



WESTERN AUSTRALIA

**STATE
RECEPTION OF EVACUEES
FROM OVERSEAS
EMERGENCY MANAGEMENT
PLAN
(WESTPLAN - RECEPTION)**



ISSUED BY

Department for Community Development
Government of Western Australia

ON BEHALF OF THE
**STATE EMERGENCY
MANAGEMENT COMMITTEE**

AMENDMENT CERTIFICATE

Proposals for amendment or additions to the text of this plan should be forwarded to the Emergency Services Coordinator, Department for Community Development, Fulham House, 222 Fulham St, Cloverdale WA 6105.

AMENDMENT		DETAILS OF AMENDMENT	AMENDED BY
NO.	DATE		INITIALS/DATE
1	19 Nov 2001	Name change to DCD	
2	March 2003	Complete Reissue	
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DISTRIBUTION

ORGANISATION/APPOINTMENT

STATE EMERGENCY MANAGEMENT COMMITTEE

All Members

AUSTRALIAN CUSTOMS SERVICE

Senior Inspector Operations

AUSTRALIAN RED CROSS

Executive Director

CENTRELINK

Manager, Customer Services

COUNTRY WOMEN'S ASSOCIATION

Secretary

EMERGENCY MANAGEMENT AUSTRALIA

Director, Policy, Planning and Coordination

DEPARTMENT FOR COMMUNITY DEVELOPMENT

Managers

DEPARTMENT OF HEALTH

Executive Officer, Emergency Management

QANTAS

Duty Airport Manager

SALVATION ARMY

State Director, Emergency Services

ST. JOHN AMBULANCE (OPERATIONS)

WESTERN AUSTRALIA POLICE SERVICE

Operations Centre Coordinator
OIC Emergency Operations Unit

WESTRALIA AIRPORT CORPORATION

GLOSSARY

SUPPORT AGENCY OFFICER – an officer provided by each of the Welfare Support Agencies to assist the Emergency Services Coordinator, Department for Community Development, in the management of the welfare response.

WELFARE CENTRE – any centre established to provide emergency welfare services to persons affected by an emergency. It may be an Evacuation Centre, Accommodation Centre, or Relief/Recovery Centre eg. 'One Stop Shop'.

WELFARE COORDINATION CENTRE – centres established at the State and Local level by the Department for Community Development from which the coordination of emergency welfare services during an emergency are carried out.

WELFARE SUPPORT AGENCY - that organisation whose response in an emergency is to provide support functions under the State Welfare Support Plan.

PART 1

INTRODUCTION

GENERAL

- 1.01 This plan is concerned with the control and coordination of reception operations in Western Australia following the evacuation of Australian citizens and other approved persons should the security situation in foreign countries deteriorate.
- 1.02 Reception operations will be conducted as a Commonwealth-State partnership, with Emergency Management Australia (EMA) acting as the lead Federal Agency and Department for Community Development acting as the lead State Agency. Responsibility for establishing and managing reception arrangements and providing welfare services rests with Department for Community Development.
- 1.03 This plan deals with the reception, welfare processing and relocation of evacuees.

AIM

- 1.04. The aim of the State Reception of Evacuees from Overseas Plan is to detail the management arrangements for the reception and relocation of evacuees in the Perth Metropolitan area.

SCOPE

- 1.05 This plan details policy and arrangements adopted by the Department for Community Development to coordinate services at Reception Centres. The arrangements provide for both government and non-government organisations to operate in a cooperative and coordinated manner in accordance with agreed roles and responsibilities.

OBJECTIVES

- 1.06 The objectives of this Plan are to:
- a. prescribe the organisation, concepts, responsibilities, mechanisms and procedures for statutory and non statutory organisations involved in reception operations and delivery of emergency welfare services; and
 - b. establish a basis for the provision and control and coordination of emergency welfare services and resources at reception Centres.

TITLE

- 1.07 This plan shall be titled the State Reception of Evacuees from Overseas Plan, abbreviated "WESTPLAN – RECEPTION".

RELATED DOCUMENTS

- 1.08. Other documents related to this plan are:
- a. Commonwealth Government Plan for the Reception of Australian Citizens and Other Approved Persons Evacuated from Foreign Countries;
 - b. State Registration and Inquiry Emergency Management Plan;
 - c. State Welfare Emergency Management Support Plan; and
 - d. Perth Airport Care of the Uninjured Supporting Plan to the Airport Emergency Plan.

AUTHORITY AND PLANNING RESPONSIBILITY

- 1.09. The authority for this plan is the State Emergency Management Committee (SEMC).
- 1.10. Responsibility for the development and maintenance of the plan is allocated to the Department for Community Development.

FUNDING

- 1.11. The Department for Community Development will keep accurate records of costs incurred in conducting reception operations. A consolidated claim will be sent to EMA or other designated Commonwealth agency for processing and assessing taking into account the unique nature of each reception operation. A guide to nature of costs that may be claimed is **Appendix 3**.

PART 2

CONCEPT

INTRODUCTION

- 2.01 Upon arrival of evacuees, the concept of providing welfare support and establishing Reception Centres is to provide welfare services to those affected, by coordinating the resources of State, Commonwealth and voluntary organisations to meet their immediate and short term needs.

MANAGEMENT CONCEPT

- 2.02 The operational concept of establishing and managing of reception arrangements is based on the following:
- a. The designation of a single specialist organisation responsible for the control and coordination of reception arrangements following the evacuation of Australian citizens and other approved persons from foreign countries.
 - b. The grouping of emergency reception services into seven functional areas and the allocation of responsibility for each area to a participating organisation.

RECEPTION FUNCTIONAL AREAS

- 2.03 As a result of being evacuated, the physical and psychological needs of those affected can be many and varied. To assist in coordinating these needs they have been grouped into the following seven functional areas:
- a. **Emergency Accommodation.**
The provision of temporary shelter for persons requiring accommodation
 - b. **Emergency Catering**
The establishment of an emergency catering service for the evacuees, casualties and welfare workers.
 - c. **Emergency Clothing and Personal Requisites**
The provision of essential clothing and personal requisites, such as toiletry packs, to affected persons.
 - d. **Personal Services**
The provision of services including information, advice and counselling services, which ensure that affected persons receive the necessary personal support to cope with the affects of loss, stress, confusion, trauma and family disruption.
 - e. **Registration and Inquiry**
The implementation of a registration and inquiry system that provides for individuals to be traced, families reunited and inquiries answered.
 - f. **Financial Assistance**
The provision of available financial assistance to those who are eligible and in need.
 - g. **First aid, Ambulance Transportation and Hospitalisation**
The provision of ambulances to transport arriving patients to hospitals and the services of qualified first aiders at Reception Centres.

ASSIGNMENT OF FUNCTION AREAS

2.04 Each of the seven functional areas shall be managed by the following organisations that have accepted responsibility for that function:

- | | | | |
|----|--|---|---|
| a. | Emergency Accommodation | - | Department for Community Development |
| b. | Emergency Catering
Perth Airport
Other specified locations | - | Westralia Airport Corporation
Salvation Army |
| c. | Emergency Clothing and Requisites | - | Salvation Army |
| d. | Personal Services | - | Department for Community Development
Airlines (Qantas) |
| e. | Registration (Only)
Inquiry (Only) | - | Australian Customs Service, and
Australian Red Cross, WA |
| f. | Financial Assistance | - | Department for Community Development |
| g. | Ambulances and First Aid
Health and Hospitals | - | WA Ambulance Service
Health Department of WA |

Note: Agencies managing functions are assisted by other agencies for example:

- | | | |
|----------------------|---|--|
| Emergency Catering | - | Country Women's Association |
| Personal Services | - | Australian Red Cross, Salvation Army,
St John Ambulance, Centrelink |
| Financial Assistance | - | Centrelink |

2.05 The arrangements for the management of each function are to be detailed in the organisation's own plan.

PART 3

ORGANISATION AND RESPONSIBILITIES

GENERAL

- 3.01 The organisation for the provision of emergency reception operations is based on the following:
- a. The State Welfare Coordinator to manage this responsibility at the State level.
 - b. The Emergency Services Coordinator, Department for Community Development to coordinate the initial response at the Perth International Airport.
 - c. Welfare Support Agencies responsible for provision of welfare support functions.

ROLES AND RESPONSIBILITIES

- 3.02 The provision of emergency welfare services will require the support of a number of statutory, private and voluntary organisations. Their roles and responsibilities are detailed at **Appendix 1**. These responsibilities have been determined by agreement between the respective organisations and the State Welfare Coordinator.
- 3.03 The allocated responsibilities do not restrict one organisation from assisting another, regardless of its primary role.
- 3.04 Should an organisation not be able to cope with its primary role, support with that role may be requested from the State Welfare Coordinator.

CONTROL AND COORDINATION

- 3.05 Overall control and coordination of the emergency reception and welfare response rests with the Department for Community Development through the State Welfare Coordinator.

SUPPORT AGENCY OFFICERS

- 3.06 During response activities, Support Agency Officers are provided by each of the participating organisations to assist the Emergency Services Coordinator, Department for Community Development, in the management of the welfare response. These officers will need to be located at the designated Reception Centre as required.
- 3.07 Emergency Management Australia will provide a Liaison Officer to advise the State Welfare Coordinator, and if necessary, the Department for Community Development will provide a Liaison Officer to Emergency Management Australia.
- 3.08 Contact details of Support Agency Officers and key personnel are at **Appendix 2**.

PART 4

OPERATIONAL MATTERS

CONTROL AND COORDINATION

- 4.01 Overall control and coordination for the establishment and management of reception arrangements rests with the Department for Community Development through the State Welfare Coordinator.

RECEPTION/WELFARE SUPPORT CENTRES

- 4.02 The primary and alternative facilities designated as State Reception Coordination Centres are as follows:
- a. Primary: Fulham House
222 Fulham St
Cloverdale WA 6105
 - b. Alternative: Ground Floor,
641 Wellington Street,
PERTH WA 6000
 - c. The Coordination Centre may be co-located at a Reception Centre.

ACTIVATION

- 4.03 General. The activation procedures detailed hereunder relate to organisations participating on the State Welfare Committee and organisations participating on the Perth Airport Emergency (Welfare) Committee.
- 4.04 Warning. The Department for Community Development will normally receive between four and seven days warning from Emergency Management Australia, that an evacuation is likely to, or will occur.
- 4.05 Activation. The activation of this plan will occur on advice from Emergency Management Australia. Call out procedures are as follows:
- a. Emergency Management Australia (EMA) advises the Executive Officer, SEMC who in turn advises the Emergency Services Coordinator, Department for Community Development, who in turn notifies the State Welfare Coordinator and calls out participating organisations as per the State Welfare Emergency Management Support Plan.

After initial call out, the Emergency Services Coordinator will establish direct communications with EMA.
 - b. Perth Airport Welfare Committee
Westralia Airport Corporation Control Centre which is operated on a 24 hour basis, will be requested by the Emergency Services Coordinator, Department for Community Development to activate the Care of the Uninjured Supporting Plan.

4.06 Stand Down

- a. Participating organisations are informed by the Emergency Services Coordinator on behalf of the State Welfare Coordinator.
- b. Organisations are stood down in accordance with their relevant procedures.
- c. State Welfare Coordinator advises participating organisations of operational debriefing arrangements.
- d. After the operational debrief has been conducted, the Emergency Services Coordinator prepares and distributes a post emergency operations report on behalf of the State Welfare Coordinator to the SEMC.

STATE RECEPTION OF EVACUEES FROM OVERSEAS PLAN**ROLES AND FUNCTIONS OF PARTICIPATING ORGANISATIONS****1. DEPARTMENT FOR COMMUNITY DEVELOPMENT**a. Role:

To manage the State Reception Coordination Centre, Reception Centre/s and associated welfare response.

b. Functions:

- Activation of the Westplan – Reception.
- Control and Coordinate all welfare resources utilised under this plan.
- Manage the functional areas of:
 - Emergency Accommodation including Welfare Centres and their services;
 - Emergency Clothing and Personal Requisites;
 - Personal Services;
 - Financial Assistance; and
 - Assist in the functional area of Registration and Inquiry.

2. AIRLINES - Qantasa. Role:

To manage onward travel by air.

b. Functions

- Arrange both national and international onward flights.
- Assist Department for Community Development with providing personal services to arriving and departing evacuees at the Perth International Airport.

3. AUSTRALIAN CUSTOMS SERVICEa. Role:

Process passengers and baggage, establish and provide executive support for the Passenger Reception Centre and manage the functional area of registration.

b. Functions:

- Process passengers' baggage and cargo for Customs, Quarantine and Immigration purposes.
- Set up and staff the Passenger Reception Centre at the International Terminal Building.
- On behalf of Department for Community Development register all passengers who arrive at the Passenger Reception Centre using the appropriate forms.

4. AUSTRALIAN RED CROSS, WESTERN AUSTRALIA

a. Role:

Manage the functional area of Inquiry. Assist with the welfare functional area of personal services.

b. Functions:

- Provide a Support Agency Officer to liaise with the Emergency Services Coordinator, Department for Community Development at the State Reception Coordination Centre;
- Provide and staff a State Central Registry and Inquiry Centre to receive, process and answer inquiries regarding the whereabouts and safety of relatives and friends; and
- Manage the interface with the National Registration and Inquiry System.
- Assist with the provision of personal support services

5. SALVATION ARMY

a. Role:

Manage the functional area of Emergency Catering at accommodation Centres if required. Assist with the welfare functional area of personal services.

b. Functions:

- Provide a Support Agency Officer to liaise with the State Welfare Coordinator at the State Reception Coordination Centre;
- Provide emergency catering at Welfare Centres;
- Provide emergency clothing if required;
- Provide personal requisites such as toiletries and other incidentals to those affected; and
- Assist with the provision of personal support services

6. COUNTRY WOMEN'S ASSOCIATION

a. Role:

Assist with the welfare functional area of Emergency Catering if required.

7. CENTRELINK

a. Role:

Assist with the welfare functional area of Financial Assistance

b. Functions:

- Provide a Support Agency Officer to liaise with the State Welfare Coordinator at the State Reception Coordination Centre;
- Provide financial assistance in the form of cash, cheque or bank payment to emergency victims in accordance with the Social Security Act; and
- Provide support services or referral advice to appropriate agencies, as requested by the Welfare Coordinator.

8. ST. JOHN AMBULANCE SERVICE

- a. Role:
Manage ambulance and first aid services at Reception and State Welfare Centres.
- b. Functions:
- Transport injured or ill patients to hospitals;
 - Provide a Support Agency Officer to liaise with the Emergency Services Coordinator, Department for Community Development, at the State Reception Coordination Centre; and
 - Provide qualified first aiders at Reception Centres and Welfare Centres, if and when required.

9. HEALTH DEPARTMENT OF WESTERN AUSTRALIA

- a. Role:
Manage the health response, if required.
- b. Functions:
- Coordinate all health resources utilised under the State Health Emergency Management Support Plan.

10. WESTERN AUSTRALIAN POLICE SERVICE

- a. Role:
Security and crowd control.
- b. Functions:
- Provide a Support Agency Officer to the Emergency Services Coordinator, Department for Community Development at the State Reception Coordination Centre;
 - Ensure the orderly movement of evacuees into the Passenger Reception Centre; and
 - Establish and maintain crowd and traffic control.

11. WESTRALIA AIRPORT CORPORATION

- a. Role:
As per the Perth Airport Emergency Plan, Care of the Uninjured Supporting Plan.
- b. Functions:
- Set up and manage the allocation of reception area/s at the Perth International Airport;
 - Assist the WA Police Service to secure the Passenger Reception Centre at Perth International Airport;
 - Assist the WA Police Service with crowd and traffic control; and
 - Provide emergency catering at Perth International Airport.

STATE RECEPTION OF EVACUEES FROM OVERSEAS PLAN

KEY PERSONNEL AND CONTACT LIST

For Key Personnel contact details please refer inquiries to:

Emergency Services Coordinator
Department for Community Development

Telephone: 9277 0366

STATE RECEPTION OF EVACUEES FROM OVERSEAS PLAN

INDICATIVE CATEGORIES OF CLAIMABLE EXPENDITURE

Costs that could be incurred during reception operations and for which Commonwealth reimbursement may be claimed are as follows:

- a. Overtime and allowances including Travel Allowance;
- b. Wages and allowances for agencies contracted to supply specialist services;
- c. Meals;
- d. Temporary employment costs;
- e. Transportation/Charter costs;
- f. Travel expenses (air fares/taxis/vehicles/parking);
- g. Facilities/Plant hire;
- h. Fuels (including lubricants);
- i. Consumables;
- j. Repair and replacement of damaged equipment;
- k. Reception Point and Reception Centre costs;
- l. Emergency medical. Public health/safety matters, including health assessment;
- m. Temporary accommodation costs;
- n. Communications costs (phone/facsimile);
- o. Personal hardship and distress costs for evacuees; and
- p. Other costs directly attributed to the reception operation.