physical assistance are to be made in accordance with State EM Policy Section 5.10 and State EM Plan Section 5.6.

4.10.1 Defence Assistance to the Civil Community

Defence Assistance to the Civil Community (DACC) can be provided in a number of ways which are defined as categories of assistance in State EM Response Procedure 20.

Category 1 DACC is emergency assistance for a specific task(s) provided by a Local ADF Commander/Administrator from within their own resources, in localised emergency situations when:

- a. immediate action is necessary to save human life, alleviate suffering, prevent extensive loss of animal life, or prevent widespread loss/damage to property; and
- b. local civilian resources are inadequate, unavailable or cannot be mobilised in time¹⁵.

Requests for Category 1 DACC assistance are coordinated through the Manager Joint Operations Support Staff (MJOSS), or their Liaison Officer (LO), who will liaise directly with the Local Australian Defence Force (ADF) Commander to provide assistance. Availability of these resources should be identified in LEMAs.

¹² EMA, Arrangements for Interstate Assistance (Fire and Emergency Services), v1, 2014.

¹³ The term 'non- financial assistance' refers, but is not limited to: planning expertise, provision of mapping services, counselling, advice, management of external resources and physical assistance.

¹⁴ Attorney-General's Department, COMDISPLAN, 2014, p. 16.

¹⁵ Department of Defence, DACC Manual, 2014.

Other categories of DACC Assistance may be provided at the discretion of the Australian Government where the State requests Australian Government physical assistance. In these circumstances the initial resource request should be made through DFES, who will coordinate with the MJOSS or their LO in accordance with State EM Plan Section 5.6.1.

5 RESPONSE

5.1 Principles

The management of a flood emergency is based on a graduated approach using the following guiding principles:

- The FES Commissioner is the HMA for flood emergency in WA;
- DFES is the Controlling Agency for flood emergencies in WA in accordance with State EM Policy Section 5 and State EM Plan Section 5;
- DFES is responsible for activating and controlling the response to a flood emergency within WA;
- DFES will use arrangements which employ identified emergency management agencies and support organisations to provide an effective and coordinated response (refer to Appendix B);
- A flood emergency in WA will be managed using the emergency management and operational principles detailed in State EM Policy Section 5 and State EM Plan Section 5;
- Should another hazard occur as a consequence of a flood emergency and, if DFES is not the HMA/Controlling Agency for the consequent hazard, then the provisions of State EM Plan Section 5.1.2 will apply. DFES shall remain responsible for the overall management of the flood emergency;
- Responsibility for resourcing and responding to an emergency initially rests with the Incident Controller at the local level;
- An emergency beyond the capability of local resources will receive support from district resources. State resources will be provided if district resources are inadequate; and
- Communication between local, district and State authorities is essential to ensure intelligent and timely application of resources to manage the emergency.

5.2 Alert

In the event of a potential or actual flood emergency, the BoM Flood Warning Centre (FWC) will be activated and will provide DFES with information about the potential or actual flood.

Alternatively, initial information regarding a potential or actual flood impact can often originate from a local or agency source. Such sources and agencies should notify DFES.

5.3 Flood Warning System

The BoM has a responsibility for flood forecasting in WA¹⁶. The BoM exercises this responsibility through the FWC which has extensive data, but may require additional information and resources from WA Government agencies when developing forecasts. In order to assist flood forecasting, the FWC may consult with Flood Warning Operational Group (FWOG) members or activate the FWOG as it deems appropriate.

The FWOG comprises of representatives from BoM (Chair), Main Roads WA, DoW, Water Corporation, and other agencies selected by the Chair.

The duration of FWOG meetings will vary with the level and immediacy of the emergency and the requirements of DFES. Agencies may be requested to provide personnel to cover multiple shifts within the constraints of each agency's available resources and commitments.

Flood watch and flood warning information issued by the FWC is described in the following paragraphs.

5.3.1 Flood Watch

Flood Watch provides information to generate early awareness of developing hydro meteorological conditions, which may lead to possible or likely flooding in a particular district during the next 24 to 72 hours. Messages will make short generalised statements about the developing weather situation, including forecast rainfall totals, the current state of the catchments and an indication of the rivers at risk from flooding. Enabling people and the community to take action to increase safety and reduce the costs associated with flooding.

5.3.2 Flood Warning

Flood Warning provides information to enable timely appropriate action to be taken when flooding is anticipated or occurring. Messages are issued for specific river basins and, where possible, will provide forecast rainfall and river levels. A Flood Warning aims to provide sufficient information to explain what is happening, where it is happening, how it will affect the recipient of the message and what possible evasive actions could be employed.

5.3.3 Distribution of Warnings

BoM issues warnings through media outlets, email, internet, marine communications and aircraft communications.

Flood information and flood predictions developed by agency representatives should be used to support the issue of consolidated Flood Watches or Flood Warnings by the FWC. The nature of flooding in WA can lead to flood information being obtained locally and where this information is relevant to forecasting it should be referred to the FWC at the first available opportunity.

¹⁶ *Meteorology Act 1955 (Cwlth) s 6(b)(c).*

All agencies may independently distribute the flood warnings and predictions after they have been endorsed by the FWC.

Should additional support be required to issue warnings or information in a particular emergency, DFES may call upon the State Emergency Public Information Coordinator (SEPIC) to activate the State Emergency Public Information Plan.

5.4 Activation

When DFES assesses that a potential or actual flood emergency will require a significant response, it shall 'activate' emergency resources and emergency management agencies which are appropriate to the intensity and location of the flood. This may include activation of relevant emergency personnel and local or district plans as required.

DFES will undertake a range of pre-emptive activities prior to the onset of the hazard, during times of potential threat, or reactively post impact. This may include a range of actions by regions, SOC, Metropolitan Operation Centre (MOC) or a Regional Operation Centre (ROC) to support operations¹⁷.

DFES will promptly and deliberately instigate Incident Management Teams (IMTs) appropriate to the scale and requirements of the emergency in accordance with the State's emergency management arrangements¹⁸.

The level of implementation of plans and operational structures can vary considerably depending upon circumstances. Factors which may influence the level of response include the degree of threat to a community, the number of DFES districts impacted by the flood and whether a multi-agency response is required.

If the flood event is likely to result in a significant event, which may have a large impact on WA attracting national attention, DFES should send Situation Reports to the Australian Government Crisis Coordination Centre (CCC) regarding actions taken for this event. This will assist in providing Whole of Australian Government situational awareness.

More detail of the sequence of activation for the respective hazards is shown in the ALERT and CALLOUT phases of Appendix C.

5.5 Levels of Response

Sound emergency management requires a graduated approach which is appropriate to the circumstances of the emergency.

State EM Response Procedure 2 describes the process for making an appropriate incident level declaration and associated responsibilities. The declaration of an incident level is a critical component of emergency management in terms of triggering the responsibilities and actions of emergency management stakeholders to ensure a response in which the size of both the Incident Management Team (IMT) and the coordination structure are proportional to the size of the flood emergency. State EM

¹⁷ DFES, *Fire & Emergency Services Manual – Part Two*, 2014, p. 5.

¹⁸ DFES, p. 5.

Response Procedure 2 enables one of three operational levels to be selected depending upon the characteristic ‘factors’ of the emergency. This procedure is aligned with State EM Plan Section 5.1.5 and the DFES WA Fire and Emergency Management Services Manual. The descriptors are guidance for DFES Operational Managers and are used for all of DFES’s HMA and Emergency Management Agency responsibilities (refer Appendix C).

5.6 Incident Management System

During all emergencies, DFES will use the Australasian Inter-service Incident Management System (AIIMS). All agencies with agreed responsibilities under this plan are encouraged to ensure their personnel are familiar with and able to work within the AIIMS structure. Further information on incident management is detailed in State EM Policy Section 5 and State EM Plan Section 5.

5.7 Response Priorities

The response to a flood emergency shall be based on the priorities of:

1. Life;
2. Critical infrastructure;
3. Property; and
4. Environment.

The safety of personnel tasked to the incident will be the fundamental priority in all phases of incident management.

Priorities for Incident Action Planning (IAP) are:

- The first priority will address the protection of community members and measures to keep them informed;
- The protection of property, critical infrastructure and community assets will be the next priority; and
- Protection of conservation and environmental values are to be factored into IAPs as the subsequent priority.

5.8 Hazard Management Structure and Arrangements

In assessing a flood emergency, DFES may determine that the response requires a level two or level three incident management structure as per State EM Response Procedure 2. When such management structures are required, DFES (as the HMA) shall appoint an OAM. The OAM will assume overall management of the flood emergency within their defined operational area.

Floods can have large impact areas. Therefore a flood response may be managed by numerous Incident Management Teams (IMT) working through more than one OAM in a number of geographically diverse facilities.

DFES has a SOC available 24/7 and Regional Operations Centres (ROC) around the State to:

- provide a robust facility from which to oversee the coordination of emergencies;

- facilitate coordination with other emergency service agencies and emergency management agencies;
- coordinate State and regional/district response to any emergency for which DFES has responsibility;
- manage the dissemination of information to the community; and
- provide appropriate advice to all levels of government.

5.8.1 Liaison Officers

All agencies are requested to provide a Liaison Officer (LO) upon activation of the response section of Westplan –Flood. The LO must possess sufficient experience and seniority to assist DFES. LOs may be the representatives on the relevant Incident Support Group (ISG) or Operational Area Support Group (OASG). Some agencies may nominate their Agency Commander as the LO.

5.9 Multi Agency Support Structure and Arrangements

State EM Policy Section 5 and State EM Plan Section 5 detail the multi-agency support structure used for different levels of emergency. The following paragraphs elaborate on how this policy will be applied during flood emergencies.

5.9.1 Incident Support Group (ISG)

The ISG(s) consist of the Local Emergency Coordinator and LOs from local agencies/organisations involved in the response and recovery from the incident. Its purpose is to assist the IC through the provision of information, expert advice, support and resources relevant to each organisation.

DFES, as controlling agency, shall appoint the Chair of the ISG and determine membership of the ISG. The IC shall activate the ISG when an incident requires the coordination of multiple agencies.

5.9.2 Operational Area Support Group (OASG)

When the FES Commissioner (as the HMA) identifies that multiple agencies need to be coordinated at a district level or multiple incidents are occurring simultaneously in one Operational Area, it may activate the OASG, which will be convened by the OAM. .

Membership of the OASG will be the OAM, appointed by the HMA (who will also be the Chair), the District Emergency Coordinator and members (liaison officers from the key agencies involved in the response to and recovery from the incident).

5.9.3 State Emergency Coordination Group

A State Emergency Coordination Group (SECG) is established during a state of emergency, or may be established where an emergency occurs or is imminent, at the request of the FES Commissioner (as the HMA), or on the initiative of the State Emergency Coordinator (SEC),

to assist in the provision of a strategic, coordinated multi-agency response to and recovery from the emergency. In addition, if a Level 3 incident occurs, the HMA must consult with the SEC to determine if a SECG should be established.

The SECG is established in accordance with State EM Policy Statement 5.4.7, State EM Plan Section 5.2.3 and State EM Response Procedure 4.

Triggers for the activation of a SECG may include, but are not limited to:

- a potential or actual flood threatening a major community;
- widespread flooding of significant residential areas or a large geographical area containing communities or assets at risk; or
- significant risk to critical infrastructure.

The requirements for membership of the SECG are outlined in the *EM Act 2005*¹⁹, which requires that the membership include:

- the SEC, who is also the Chair;
- the Chair and Executive Officer of the SEMC;
- a representative of the HMA (FES Commissioner);
- a representative of the local governments in the emergency area or in the area where the emergency is occurring or imminent, as the case requires, nominated by the SEC; and
- any other members the SEC considers are necessary.

In the case of an emergency, it is recommended, in consultation with the State Emergency Coordinator (SEC) that the SECG Membership should also include, as required:

- Western Australia Police
- Main Roads WA
- Bureau of Meteorology
- Department of the Premier and Cabinet
- State Recovery Coordinator
- Department for Child Protection and Family Support
- Department of Education
- Department of Health
- Any other representatives as considered necessary by the SEC.

¹⁹ *EM Act 2005* s 26(3).

5.10 Emergency Powers

The FES Commissioner has powers in relation to natural disasters under the *Fire and Emergency Services Act 1998*²⁰. These powers are wide-ranging and are normally adequate to respond to flood emergencies. Should additional powers be required, the *EM Act 2005* can be used to access emergency powers through the declaration of an 'Emergency Situation'²¹ or a 'State of Emergency'²².

5.10.1 Hazard Management Officers

In the case of an Emergency Situation Declaration, Hazard Management Officers will be appointed in accordance with State EM Response Procedure 6.

5.10.2 Authorised Officers

In the case of a State of Emergency being declared, Authorised Officers may be appointed by the SEC in accordance with State EM Response Procedure 13. Authorised Officers shall comply with all limitations and directions as per Section 61 of the EM Act.

5.11 Evacuation

The decision to evacuate residents from areas pre or post impact is the responsibility of the IC. The decision will normally be taken in consultation with key stakeholders.

The responsibility for implementing the evacuation rests with DFES (as the Controlling Agency), which may require support from other agencies, particularly WA Police and CPFS.

DFES is responsible for arranging transport requirements for the evacuation from the emergency area. Local and district resources should be used wherever possible.

Refer to State EM Policy Section 5.7 and State EM Plan Section 5.3.2 for further guidance on evacuation.

5.11.1 Triggers for Evacuation

During a flood emergency, DFES may evacuate residents in risk prone areas due to factors such as:

- Structural Collapse – Buildings that are at risk of structural collapse as a result of flood damage should be evacuated.
- Hazard affecting properties – Evacuation may occur if it is deemed likely that properties could be at risk from the effects of a flood.
- Isolation of properties – Persons who are not prepared for isolation or unsuited due to medical conditions, disabilities, age, etc. should be encouraged to evacuate.

²⁰ *FES Act 1998* s 18B.

²¹ *EM Act 2005* s 50

²² *EM Act 2005* s 56

- Food supplies run out.
- Failure of essential services – Failure of essential services such as sewerage, power, telecommunications and water pose significant health risks to the community. In the event of any or all of these systems failing, evacuation of individuals, families and the community may be necessary.

5.11.2 Facility Evacuation Plans

Local industry may have site specific evacuation plans which form part of their Occupational Safety and Health Strategies. Additionally, schools, hospitals, detention centres, prisons, shopping centres and public buildings may also have site or building evacuation plans. These plans should be developed in consultation with the LEMC to ensure they are realistic in terms of resource availability, timeliness and the risks created by the hazard.

5.11.3 Notification of Evacuation Arrangements

The IC is responsible for ensuring the accuracy of the Emergency Public Information, approving its release in coordination with the relevant agencies and terminating its broadcast. The Standard Emergency Warning Signal must only be used under strict instruction as advised by the HMA (the FES Commissioner) during an emergency, as defined by the EM Act, in circumstances when it is necessary for the community to take some action to prevent or minimize the loss of life or prejudice to the safety or harm to the health of persons or animals or destruction of or damage to property or any part of the environment.

5.11.4 Refusal to Evacuate

Sometimes community members refuse to comply with a decision to evacuate an area. Management of such situations by the Controlling Agency (DFES) must include:

- provision of clear instructions to persons conducting an evacuation with respect to what action should be taken where a person refuses to evacuate;
- ensuring, as far as practical, that those who refuse to evacuate understand the risks of remaining and are capable of making an informed decision;
- where practicable, develop procedures to track the remaining (i.e. non-evacuated) residents' well-being.

5.11.5 Return of Evacuees

DFES (as the Controlling Agency) is responsible for managing the return of persons evacuated as a result of a flood. It should be ensured that there is an effective plan in place for returning the displaced community, including provision for people with special needs. The return phase of evacuation may be executed in stages and

should be subject to planning. This should include issues such as community safety, restoration of essential services and provision of welfare support services.

5.12 Support Plans

Should additional support be required during a flood emergency, it will initially be sourced through the appropriate LO. Where additional support requires a more coordinated approach, the following plans may be activated:

- State Health Emergency Response Plan;
- the State Emergency Public Information Plan; and
- State Emergency Welfare Plan and its annexures on Reception and Registration and Reunification.

In addition, the recovery provisions outlined in Section 6 of this Westplan may be activated.

The following paragraphs contain additional advice about triggers and processes for some of the support arrangements.

5.12.1 *Health Response*

The coordination of a state-wide WA Health response to a major disaster is through the State Health Coordinator (SHC) who has overall control and coordination of the health response.

The initial coordination of Health Services resources will be at a local level; this can be escalated to a district then state level. Should a flood emergency result in numbers of casualties beyond the capabilities of local health services, the State Health Emergency Response Plan can be activated to provide further support.

Activations of the State Health Emergency Response Plan will be managed from the State Health Incident Coordination Centre (SHICC). The SHICC will be in direct contact with DFES and will liaise with Regional Health Coordinators and health stakeholders. The overall operational management, preparation and assessment of casualties in a major emergency will be managed by the SHICC.

5.12.2 *Incident Response Communications*

The provision of communications for emergency response measures under Westplan – Flood are based on the use of normal day to day communication facilities of participating organisations as far as practicable.

The DFES has a public emergency assistance line (132500), which complements the triple zero (000) service to facilitate requests for and the provision of emergency assistance to the community. This is distinct from the recorded emergency phone line (13 DFES or 13 3337), which only provides information to the community.

If communication with a community at risk has not been established, DFES may dispatch a reconnaissance team including medical, community liaison and communication responders at the first available opportunity.

5.12.3 Public Information and Media Management

State EM Policy Section 5.6, State EM Plan Section 5.3.1 and the State Emergency Public Information Plan detail the emergency management arrangements for provision of emergency public information (EPI), the responsibilities of the HMA (FES Commissioner), Controlling Agency (DFES) and other Emergency Management Agencies in providing timely, accurate and consistent EPI to communities at risk.

DFES has arrangements to ensure the community of Western Australia is informed of emergencies.

The DFES Public Information Operational Plan (PIOP) provides a framework for DFES communication to the community, media and other stakeholders in a timely, consistent and accurate way during an emergency.

The PIOP addresses all aspects of the provision and coordination of EPI during a flood emergency including the Statewide functions (under AIIMS) of Information and Warnings, Media Liaison and Community Liaison.

For a flood emergency the DFES IC has overall responsibility for the issuing of information to the community at a local, regional and state level, with relevant Public Information Sections (at local, regional and state level) delegated this function during an incident.

5.13 Financial Arrangements for Response

State EM Policy Section 5.12, State EM Plan Section 5.4, and The SEMC website details the criteria for a variety of funding situations and should be consulted to determine the funding arrangements.

Where no additional arrangement has been made with DFES, only expenditure approved by the IC, OAM or DFES DAC will be funded by DFES.

5.14 Stand Down and Debriefing

The response element of this Plan may be stood-down (de-activated) when:

- the SECG (if activated) is stood down;
- the IC identifies that there is no longer a requirement for the plan to remain active; and
- A final comprehensive impact assessment has been provided to a Local Recovery Coordinator in accordance with the State EM Plan Section 6.

5.15 Contact Arrangements

The key organisations participating in this plan are shown at Appendix B. Ongoing contact with these organisations shall be through LOs appointed by each organisation.

Detailed contact arrangements for activation of Westplan - Flood and for communication with LOs are held by DFES.

6 RECOVERY

Recovery management is the coordinated process of supporting emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial, and economic wellbeing.

6.1 Responsibility for Recovery

It is a function of local government to manage recovery following an emergency affecting the community in its district²³.

DFES, as the Controlling Agency with responsibility for the response to an emergency must initiate recovery activity during the response to that emergency.

DFES is to ensure timely notification of the emergency, liaison and appropriate inclusion of those with recovery responsibilities in the incident management arrangements.

DFES is responsible for ensuring that in combating the effects of the emergency, activities have regard for the need to facilitate recovery.

DFES is also responsible for the coordination of assessment of all impacts relating to all recovery environments prior to cessation of the response, including a risk assessment and treatment plan to provide for safe community access to the affected area.

The decision point from when the agreed handover will occur from DFES to the local government to effect recovery will occur when the following circumstances arise:

- The community is no longer at risk from the hazard.
- Operational response activities are being managed, or able to be managed, at a local level.
- No further requirement for the HMA to provide leadership or coordination for the event and the leadership and coordination role becomes predominantly recovery focused.
- The remaining activities are mainly reconstruction and restoration of physical infrastructure, the environment and community, psychosocial, and economic wellbeing of the community.
- The final comprehensive impact assessment has been provided to a Local Recovery Coordinator.

Once the agreed handover is complete DFES may still assist in the recovery effort.

For further detail refer to State EM Policy Section 6, State EM Plan Section 6, and DFES Standard Administrative Procedure 3.1.1 – Recovery Management.

²³ EM Act 2005 s 36(b)

7 INCIDENT ANALYSIS AND REVIEW

DFES conducts three levels of post incident analysis following operational incidents. These are:

- Operational Debrief
- Post Incident Analysis
- Major Incident Review

The level of analysis required will be determined by the DFES Deputy Commissioner in accordance with DFES Policy Statement No. 54 - Incident Analysis Policy. The OAM/IC will ensure that all agencies involved in a multi-agency emergency are provided with the opportunity to submit input into any post operational analysis. Upon acceptance of recommendations an implementation schedule is to be developed and monitored for timely completion.

Post Operation Reports shall be provided to SEMC in accordance with State EM Policy Section 5.11 and State EM Plan Section 5.7.

7.1 Investigation and Assessment

Where DFES identifies any issue which has, or is reasonably believed to have contributed to the unnecessary consequences of the emergency upon the community, an investigation may be conducted into that cause. The purpose of the investigation shall be to determine the issues leading to the event, with the intent of developing mitigation prevention strategies to reduce the associated risk to the community.

7.2 Identifying Risk Treatment Strategies

During the recovery process there is an opportunity to identify future risk treatment strategies and often an opportunity to implement such strategies. DFES will identify key areas in the community infrastructure that failed during the emergency and will promote actions and/or studies designed to minimise the effects on the community in the future. Examples of potential strategies include increasing building construction standards, improving land-use management, and disaster-hardening of key community facilities and utilities.

8 APPENDICES

APPENDIX A - Distribution

Westplan – Flood is available on the SEMC website (www.semc.wa.gov.au). Addressees on this list will be notified when a new or amended version of the Westplan is posted on the SEMC Secretariat website via the means shown below.

| Organisation | Addressees |
|---|---|
| State Government Ministers | Minister for Emergency Services |
| | Minister for Police |
| | Minister for Planning |
| State Emergency Management Committee | All Members |
| | All Subcommittee Members |
| | SEMC Secretariat |
| Department of Fire & Emergency Services | All staff |
| Emergency Management / Support Organisations | All agencies and organisations with responsibilities under this plan. |
| Community | Web search |
| Australian Government Attorney General's Department | Australian Government Crisis Coordination Centre |
| Library Deposits | National Library Of Australia, Legal Deposits Unit |
| | State Library Of Western Australia, Batty Library |

Table 2 Distribution List

APPENDIX B - Roles and Responsibilities of Organisations

Introduction

DFES, through the FES Commissioner as the HMA, has the primary responsibility for managing storm effects in WA. However, DFES requires the support and assistance of other organisations to ensure an integrated community response occurs.

Agency Responsibilities

The agencies will undertake the agreed responsibilities, as detailed below. All the agencies are to maintain appropriate internal plans and procedures in relation to the specific agency responsibilities.

Note: The capability and commitment of each Local Government to undertake the tasks and meet the responsibilities identified in this State Plan should be confirmed by the HMA and detailed in Local Emergency Management Arrangements. This will ensure the varying capabilities of individual Local Governments are recognised.

| Organisation | Responsibilities |
|---|---|
| Bureau of Meteorology | <ul style="list-style-type: none"> a. Chair the Flood Warning Consultative Committee (FWCC). b. Lead and maintain the Flood Warning Operational Group (FWOG). c. Provide a flood prediction and interpretation service including advice and outlooks on meteorological forecasts, catchment conditions, rainfall and quantitative precipitation forecasts. Issue Flood Watch and Flood Warning messages. d. Participate in research and development of flood forecasting models and techniques to improve flood forecasts. e. Establish and maintain real-time rainfall data collection networks and monitoring and dissemination systems to meet the needs of the FWOG. f. Store and provide historical water and flood intelligence data and information. g. Contribute to the planning, installation and maintenance of new and improved flood warning systems. h. Participate in community awareness programs on total flood warning systems. i. Maintain the operational infrastructure and systems of the BoM and meet the full costs of dissemination of Flood Watch and Warning messages. j. Provide a State Operations Centre Meteorologist (SOCMET) to DFES State Operations Centre, during normal working hours and/or after hours. Alternative liaison officers are Regional Manager Severe Weather, Regional Forecasting Centre Operations Manager, Manager Weather Services or Regional Director as required. |
| Department for Child Protection and Family Support | <ul style="list-style-type: none"> a. Management of services under State Emergency Welfare Plan and its annexures on Reception and Registration and Reunification, as required. b. In consultation with DFES, and consideration of available |

| | |
|--|---|
| | <p>department resources, determine the number and location of welfare centres to be opened during the emergency flood.</p> <p>c. In consultation with the Local Emergency Management Committee, determine a register of potential welfare centres.</p> <p>d. Staff Welfare/Evacuations centres.</p> <p>e. Register evacuees.</p> <p>f. Participate in the emergency recovery arrangements for people affected by floods.</p> <p>g. Provide a LO to the DFES SOC, if requested.</p> |
| Department of Fire & Emergency Services | <p>a. Discharge the duties of a HMA, as per the <i>Emergency Management Act 2005</i>, and liaise with other HMAs to ensure response operations are coordinated.</p> <p>b. Ensure the development and maintenance of response and risk treatment plans specific to floods.</p> <p>c. Periodically test and validate local, regional and State flood plans.</p> <p>d. Recommend the adoption of risk treatment strategies to State, Regional and Local Emergency Management Committees.</p> <p>e. In cooperation with other agencies, provide communities with flood risk awareness, information and education.</p> <p>f. Raise, train and equip an emergency service capable of responding to the effects of a flood.</p> <p>g. Appoint emergency managers at all levels for a particular flood.</p> <p>h. Assist with the dissemination of Flood Watch and Flood Warning information and flood advice to the community.</p> <p>i. Provide an appropriate representative on the FWCC.</p> <p>j. Chair regional flood planning committees.</p> <p>k. Assist with the relocation of those made homeless by flooding.</p> <p>l. Assist communities in the recovery process.</p> |
| Department of Health | <p>a. Coordinate the health response in a flood situation, including the activation of the State Health Emergency Response Plan if required.</p> <p>b. Advise DFES on all medical and health aspects in relation to a flood situation</p> <p>c. Through the hospital stream, provide acute medical care and relief to injured persons.</p> <p>d. Through the public health stream, provide environmental health, public health, mental health, radiation health and communicable disease control services, as required.</p> <p>e. Provide acute health services, particularly to those persons within the affected community who have chronic medical conditions.</p> <p>f. Provide health advice and support to the designated recovery committee.</p> <p>g. Maintain awareness of the readiness of health service infrastructure including assessment of impact on clinical services response and / or evacuation requirements.</p> <p>h. Provide representative to SECG if required.</p> <p>i. Provide a LO to the DFES SOC, if requested.</p> |

| | |
|--|--|
| Department of Water | <ul style="list-style-type: none"> a. Provide an appropriate representative on the FWCC. b. Provide a qualified representative on the FWOG (where practicable). c. Collect river level data and provide to the FWOG (where practicable). d. Maintain real-time river level monitoring systems. e. Store and provide historical river flood information. f. Contribute to the planning, installation and maintenance of new and improved flood warning systems. g. Participate in community awareness programs on total flood warning systems. h. Provide a LO to the DFES SOC, if requested. |
| Emergency Management Australia | <ul style="list-style-type: none"> a. Activate COMDISPLAN if required to provide Australian Government non-financial assistance. b. Provide a Liaison Officer to DFES's SOC if required. c. If required, develop an Australian Government Incident Brief. d. If required, develop Australian Government Talking Points. |
| Energy Suppliers and Network Managers | <ul style="list-style-type: none"> a. Disconnect and restore energy services as prioritised by DFES or the designated recovery authority. Restoration priority will also be determined on other lifeline interdependence requirements. b. Provide technical advice to DFES in relation to energy supply, disconnection and restoration. c. Assist in the provision of emergency energy as requested by DFES or the designated recovery authority. d. Provide a LO to the DFES SOC, if requested. |
| Local government | <ul style="list-style-type: none"> a. Provide an appropriate representative on the FWCC. b. Provide resources to assist DFES when requested. c. Make available suitable local government buildings to be used as evacuation shelters. d. Issue closure notices for airports and airfields when necessary. e. Close and open roads within their jurisdiction, when requested by the appropriate authority. f. Provide details on road conditions to DFES. g. Lead the community recovery process. h. Participate in improving flood warning systems to communities (as required). i. Inspect flood affected properties and ascertain fitness for habitation. |
| Main Roads WA | <ul style="list-style-type: none"> a. Provide an appropriate representative on the FWCC. b. Provide a qualified representative on the FWOG (where practicable). c. Provide advice to DFES and the FWOG on the potential and actual flooding impacts on the State road network. This includes details on road conditions, including alternative routes when major routes have been cut by flooding or are likely to be cut by flooding. d. Close and open State roads when requested to do so by DFES. This Plan recognises that the Commissioner of Main Roads (or delegated Officers) has the power to close or open roads under |

| | |
|---------------------------------|---|
| | <p>the <i>Main Roads Act 1930</i>.</p> <p>e. Assist in the recovery process through road infrastructure repair and reconstruction.</p> <p>f. Communicate State road closures to the public.</p> <p>g. Provide a LO to the DFES SOC, if requested.</p> |
| Telstra | <p>a. Provide advice regarding the provision of emergency communications services.</p> <p>b. Provide a Telstra Liaison Officer/s and other trained staff to operations/coordination centres, as requested and appropriate.</p> <p>c. Take into consideration the emergency communications requirements and priorities of authorities responsible for hazard and emergency management within WA. Actual service provision and restoration priorities will depend on Telstra's network configuration, the safety and availability of staff, material availability, local community issues and national and local security issues.</p> <p>d. Provide a LO to the DFES SOC, if requested.</p> |
| Western Australia Police | <p>a. Support DFES in conducting evacuations.</p> <p>b. Assist DFES with security of evacuated areas.</p> <p>c. In the event of mass casualties, provide Disaster Victim Identification.</p> <p>d. Assist with the provision of road traffic management where appropriate.</p> <p>e. Provide representation on local and regional/district flood planning committees.</p> <p>f. Provide an LO to DFES SOC, if required.</p> <p>g. Through the SEC activate the SECG.</p> <p>h. Provide an emergency coordinator to the IMT/ISG and/or OASG.</p> |
| Water Corporation WA | <p>a. Provide an appropriate representative on the FWCC (where practicable).</p> <p>b. Provide a qualified representative on the FWOG (where practicable).</p> <p>c. Restore water supplies and sewerage systems as prioritised by DFES or the designated recovery agency.</p> <p>d. Ensure water quality delivered by the system meets appropriate health standards.</p> <p>e. Provide a LO to the DFES SOC, if requested.</p> <p>f. Assist with the provision of potable water supplies where required.</p> |

APPENDIX C - Operational Sequence Guide – Flood

| Phase 1 | ALERT (Notification that a flood response operation is pending.) | | |
|------------|---|---|--|
| # | <i>BoM Warning Message</i> | ACTIONS | |
| | | <i>DFES</i> | <i>Combat and Support Organisations</i> |
| 1.1 | <p>Flood Watch Flood Watch provides information to generate early awareness of developing hydro meteorological conditions, which may lead to possible or likely flooding in a particular district during the next 24 to 72 hours.</p> <p>Messages will make short generalised statements about the developing weather situation, including forecast rainfall totals, the current state of the catchments and an indication of the rivers at risk from flooding.</p> <p>Flood Watch enables people and the community to take action to increase safety and reduce the costs associated with flooding.</p> | <ul style="list-style-type: none"> a. On receipt of advice from FWC and, where it is assessed that the level of response to an emergency may involve State level resources, DFES will notify appropriate DFES personnel in accordance with the DFES Emergency Management Coordination Guidelines. b. Should DFES receive advice of a flood from a source other than the FWC, then DFES will ensure the FWC is aware of the event and will continue to obtain and disseminate up-to-date information from the FWC. c. DFES may activate appropriate arrangements under Westplan - Flood and will notify relevant agencies with roles and responsibilities under the Plan. | <ul style="list-style-type: none"> a. Receive operational information on the situation and distribute it within their organisation. b. Ensure relevant equipment and staff is available for deployment. c. Ensure ongoing availability of Liaison Officers (LOs). |

Operational Sequence Guide – Flood (continued)

| Phase 2 | CALL OUT (Mobilisation of the flood response operation.) | | |
|------------|--|--|---|
| # | <i>BoM Warning Message</i> | ACTIONS | |
| | | <i>DFES</i> | <i>Combat and Support Organisations</i> |
| 2.1 | <p><u>Flood Warning</u> Flood Warning provides information to enable timely appropriate action to be taken when flooding is anticipated or occurring.</p> <p>Messages are issued for specific river basins and, where possible, will provide forecast rainfall and river levels.</p> <p>A Flood Warning aims to provide sufficient information to explain what is happening, where it is happening, how it will affect the recipient of the message and what possible evasive actions could be employed.</p> | <p>a. Should it appear likely that the flood will become a level 2 or level 3 event, DFES will:</p> <ul style="list-style-type: none"> • brief appropriate DFES Staff • appoint an Operational Area Manager(s) responsible for the overall management of the flood operation area and the provision of strategic direction to both agencies and the Incident Controller(s). • ensure that an assessment of the recovery and restoration requirements is conducted as soon as possible after the impact of the event; and • maintain liaison with Agency LOs. <p>b. Operational Area Manager(s) will appoint an Incident Controller(s), responsible for the overall management and control of an incident and the tasking of agencies in accordance with the situation. The Incident Controller(s) is responsible to the Operational Area Manager.</p> <p>c. DFES shall determine the requirement for state assistance and activate State Support Plans as required.</p> | <p>a. Provide LOs as required.</p> <p>b. Deploy personnel as required.</p> <p>c. Fulfill role and responsibilities as outlined in Westplan - Flood.</p> <p>d. Maintain liaison with DFES.</p> |

Operational Sequence Guide – Flood (continued)

| Phase 3 | STAND DOWN (Completion of the flood <u>response</u> operation) | | |
|------------|---|--|--|
| # | <i>BoM Warning Message</i> | ACTIONS | |
| | | <i>DFES</i> | <i>Combat and Support Organisations</i> |
| 3.1 | N/A | <p>a. DFES shall inform participating agencies and hand over to the State / Local Recovery Coordinator when the following conditions have been met:</p> <ul style="list-style-type: none"> • all rescues have been accomplished; • all injured have been attended to; • all the displaced people have been provided with shelter; • the essential public services, such as water and power, have been restored; • temporary repairs have been made to designated buildings; and • physical and electronic communications have been largely restored. | <p>a. Organisations are stood down in accordance with relevant procedures for each organisation.</p> <p>b. Recovery activities in accordance with associated plans continue.</p> |