



Government of **Western Australia**  
Department for **Child Protection**  
and **Family Support**

# **STATE EMERGENCY WELFARE PLAN**

## **(INTERIM)**

**(May 2016)**

Prepared by the Department for Child Protection and Family Support

Approved by the State Welfare Emergency Committee on

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## Amendment List

AMENDMENT		DETAILS	AMENDED BY
NO.	DATE		INITIALS
	May 2016	Changed from Westplan Welfare to State Emergency Welfare Plan	AH
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Copies of this State Emergency Welfare Plan are available on

- The Department for Child Protection and Family Support internet site:  
[www.childprotection.wa.gov.au](http://www.childprotection.wa.gov.au)
- the State Emergency Management Committee internet site:  
[www.semcc.wa.gov.au/resources/policies-and-plans](http://www.semcc.wa.gov.au/resources/policies-and-plans)

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# Part 1 Introduction

## 1.1 Aim and Objectives

To detail the State of Western Australia's strategic arrangements for the management and coordination of Welfare Services during emergencies for hazards listed in the State Emergency Management Arrangements.

The objectives of this plan are:

- To detail the operational structure to be utilised for the management and coordination of welfare services when required during emergencies.
- To detail the agreed roles and responsibilities of emergency management partnering agencies, coordinated by Department for Child Protection and Family Support (CPFS), to provide welfare services during emergencies.
- To provide a standard structure for operational planning at all levels for the management and coordination of welfare services, including resources.

## 1.2 Scope

Under the Western Australian State Emergency Management Arrangements the EM Regulations prescribe CPFS as a Support Organisation responsible for the Emergency Management activity of providing welfare services (r. 32 EM Regulations), and for the development of the State Emergency Welfare Plan.

The State Emergency Welfare Plan includes as Annexes –

- **Annex A - Registration and Reunification**
- **Annex B - Reception of Australian Citizens and Approved Foreign national Evacuated from Overseas which is activated by the Australian Government AUSRECEPLAN.**
- **Annex C - Disaster Information Support and Care Centre (DISCC) Operational procedures Guide**

The plan outlines the arrangements for the provision of welfare services, where required, using an **all hazards** community centred approach.

The extent of welfare services will depend on the nature and magnitude of the emergency and it may be necessary to manage and coordinate welfare services at a State 'whole of government' level. This plan outlines the arrangements that apply in those circumstances, as well as at District and local levels.

The plan outlines the organisational and response arrangements adopted to manage and coordinate welfare services in an emergency. The arrangements provide for both government and non-government agencies to operate cooperatively under the management and coordination of CPFS, in accordance with the roles and responsibilities outlined herein, for hazards listed in the State Emergency Management Arrangements.

### 1.3 Welfare Support Definition

Welfare is defined as providing immediate and ongoing supportive services, to alleviate as far as practicable, the effects on persons affected by an emergency. To assist in coordinating the provision of welfare services six functional areas have been identified:

- emergency accommodation;
- emergency catering;
- emergency clothing and personal requisites;
- personal support services;
- registration and reunification; and
- financial assistance.

Each functional area is managed and coordinated by CPFS with the assistance of a range of Government and NGOs that have agreed to undertake responsibilities – See Appendix 4.

#### 1.3.1 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 by CPFS.

As per *State Emergency Management Policy* -

- 5.7.3 - The Controlling Agency is responsible for the management of evacuation during an incident, and this continues during an emergency response.*
- 5.7.4 - Local governments, HMAs, relevant EMAs (i.e. Support Organisations and Controlling Agencies), in consultation with relevant LEMCs, must identify and advise of refuge sites and evacuation centres appropriate for the hazard. The refuge sites should be documented in the LEMA, and are also recorded on the State Welfare Centre Database which Controlling Agencies/HMAs have access to.*
- 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 CPFS is on behalf of the Controlling Agency or HMA. Welfare centres are established as emergency facilities from which CPFS coordinate shelter, food, clothing, financial assistance, registration, personal support and other welfare services until alternative arrangements can be made.

- (1) Welfare centres are a venue 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.

- (2) In some circumstances the HMA may need to appoint Hazard Management Officers under section 55 of the Emergency Management Act (EM Act) to exercise Part 6 Powers within the EM Act to acquire such suitable facilities for use in the event of an emergency (as deemed necessary).
- (3) To ensure the safety of evacuees, welfare centre staff and volunteers, CPFS 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.
- (4) In smaller, non-complex events, and in some regional and remote areas where the Local Government Welfare Coordinator has been approved by CPFS, any expenditure under this arrangement would need to be requested and considered by CPFS prior to the financial cost being incurred, as outlined in Section 3.8 Financial arrangements for response below.

Where Local Government Authorities (LGAs) elect to make their own arrangements to establish and manage Welfare Centres, without consultation with CPFS, they do so **at their own expense**.

- (5) *As per State Emergency Management Plan Section 5.3.2, Stage 4: Shelter -*  
*Children in Evacuation Centres*

*Supervisory staff or members of agencies, organisations or educational and care facilities with responsibility for the care, supervision or provision of services to children who evacuate or otherwise attend an evacuation centre 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. Unaccompanied children, without direct parental or responsible adult supervision, should be evacuated into the care of CPFS at the evacuation centre.*

*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.*

- (6) **Children, Organisations, Educational and Care Facilities**  
 Organisations such as women's refuges, men's hostels, group homes; educational and care facilities with responsibility for the care, supervision or provision of services to children or their clients, should ensure plans are in place to maintain service provision during an emergency. Should they evacuate or otherwise attend a welfare centre, the organisations' supervisory staff must continue their responsibilities by remaining at the centre, continuing to supervise and provide services to their children or clients and liaising with the welfare coordinator at the centre. Children or clients are to be returned to parents or other responsible adults approved by that organisation.

- (7) 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.
- (8) Welfare centres will only accept Assistance Dogs e.g. Guide Dogs, "Hearing" Dogs and Disability Aid Dogs.
- (9) CPFS will take responsibility for the premises utilised as welfare centres and shall exercise reasonable care in the conduct of its activities and agree to replace or reimburse for supplies used in the operation of the welfare centre.

As CPFS staff and operate welfare centres on behalf of the relevant Controlling Agency/HMA, in the event of any claim for unusual damage incurred as a result of the use of a facility as a welfare centre, CPFS will facilitate processes with the Controlling Agency/HMA 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.

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

### 1.3.2 Emergency Catering

CPFS 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, CPFS may engage a variety of services providers to provide this service, such as voluntary groups, fast food outlets or hospital, hotel, motel or public catering services.

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

A resource list of catering agencies and other options is included in the Local Emergency Welfare Plan.

### 1.3.3 Emergency Clothing and Personal Requisites

CPFS coordinates the provision of essential clothing and personal requisites, such as toiletry packs, to persons affected by an emergency.

This function includes the provision of basic necessities such as 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 in the Local Emergency Welfare Plan. This lists organisations and retail outlets who agree to participate in these arrangements, and ensures that acceptable procedural matters have been established.

#### 1.3.4 Personal Support Services

Personal Support Services can include practical assistance, emotional support, information, referral, advocacy, advice, counselling, child care and psychological services, to ensure that affected persons receive the necessary personal support services to cope with the effects of loss, stress, confusion, trauma and family disruption.

CPFS officers will work with other specialist agencies in providing this service. These include specialised counselling and psychological services, childcare facilities and groups as appropriate.

Referral to information and advisory services on matters which may include other relief measures not necessarily provided by CPFS, 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 in the Local Emergency Welfare Plan.

#### 1.3.5 Registration and Reunification

The functional area of registration and reunification provides for individuals within an emergency affected community to be traced, families reunited and inquiries about individuals coordinated.

To facilitate the accounting of persons affected by such incidents, a system for registration and reunification services has been developed at the State and national level.

The system provides for the registration of affected persons using standardised forms, copies of which are held by CPFS offices, the Red Cross State Inquiry Centre and its local teams and LGAs. This provides not only the facility for computer input and manipulation of registrations but also on-line nationwide inquiries via authorised inquiry centres. This system is called Register.Find.Reunite.

The State Welfare Coordinator will activate and implement Registration and Reunification when necessary, and it can be activated at any stage of the emergency to assist with response and recovery operations.

CPFS manage and coordinate Registration at welfare centres and Red Cross provides assistance to CPFS when requested and if they have volunteers available.

Local Welfare Coordinators, CPFS staff, Red Cross volunteers and LGAs need to be familiar with the Registration procedures and processes in preparation for any activations.

Certain public information dissemination through the media is required on implementation of registration and reunification as follows:

- The purpose and contact details of the State Inquiry Centre; and
- Other registration and reunification related information that may arise periodically.

All such releases are to be made through the State Welfare Coordinator, or the State Emergency Public Information Coordinator (SEPIC) as detailed in this EM plan.

Refer to Annex A State Emergency Welfare Plan – Registration and Reunification.

### 1.3.6 Financial Assistance

There are a number of financial assistance programs that may be put in place following a major emergency, for the provision of financial assistance to those affected by emergencies who are eligible and in need.

The policy governing each of these programs may vary and is determined at the time of the emergency.

## 1.4 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).

Other documents related to this plan include:

- CPFS Local Emergency Welfare Plans
- WANDRRA Determination

## 1.5 Authority to Plan

The authority to plan as a Support Organisation stems from the *Emergency Management Act 2005 Section 18* and the State Emergency Management Policy (State EM Policy) Statements 1.5.6 and 4.1.2, which ensures appropriate welfare planning and response capabilities are in place to support the HMA in response to an emergency.

## **1.6 Plan Responsibilities**

The development and maintenance of this plan will be conducted in consultation with SEMC and members of the State Welfare Emergency Committee (SWEC).

The SWEC is established by CPFS as an advisory, consultative and referral group to oversee and assist in the planning and operation of State level welfare support services. CPFS provides secretariat support to this committee. A list of the organisations that constitute the SWEC is provided in Appendix 5.

## **1.7 Exercise and Review Period**

### Exercising

CPFS will ensure this plan shall be exercised at least annually in accordance with State EM Policy Section 4.8 and State EM Plan Section 4.7.

### Reviews

In accordance with State EM Policy Section 1.5 and State EM Plan Section 1.4, CPFS will ensure the review period shall not be more than five years and may be more frequent if appropriate. The review period can be linked to any activation of the plan.

## **1.8 Organisational Roles and Responsibilities**

Each of the six welfare functional areas is managed by CPFS with the assistance of other organisations that have agreed to responsibilities under that functional area. Agreed Organisational Roles and Responsibilities under this plan are attached as Appendix 4. Where an organisation is unable to meet its responsibilities, CPFS shall, on being advised, make alternative arrangements.

All organisational staff and volunteers assisting CPFS in accordance with this plan are required to comply with CPFS policies, including those relating to working with children, volunteers, Occupational Health and Safety and emergency management.

## Part 2 PREPAREDNESS

### 2.1 Responsibility for Preparedness

The operational concept for the emergency provision of welfare support is based on the daily administrative structure of the CPFSS, and a two tier response – local resources as a first response, followed by State support as required. The State and Local Emergency Welfare Plans are prepared at State and local levels.

The responsibility for the preparedness for welfare services is based on the following:

- 2.1.1 State Welfare Emergency Committee and Local Emergency Welfare Coordination Groups assisting Welfare Coordinators with their responsibilities;
- 2.1.2 Organisations that have designated responsibilities for each of the six welfare functional areas ensuring they have the capacity to effectively respond and provide support;
- 2.1.3 Other government and non-government agencies identified to provide further support as required; and
- 2.1.4 Recognition that LGAs may appoint their own local welfare coordinators (Local Government Welfare Coordinators) to manage and coordinate welfare support services.

### 2.2 Special needs groups

As per the *State EM Policy and Plan*, 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;
- individuals from Culturally and Linguistically Diverse backgrounds;
- at risk and special needs groups; and
- isolated individuals and communities.

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.

See above 1.3.1 Emergency Accommodation (5), (6), (7) for more information:

#### **Culturally and Linguistically Diverse, Vulnerable and other at risk and Special Needs groups**

Culturally and Linguistically Diverse, vulnerable and other at risk and special needs groups should be considered at the local level, and any specific local requirements included in the LEMAs. State level plans are cognisant of these groups, and those agencies responsible for the overall support of these groups should make every

effort to make emergency plans to effectively assist those groups during times of emergency.

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

## **2.3 Resources**

CPFS has the primary responsibility for managing and coordinating welfare services resources. The plan is based on the utilisation of resources existing within a community and to supplement those resources when required at the State level. Requests for additional resource support should be made by the Local Welfare Coordinator to the State Welfare Coordinator.

CPFS is responsible for supplying Welfare Coordinators and are appointed as follows:

### **2.3.1 CPFS State Welfare Coordinator**

- (1) The title "State Welfare Coordinator" used throughout this plan is the CPFS representative appointed by the CPFS Director General.
- (2) The responsibilities of the State Welfare Coordinator include the following:
  - (a) Coordination of all emergency welfare support services at the state level;
  - (b) Represent the Director General on the SEMC and/or State Emergency Coordination Group (SECG) as required;
  - (c) Act as the Director General's representative on the following:
    - SEMC Response and Capability Subcommittee;
    - SEMC Recovery Subcommittee; and
    - SEMC Community Engagement Subcommittee.
  - (d) Chairing the State Welfare Emergency Committee;
  - (e) Coordination of all participating agencies within the State Welfare Coordination Centre.

### **2.3.2 CPFS Emergency Services Coordinator**

- (1) The Emergency Services Coordinator is an appointed officer of CPFS, whose function is to ensure the preparedness of CPFS to carry out its emergency management functions. The Emergency Services Coordinator is the link between the Local Welfare Coordinators and the State Welfare Coordinator and, where applicable, with the relevant HMA/Controlling Agency.

- (2) The responsibilities of the Emergency Services Coordinator include the following:
  - (a) Maintain the State Welfare Coordination Centre and manage the functioning of the centre during operations;
  - (b) On behalf of the State Welfare Coordinator prepare and maintain the State Emergency Management Operational Plan-Welfare;
  - (c) Activate responses to emergency situations, authorise emergency expenditure and utilisation of resources to meet those responses;
  - (d) Assist the State Welfare Coordinator with their functions and act as proxy where required;
  - (e) Manage emergency welfare support functions as required;
  - (f) Provide support to country staff/offices involved in emergencies; and
  - (g) Represent CPFS on the State Emergency Coordination Group (SECG)/State Recovery Coordination Group (SRCG) as required.

### 2.3.3 CPFS District Welfare Representatives

- (1) CPFS District Director or proxy to represent CPFS on District Emergency Management Committees to address district emergency welfare support matters.
- (2) The responsibilities of CPFS representatives at District level include the following:
  - (a) Ensure the arrangements of this plan are clearly understood at the district level;
  - (b) Clarify CPFS policy on emergency welfare matters where required;
  - (c) Refer matters of a contentious nature to state level for resolution; and
  - (d) Ensuring the development, testing and maintenance of Local Emergency Welfare Plans for the district in which the LGA area falls.
  - (e) Appointing Local Welfare Coordinators for each LEMC.
  - (f) Represent CPFS on Operational Area Support Groups (OASGs), as required.

### 2.3.4 CPFS Local Welfare Coordinators

- (1) The Local Welfare Coordinator shall be a nominated officer of CPFS within the LGA area. Where CPFS is not located within the LGA area CPFS, in conjunction with the LEMC, will formally appoint a suitable person as the Local Welfare Coordinator. When the nominated Local Welfare Coordinator is not a CPFS staff member the nominated person will be clearly identified in the respective local emergency management arrangements.
- (2) The responsibilities of the Local Welfare Coordinator include the following:

- (a) Establish and manage the activities of the Local Emergency Welfare Coordination Groups, where determined appropriate by the District Director;
- (b) Represent CPFS and the emergency welfare function on LEMCs and Local Recovery Committees;
- (c) Ensure staff and volunteers of CPFS and partnering agencies are trained and exercised in their welfare responsibilities;
- (d) During activation, manage and coordinate emergency welfare services, and if further welfare assistance is required request for additional support services via the CPFS Emergency Services Unit; and
- (e) Represent CPFS on the Incident Support Group (ISG) when required.

### **2.3.5 Local Government Welfare Coordinators**

- (1) Local Government Welfare Coordinators are the nominated representatives of LGAs. They assist CPFS Welfare Coordinators who have overall coordination of welfare services during emergencies.
- (2) LGAs can elect to prepare their own welfare arrangements and appoint their own Local Government Welfare Coordinators. If they do this in consultation with CPFS, the CPFS Welfare Coordinator will act as a support to the Local Government Welfare Coordinator, and may activate the Local Operational Plan-Welfare, or components thereof, as requested by the Local Government Welfare Coordinator.
- (3) If LGAs elect to prepare their own welfare arrangements without consultation with CPFS, LGAs are responsible for their own costs.

## **2.4 Training**

Training, both internally and inter-agency, will be determined by the member agencies of State Welfare Emergency Committee and at the local level by CPFS staff and Emergency Welfare Coordination Groups, so that staff and volunteers of CPFS and partnering agencies are provided the necessary skills to ensure the provision of services under this plan.

## **2.5 Community Information**

Communities' awareness and education strategies to prepare the community for activation of this plan is via –

- SWEC, DEMCs and LEMCs education campaigns; and
- Locally CPFS and partnering agencies testing the Local Emergency Welfare Plans through discussion and field exercises.

## **Part 3 OPERATION OF PLAN**

### **3.1 Plan Activation Procedures**

- 3.1.1 CPFS will activate the State or Local Emergency Welfare Plan from two sources –
- (1) As per State Emergency Management Policy 5.3.4 - on request from the Controlling Agency/ HMA, and may also support Combat Agencies and other Support Organisations upon request.
  - (2) The State Welfare Coordinator, based on information provided from within the organisation, may identify the need to activate this support plan.
- 3.1.2 Regardless of who first identifies the need, the Controlling Agency/HMA and the State or Local Welfare Coordinator shall confer and agree that this plan should be activated; and discuss the safe location of welfare centres and welfare services required. Once this decision is made the State or Local Welfare Coordinator shall activate and manage the plan accordingly.
- 3.1.3 For more detailed activation procedures see CPFS Standard Operating Procedures – Appendix 2.

### **3.2 Operations/Coordination Management Structure**

#### **3.2.1 CPFS Emergency Services Coordinator**

Overall control and coordination of the emergency welfare response rests with CPFS through the designated State and Local Welfare Coordinators. CPFS prioritises its response in line with its operational capacity and relies on all government agencies, and non-government agencies if available, to provide assistance when requested.

#### **3.2.2 Incident Management System**

CPFS staff and participating agencies will be familiar with the Australasian Inter-Service Incident Management System (AIIMS). However, current internal CPFS and participating agency management procedures shall continue to operate.

#### **3.2.3 Local Government Welfare Support Response**

In smaller, non-complex events, and in some regional and remote areas, where Local Government Welfare Coordinators are elected, CPFS Local Welfare Coordinator referred to in this plan will revert to a support coordination role. It is incumbent on the LGA to officially record and formally notify CPFS, and provide such information that CPFS may require, should the LGA elect to nominate their own Local Government Welfare Coordinator.

Any expenditure by LGAs under this section would need to be requested and considered by CPFS, prior to the financial cost being incurred as outlined in Section 3.8 Financial arrangements for response below.

CPFS will support a Local Government welfare support response until any of the following actions were to occur;

- (1) The LGA advises CPFS that it was no longer able to adequately provide the welfare support response;
- (2) The welfare support response is a multiagency and complex response requiring state level support; or
- (3) CPFS District Director or State Welfare Coordinator determines it is in the best interest of the community and/or CPFS to assume the control of the welfare support response.

In any of the above actions, the LGA should prepare a handover of all welfare support response information to CPFS who would assume control of providing welfare support services.

### **3.3 Levels of Response**

The level of response will be determined by the State Welfare Coordinator or Local Welfare Coordinator on the basis of information supplied by the Controlling Agency/HMA or the State Emergency Coordinator. The State Welfare Coordinator will attend and/or provide advice to the SECG/SRCG where required.

#### **3.3.1 Emergency Situation Declaration**

As the result of an emergency, or imminent threat of an emergency, and where it is deemed necessary, CPFS Emergency Services Coordinator may request the Controlling Agency/HMA to authorise CPFS staff responding to this emergency and engaged in providing welfare services in accordance with this plan, to act as a Hazard Management Officer for the purpose of accessing emergency powers contained within Part 6 of the *Emergency Management Act 2005* relating to the Exchange of Information. Further detail is available in the State EM Policy Section 5.3, State EM Plan Section 5.2.5 and State Emergency Preparedness Procedures 10.

The request can be made verbally, however should be followed up with a written request from the Emergency Services Coordinator as soon as practical.

#### **3.3.2 State of Emergency**

As the result of an emergency, or imminent threat of an emergency, and where it is deemed necessary, CPFS State Welfare Coordinator may request the State Emergency Coordinator to authorize CPFS staff responding to this emergency and engaged in providing welfare services in accordance with this plan, to act as Authorised Officers for the purpose of accessing emergency powers contained within Part 6 of the *Emergency Management Act 2005* relating to the Exchange of Information. Further detail is available in the State EM Policy Section 5.3, State EM Plan Section 5.2.5 and State Emergency Preparedness Procedures 19.

The request can be made verbally however should be followed up with a written request from the State Welfare Coordinator as soon as practical.

### 3.3.3 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.

#### Stage 1 - Alert.

- (a) Participating organisations are alerted by the Emergency Services Coordinator on behalf of the State Welfare Coordinator and/or the Local Welfare Coordinator;
- (b) Participating organisations alert their own personnel;
- (c) Additional information allowing organisations time to arrange preliminary preparations is provided;
- (d) Key personnel are briefed on action to be taken;
- (e) The State Welfare Coordination Centre is prepared for activation if required; and
- (f) Establish liaison as appropriate with the Controlling Agency/HMA and/or Emergency Coordinator.

#### Stage 2 - Activation.

- (a) The State Welfare Coordination Centre is activated if required;
- (b) Participating organisations are called out by the Emergency Services Coordinator on behalf of the State Welfare Coordinator and nominated State Support Agency Liaison Officers of those participating organisations proceed to the State Welfare Coordination Centre;
- (c) Welfare Support services are provided under the coordination of the State Welfare Coordinator and Local Welfare Coordinator;
- (d) Communications are maintained with the Controlling Agency/HMA, Emergency Coordinator, Welfare Coordinators and participating organisations; and
- (e) Welfare Support requirements are monitored and reviewed.

#### Stage 3 - Stand Down.

- (a) Participating welfare organisations are informed of the stand down by CPFS Emergency Services Coordinator on behalf of the State Welfare Coordinator, and at the local level by the Local Welfare Coordinator;
- (b) Participating organisations stand down in accordance with relevant procedures for each organisation;
- (c) Organisations are to advise the Emergency Services Coordinator and/or the Local Welfare Coordinator when stand down has been completed;
- (d) The Emergency Services Coordinator and/or the Local Welfare Coordinator advises participating agencies of debriefing arrangements;
- (e) The State Welfare Coordination Centre is closed down.

### **3.4 Functional Management Centres**

#### **3.4.1 State Welfare Coordination Centres**

The State Welfare Coordination Centre coordinates the welfare response to emergencies. The provision of such facilities, their staffing and operating procedures is the responsibility of CPFS.

The primary and alternate facilities designated as the State Welfare Coordination Centre are as follows:

*Primary*      Department for Child Protection and Family Support  
6-8 Bennett Street  
East Perth WA 6004

*Alternate*     Department for Child Protection and Family Support District Office or other available location

Contact State Welfare Coordinator on alternative being activated

#### **3.4.2 State Support Agency Liaison Officers**

During response/recovery activities, Support Agency Liaison Officers are provided by each of the participating organisations to assist the State and Local Welfare Coordinator in the management of the welfare response. These officers will need to be located at the State Welfare Coordination Centre or Local Welfare Centre as required.

State Support Agency Liaison Officers and key personnel are at Appendix 5.

### **3.5 Resources**

CPFS has the primary responsibility for managing and coordinating welfare services resources. The plan is based on the utilisation of resources existing within a community and to supplement those resources when required at the State level. Requests for additional resource support should be made by the Local Welfare Coordinator to the State Welfare Coordinator. See 2.3 above for more information

### **3.6 Media and Public Information Management**

In accordance with State EM Policy Section 5.6 and State EM Plan Section 5.3.1, the HMA/Controlling Agency is responsible for the provision and management of media and public information during emergencies. All non-welfare matters will be referred to the Controlling Agency/HMA.

CPFS and other participating support 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 CPFS State or Local Welfare Coordinator.

### **3.7 Activation of Other Plans in Support of This Plan**

Other Annexes may be activated to support this plan including, but not limited to –

- Registration and Reunification
- Reception of Australian Citizens and Approved Foreign national Evacuated from Overseas which is activated by the Australian Government AUSRECEPLAN.
- Disaster Information Support and Care Centre (DISCC) Operational procedures Guide

The procedures for activating these plans are included in the respective plans.

### **3.8 Financial Arrangements for Response**

Financial arrangements for activation of this plan will be as outlined in State EM Policy Section 5.12 and State EM Plan Section 5.4, unless other arrangements are negotiated and approved by the State Welfare Coordinator. All expenditure under this plan must be approved by the State Welfare Coordinator or the Emergency Services Coordinator.

### **3.9 Stand Down and Debriefs**

For Stand Down procedures see above 3.3.3 Activation Stages, Stage 3 – Stand Down.

Welfare Support Services may continue beyond this time at the discretion of the State Welfare Coordinator. Ongoing services will be monitored by CPFS Emergency Services Coordinator and/or Local Welfare Coordinator, and participating agencies will be responsible for submitting ongoing and debrief reports to the Emergency Services Coordinator and/or Local Welfare Coordinator.

The Emergency Services Coordinator, on behalf of the State Welfare Coordinator, and/or the Local Welfare Coordinator conducts a debrief, prepares and distributes Post Operation Reports in accordance with State EM Policy Section 5.11 and State EM Plan Section 5.7.

### **3.10 Post Operation Reports**

As part of the incident analysis / review, agencies involved in any activation in support of this plan may provide a post incident analysis or review to the CPFS Emergency Services Coordinator and/or Local Welfare Coordinator. These reviews may be used for consultative purposes and may be included in the Post Operation Report as outlined in State EM Policy Section 5.11 and State EM Plan Section 5.7, and retained by CPFS.

CPFS is responsible for preparing a Post Operation Report for every activation, at both state and local levels, regardless of whether State EM Policy Section 5.11 applies. These Post Operation Reports are for internal CPFS use only, and

information contained within them may be provided to other agencies as part of the formal Post Operation Reports, as outlined in State EM Policy Section 5.11 and State EM Plan Section 5.7, but only where approved by the Emergency Services Coordinator.

## **Part 4 Recovery**

### **4.1 Recovery Assessment**

The *Emergency Management Act 2005* 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.

In order to facilitate the effective coordination of the welfare recovery process, it is essential that an assessment of the welfare recovery requirements be conducted as soon as possible after the impact of an event.

CPFS is responsible for the provision of Welfare Support in the Response and Recovery phases of an emergency.

### **4.2 Responsibility for Recovery**

LGA are responsible for managing recovery following an emergency affecting the community in its LGA district, in accordance with State EM Policy Section 6 and State EM Plan Section 6.

The transition from Response to Recovery will be at the discretion of the Incident Controller of the Controlling Agency/HMA who should advise CPFS of the cessation of Response as soon as possible.

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. At the State Government level this will be undertaken through the State Recovery Committee. CPFS shall be represented on both levels of recovery coordination where required.

## Appendix 1 – Distribution List

The State Emergency Welfare Plan is distributed in electronic form

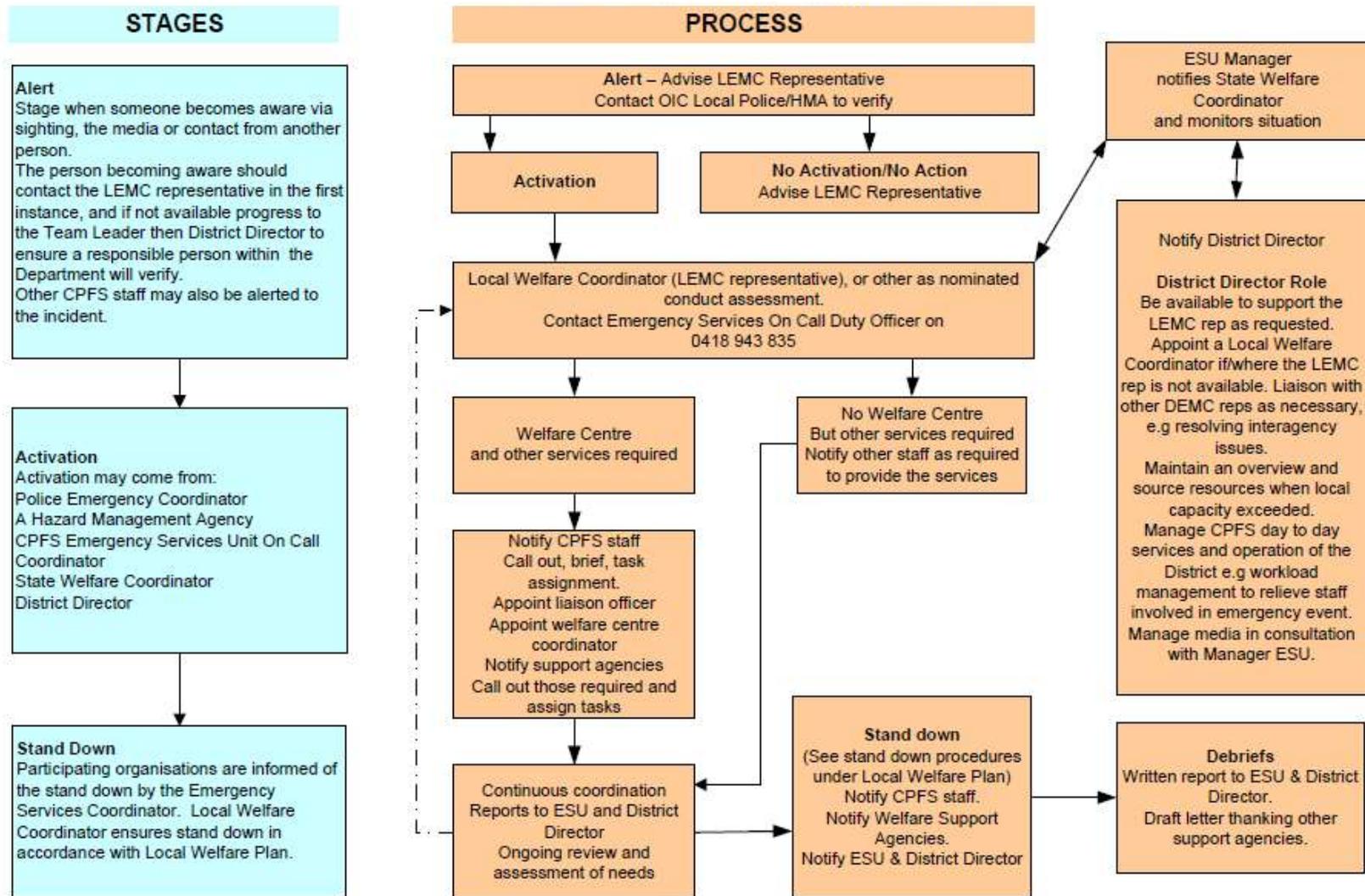
Agencies below are advised when an updated version of the plan is approved by SWEC.

Adventist Development and Relief Agency  
Australian Red Cross  
Council of Churches  
Country Women's Association  
Department of Education  
Department of Health  
Department of Human Services Centrelink  
Department of Aboriginal Affairs  
Department of Local Government and Communities  
Disability Services Commission  
Office of Multicultural Interests  
Salvation Army  
St John Ambulance  
Volunteering WA  
WA Police  
WA Local Government Association  
YouthCare

*Copies of this plan are also distributed to;*

- State Emergency Management Committee Secretariat

## Appendix 2 – CPFS Standard Operating Procedure



## Appendix 3 – Glossary

Terminology used throughout this document shall have the meaning prescribed in section 3 of the *Emergency Management Act 2005* or as defined in the State EM Glossary. In addition, the following definitions apply.

**EMERGENCY SERVICES COORDINATOR** – an appointed officer of CPFS authorised to activate responses to emergencies and approve emergency expenditure and utilisation of resources to meet the emergency welfare requirements.

**LIAISON OFFICERS** - are officers from each partnering agency provided to CPFS to assist in the management of this plan.

**LOCAL WELFARE COORDINATOR** – are CPFS staff members appointed by the CPFS District Directors and have responsibilities as outlined in this plan 2.3.4 Local Welfare Coordinators.

**LOCAL WELFARE CENTRE COORDINATOR** – are CPFS staff members appointed by the CPFS District Director or Welfare Coordinator to manage the functioning of a Welfare Centre. Usually a senior CPFS staff member.

**LOCAL GOVERNMENT WELFARE COORDINATOR** – the nominated representative of the LGA which has elected to assume the responsibility to coordinate the welfare response during emergencies, and liaise with CPFS Welfare Coordinator, as outlined in this plan 2.3.5 Local Government Welfare Coordinators.

**REGISTER.FIND.REUNITE.** – a national system developed for registration and reunification services to facilitate the accounting of persons affected by emergencies. Register.Find.Reunite. is implemented at the state and local level, and in Western Australia CPFS has been designated as the commissioning agency.

**REGISTRATION** – the process of accurately recording on registration forms or electronically via the Register.Find.Reunite. system appropriate details of persons affected by an emergency and who are temporarily in an evacuation centre or other locations.

**REUNIFICATION** – the process of accurately matching people making inquiries with registered misplaced person/s, if the misplaced person/s has given approval for their personal information to be released so reunification can occur. Reunification is delegated by the CPFS State Welfare Coordinator to the Executive Director, Australian Red Cross, Western Australia

**STATE INQUIRY CENTRE** - when required the CPFS State Welfare Coordinator will advise the Executive Director, Australian Red Cross, Western Australia to open and operate the State Inquiry Centre to receive and process registration forms, and deal with inquiries concerning the tracing and reunification of persons.

**STATE INQUIRY COORDINATOR** – is an Australian Red Cross officer who manages the State Inquiry Centre.

**STATE WELFARE COORDINATOR** – the nominated representative of the Director General CPFS, with the responsibility to coordinate the welfare response to emergencies.

**STATE SUPPORT AGENCY LIAISON OFFICERS** – are officers from each support agency provided to CPFS to assist in the management of the welfare response, as outlined in this plan.

**WELFARE CENTRE** – a venue 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. For the purposes of this plan all such facilities are classified as a Welfare Centre.

**WELFARE COORDINATION CENTRE** – the centre/s established at the State level by CPFS from which the coordination of the emergency welfare support services occurs.

**WELFARE SUPPORT AGENCY** – a participating organisation whose response in an emergency is to provide assistance to functions under the State Emergency Welfare Plan.

## Appendix 4 – Organisational Roles and Responsibilities

The provision of emergency welfare services requires the support of a number of statutory, private and voluntary organisations. These responsibilities are allocated on a state-wide basis and have been determined by agreement between the respective organisations, the State Welfare Emergency Committee and CPFS.

The roles and responsibilities of each partnering agency are negotiated with that agency and then endorsed by the State Welfare Emergency Committee and entered into this plan.

Any Memorandums of Understanding or Service Level Agreements entered into with agencies in support of this plan are to form part of this document and are retained by the Emergency Services Coordinator CPFS.

At the local level these responsibilities may be varied to suit the capabilities and availability of welfare organisations and are reflected in the Local Emergency Welfare Plan.

The allocated responsibilities do not restrict one organisation from assisting another, regardless of its primary role.

Should an organisation not be able to manage its primary role, support with that role may be requested from the State Welfare Coordinator. Ultimately, CPFS is responsible for these functions where no Welfare Support Agency assistance is available, subject to this plan's Part 3 Operation of Plan.

### [List of Agencies:](#)

Aboriginal Affairs (Department of)

Adventist Development and Relief Agency

Child Protection and Family Support (Department for)

Council of Churches

Country Women's Association

Disability Services Commission

Education (Department of)

Health (Department of)

Human Services (Department of) - Centrelink

Multicultural Interests (Office of)

Red Cross (Australia)

Salvation Army

St John Ambulance

Volunteering WA

Local Government and Communities (Department of)

WA Local Government Association

WA Local Government Authorities

WA Police

YouthCare

### **ABORIGINAL AFFAIRS (DEPARTMENT OF)**

- a. Role:
  - Assist with welfare functional areas where agreed.
- b. Responsibility:
  - (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
  - (2) Provide strategic policy advice regarding the provision of emergency welfare services to indigenous members and communities; and
  - (3) Assist with other welfare functional areas where agreed.

### **ADVENTIST DEVELOPMENT AND RELIEF AGENCY**

- a. Role:
  - Assist with the welfare functional area of Emergency Accommodation; and
  - Assist with other welfare functional areas where agreed.
- b. Responsibility:
  - (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
  - (2) Manage short to medium term accommodation services; and
  - (3) Assist with other welfare functional areas where agreed.

### **CHILD PROTECTION AND FAMILY SUPPORT (DEPARTMENT FOR)**

- a. Role:
  - To coordinate all functional areas in the emergency welfare response during emergencies.
- b. Responsibility:
  - (1) Appoint the State Welfare Coordinator and Local Welfare Coordinators to support each Local Government area;
  - (2) Establish and manage the activities of the State Welfare Emergency Committee and Local Welfare Coordination Groups including the provision of secretariat support;
  - (3) Provide staff and operate the State Welfare Coordination Centre;
  - (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; and
  - (f) Financial Assistance;
- (6) Provide representatives to various emergency management committees and coordination groups as required.

### **COUNCIL OF CHURCHES**

- a. Role:
  - Assist with the welfare functional area of Personal Support Services; and
  - Assist with other welfare functional areas where agreed.
- b. Responsibility:
  - (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
  - (2) Assist with the functional area of Personal Support Services at Welfare Centres where available; and
  - (3) Assist with other welfare functional areas where agreed.

### **COUNTRY WOMEN'S ASSOCIATION**

- a. Role:
  - Assist with the welfare functional area of Emergency Catering.
  - Assist with the welfare functional area of Personal Support Services;
  - Assist with the welfare functional area of Emergency Clothing and Personal Requisites; and
  - Assist with other welfare functional areas where agreed.
- b. Responsibility:
  - (1) Provide a State Support Agency Liaison Officer to the State Welfare-Coordination Centre;
  - (2) Assist with the provision of emergency catering at State and Local Welfare Centres;
  - (3) Assist with the provision of Personal Support Services;
  - (4) Assist with the provision of Emergency Clothing and Personal Requisites; and

- (5) Assist with other welfare functional areas where agreed.

### **DISABILITY SERVICES COMMISSION**

a. Role:

- Assist with the welfare functional area of Personal Support Services.
- Assist with other welfare functional areas where agreed.

b. Responsibility:

- (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
- (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; and
- (4) Assist with other welfare functional areas where agreed.

### **EDUCATION (DEPARTMENT OF)**

a. Role:

- Assist with the welfare functional area of Emergency Accommodation;
- Assist with the welfare functional area of Personal Support Services;
- Assist with the welfare functional area of Emergency Catering; and
- Assist with other welfare functional areas where agreed.

b. Responsibility:

- (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
- (2) Provide access to facilities for Emergency Accommodation where available;
- (3) Provide access to facilities for Emergency Catering where available;
- (4) Provide access to staff to assist with Personal Support Services where agreed and available; and
- (5) Assist with other welfare functional areas where agreed.

## **HEALTH (DEPARTMENT OF)**

- a. Role:
- Assist with the welfare functional area of Personal Support Services, in particular specialist counselling services; and
  - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a Health Liaison Officer to the State Welfare Coordination Centre;
  - (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 Emergency Health Plan, e.g. provide medical services (GPs) to welfare centres to assist with prescribing of medications, and other medical services as appropriate; and
  - (4) Assist with other welfare functional areas where agreed.

## **HUMAN SERVICES (DEPARTMENT OF) - CENTRELINK**

- a. Role:
- Assist with the welfare functional area of Financial Assistance;
  - Assist with the welfare functional area of Personal Support Services; and
  - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a State Support Agency Liaison Officer to State Welfare Coordination Centre;
  - (2) Provide financial assistance to people affected by the emergency in accordance with Centrelink guidelines, policies and the Social Security Act;
  - (3) Provide support services or referral advice to appropriate agencies; and
  - (4) Assist with other welfare functional areas where agreed.

## **LOCAL GOVERNMENT AND COMMUNITIES (DEPARTMENT OF)**

- a. Role:
- Assist with welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre; and
  - (2) Assist with other welfare functional areas where agreed.

## **MULTICULTURAL INTERESTS (OFFICE OF)**

- a. Role:
  - Assist with welfare functional areas where agreed.
- b. Responsibility:
  - (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
  - (2) Provide strategic policy advice regarding the provision of welfare services within a multicultural framework; and
  - (3) Assist with other welfare functional areas where agreed.

## **RED CROSS (AUSTRALIA)**

- a. Role:
  - Manage the welfare functional area of Registration and Reunification.
  - Assist with the welfare functional area of Personal Support Services; and
  - Assist with other welfare functional areas where agreed.
- b. Responsibility:
  - (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
  - (2) Assist with registration services at State and Local Welfare Centres;
  - (3) Provide a State Central Registry and Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends;
  - (4) Manage and operate the Register.Find.Reunite. System (RFR);
  - (5) Assist with the provision of Personal Support Services; and
  - (6) Assist with other welfare functional areas where agreed.

## **SALVATION ARMY**

- a. Role:
  - Manage the welfare functional area of Emergency Catering;
  - Manage the welfare functional area of Emergency Clothing and Personal Requisites;
  - Assist with the welfare functional area of Personal Support Services; and
  - Assist with other welfare functional areas where agreed.

- b. Responsibility:
- (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
  - (2) Provide emergency catering at State and Local Welfare Centres;
  - (4) Provide emergency clothing as required;
  - (5) Provide personal requisites such as toiletries and other incidentals to those affected as required;
  - (6) Assist with the provision of Personal Support Services; and
  - (7) Assist with other welfare functional areas where agreed.

### **ST. JOHN AMBULANCE – Please note there is a cost for this service**

- a. Role:
- Assist with the welfare functional area of Personal Support Services, in particular first aid services; and
  - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
  - (2) Provide qualified first aiders at Welfare Centres, where required; and
  - (3) Assist with other welfare functional areas where agreed.

### **VOLUNTEERING WA**

- a. Role:
- Assist with welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
  - (2) Provide strategic policy and advice regarding the provision of volunteering services within the welfare emergency management environment;
  - (3) Manage affiliated and spontaneous non-affiliated Volunteers; and
  - (4) Assist with other welfare functional areas where agreed.

### **WESTERN AUSTRALIA LOCAL GOVERNMENT ASSOCIATION**

*The WA Local Government Association (WALGA) will assist where possible the delivery of welfare assistance to the community in the following areas:*

- a. Role:

- Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre; and
  - (2) Assist with other welfare functional areas where agreed.

## **WESTERN AUSTRALIA LOCAL GOVERNMENT AUTHORITIES**

*The specific role of individual Local Government Authorities (LGAs) are negotiated by CPFS at the local level and those roles are included in the Local Emergency Management Arrangements and Local Welfare Plans.*

- a. Role:
- Assist with the welfare functional area of Emergency Accommodation; and
  - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Assist with the welfare functional area of Emergency Accommodation by utilising LGA facilities as welfare centres; and
  - (2) Assist with other welfare functional areas where agreed.

## **WA POLICE**

- a. Role:
- Assist with welfare functional areas where agreed.
- b. Responsibility:
- (3) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre;
  - (4) Maintain public order where required; and
  - (5) Assist with other welfare functional areas where agreed.

## **YOUTHCARE**

- a. Role:
- Assist CPFS with the welfare functional area of Personal Support Services, including practical support, emotional support and pastoral care support; and
  - Assist with other welfare functional areas where agreed.
- b. Responsibility:
- (1) Provide a State Support Agency Liaison Officer to the State Welfare Coordination Centre for emergency planning, preparation, advice and chaplaincy management;

- (2) Assist CPFS with the functional area of Personal Support Services at Welfare Centres where available including practical support, emotional support and pastoral care support, ; and
- (3) Assist with other welfare functional areas where agreed.

## Appendix 5 – State Welfare Emergency Committee (SWEC) Membership and Representative

*(Restricted Information - Hard Copy Distribution Only)*

Organisation	Representative
Adventist Development and Relief Agency	
Child Protection and Family Support (Department for)	
Country Women’s Association	
Disability Services Commission	
Education (Department of)	
Fire and Emergency Services (Department of)	
Health (Department of) <i>Disaster Preparedness and Management Unit</i>	
Health (Department of) <i>Mental Health Services</i>	
Human Services (Department of) <i>Centrelink</i>	
Local Government and Communities(Department of)	
Multicultural Interests (Office of)	
Red Cross (Australia)	
Salvation Army	
St John Ambulance	
Volunteering WA	
WA Local Government Association	
WA Police	
YouthCare	