



**WESTERN AUSTRALIA**

**STATE  
WELFARE  
EMERGENCY MANAGEMENT  
SUPPORT PLAN  
(WESTPLAN – WELFARE)**



ISSUED BY

Department for Community Development  
Government of Western Australia

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

## **FOREWARD**

In accordance with the State's emergency management arrangements determined by the Government, this support plan has been produced by the Department for Community Development on behalf of the State Emergency Management Committee.

One of the major requirements in an emergency is the provision of welfare services to those affected by the event. The services likely to be needed range from the provision of food and clothing, to meeting the emotional and psychological needs as a result of the trauma suffered by the community. These services are an integral part of Emergency Management and need to be integrated with other services, including response services provided by the Hazard Management Agencies. There needs to be a cooperative approach to planning for the delivery of these services following a major emergency with the overall aim of alleviating in the most humane way possible, the social disruption and effects brought about by such an event. Services will need to be provided for those who have been displaced, disadvantaged, or had their lives and livelihood disrupted. This plan sets out the parameters to do that.

**Overall responsibility for the management of welfare services during emergencies rests with the Department for Community Development. Importantly, the Department recognises and supports a community centred approach. As such the Department will coordinate the resources detailed in this plan to support local emergency management arrangements. Accordingly where a Local Government appoints its own "Local Welfare Liaison Officer", the Local Welfare Coordinator referred to in this plan will act as a support to that Officer and activate the Local Welfare Support Plan or components thereof as requested by the Local Welfare Liaison Officer".**

To assist the Department to deliver emergency welfare services, a number of organisations, both statutory and voluntary have accepted specific tasks and responsibilities that are detailed in this plan.

Non statutory organisations assisting in the delivery of welfare services do so on a voluntary basis. The Government holds their assistance and commitment towards the provision of these services in high regard. Without their participation, effective delivery of welfare services would be difficult to achieve.

## 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         | March 2003 | Complete Review and Reissue |               |
| 2         |            |                             |               |
| 3         |            |                             |               |
| 4         |            |                             |               |
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## **DISTRIBUTION**

### **Organisation/Appointment**

#### **Hon Minister for Police and Emergency Services**

#### **State Emergency Management Committee**

- Chairman
- Deputy Chairman
- Executive Director, Emergency Management Services (EO SEMC)
- All Members (2 copies each)

#### **State Welfare Emergency Committee**

- All Members

#### **Department for Community Development**

- As determined by Emergency Services Coordinator

#### **Fire and Emergency Services Authority**

##### *Emergency Management Services*

- Manager Policy and Planning
- Manager Training and Development
- Manager Mitigation

##### *Fire Services*

- Directors, *via Fire Services Executive* (11)
- District Managers, *via Fire Services Executive* (33)

##### *State Emergency Service*

- Manager, Research and Logistics
- Regional Directors (5 x 1 copy)
- District Managers (9 x 1 copy)

##### *Human Services*

- Executive Director Human Services

##### *Business Services*

- Executive Director Business Services

##### *Community Safety*

- Executive Director Community Safety

##### *Library*

#### **Main Roads Western Australia**

- Librarian

#### **WA Police Service**

- Deputy Commissioner (Administration)
- Assistant Commissioner, Traffic & Operations Support
- Emergency Operations Unit (3) \*
- Assistant Commissioner Metropolitan
- Assistant Commissioner North East
- Assistance Commissioner Southern
- District Officers, Metropolitan and Country (14 x 1 copy)
- Officers in Charge, Police Sub-Districts (161 x 1 copy)
- Officer in Charge, COMCO
- Manager, Library Services, Maylands

#### **Interstate**

- Director General, Emergency Management Australia (2)
- Director, Emergency Management Australian Mt Macedon (2)
- Executive Officer, ACT Emergency Management Committee
- Executive Officer, NSW State Emergency Management Committee
- Executive Officer, Northern Territory Counter Disaster Council
- Executive Officer, Queensland State Disaster Organisation
- Executive Officer, South Australia State Disaster Committee
- Executive Officer, Tasmania State Disaster Committee
- Executive Officer, Victoria State Disaster Council

## **GLOSSARY OF TERMS**

**COORDINATION** - the bringing together of organisations and elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, human resources and equipment) in accordance with the requirements imposed by the threat or impact of an emergency.

**EMERGENCY** - an event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which is beyond the resources of a single organisation or which requires the coordination of a number of significant emergency management activities.

**EMERGENCY COORDINATOR** - that person designated by the Commissioner of Police to be the District or Local Emergency Coordinator with responsibility for ensuring that the roles and functions of the respective District or Local Emergency Management Committee are performed, and assisting the Hazard Management Agency in the provision of a coordinated multi-agency response during *Incidents* and *Operations*. At the State level this is the Commissioner of Police. At the District level it is the District Police Officer. At the local level it is the Senior Police Officer responsible for the police sub-district.

**HAZARD** – a situation or condition with potential for loss or harm to the community or the environment.

**HAZARD MANAGEMENT AGENCY** - that organisation which, because of its legislative responsibility or specialised knowledge, expertise and resources is responsible for ensuring that emergency management activities pertaining to the prevention of, preparedness for, response to and recovery from a specific hazard are undertaken. Such organisations are either designated by legislation or detailed in State level emergency management plans.

**REGISTRATION** – The process of accurately recording on registration forms, appropriate details of all persons affected by an emergency who are temporarily in an Evacuation Centre.

**WELFARE COORDINATOR** - the nominated representative of the Director General, Department for Community Development, with the responsibility to coordinate the welfare response during emergencies at the State and Local level.

**LOCAL WELFARE LIAISON OFFICER** – the nominated representative of the Local Government Authority with the responsibility to coordinate the welfare response during emergencies and liaise with the Welfare Coordinator of the Department for Community Development.

**EMERGENCY SERVICES COORDINATOR** - an appointed officer of the Department for Community Development, located in Perth, authorised to activate responses to emergency welfare situations, and approve emergency expenditure and utilisation of resources to meet those responses.

**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.

**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, e.g. 'One-Stop-Shop'.

## **PART 1**

### **INTRODUCTION**

#### **GENERAL**

- 1.01 In emergency management terminology, Welfare is defined as providing immediate and ongoing supportive services, to alleviate as far as practicable the effects on persons affected by an emergency.
- 1.02 The provision of Welfare under this plan incorporates a range of services aimed at achieving the above.
- 1.03 The development of these emergency welfare services is based fundamentally on the utilisation of resources already existing within the community.
- 1.04 The State Welfare Emergency Support Plan supports a community centred approach to emergency management. At the Local level the plan aims to supplement the resources of the local community when required.

#### **AIM**

- 1.05 The aim of the State Welfare Emergency Management Support Plan is to detail the management arrangements at the State and Local levels for the provision of emergency welfare services during emergencies.

#### **SCOPE**

- 1.06 This plan details statewide policy and arrangements adopted by the Department for Community Development to coordinate welfare services in an emergency. It also details State level organisation and response arrangements in support of local welfare support plans. 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.
- 1.07 It is important that the planning and provision of emergency welfare services at the local level are consistent with, as far as possible, with the policy and concepts detailed in this plan. Where Local Governments elect to nominate their own Welfare Coordinators or Welfare Liaison Officers the Local Welfare Coordinators referred to in this plan will have a support coordination role.

#### **OBJECTIVES**

- 1.08 The objectives of this Plan are to:
  - a. Prescribe the organisation, concepts, responsibilities, mechanisms and procedures for statutory and non statutory organisations involved in the delivery of emergency welfare services;
  - b. Establish a basis for the provision and coordination of emergency welfare services and resources during emergencies;
  - c. Establish practice and principles for the coordination of emergency assistance and relief measures; and
  - d. Provide the basis for welfare planning at the local level.

**TITLE**

1.09 This plan shall be titled the State Welfare Emergency Management Support Plan, abbreviated WESTPLAN - WELFARE.

**RELATED DOCUMENTS**

1.10 This plan is a "stand alone" document that may be activated to support hazard management plans. Other documents related to this plan are:

- a. State Registration and Inquiry Plan;
- b. State Recovery Emergency Management Plan; and
- c. State Reception of Evacuees from Overseas Plan.

**AUTHORITY AND PLANNING RESPONSIBILITY**

1.11 The authority for this plan is the State Emergency Management Committee (SEMC).

1.12 Responsibility for the development and maintenance of the plan is allocated to the Department for Community Development in consultation with the State Welfare Emergency Committee, under the chair of the Department for Community Development.

## **PART 2**

### **OPERATIONAL CONCEPT**

#### **INTRODUCTION**

- 2.01 During response and/or recovery operations the concept of welfare support is to provide relief services to persons affected by the emergency by coordinating the welfare resources of State/Commonwealth departments and agencies, together with the welfare resources of voluntary organisations and private industry, to meet the emergency welfare needs of the community.

#### **OPERATIONAL CONCEPT**

- 2.02 The emergency welfare operational concept is based on the following:
- a. The designation of a single specialist welfare organisation responsible, on a statewide basis, for the management of the emergency welfare functions during emergencies. This agency is Department for Community Development.
  - b. The management of emergency welfare services shall be based on the daily administrative structure of the Department for Community Development Welfare Emergency Management Support Plans, will be prepared for the State-and Local levels.
  - c. The grouping of emergency welfare services into six functional areas (see paragraph 2.03) each of which shall be addressed in the relevant welfare emergency management support plans.
  - d. The allocation of responsibility for each functional area to a “functional” manager (i.e. Emergency Catering Manager, Emergency Accommodation Manager, etc). Where this allocation has been made on an organisational basis such allocation shall, as far as possible, apply at all levels. Where this is not possible the Department for Community Development shall make alternate arrangements.
  - e. The provision of emergency welfare services shall be based on a two-tier response, i.e. local resources first, followed by state support.

#### **WELFARE FUNCTIONAL AREAS**

- 2.03 In an emergency, the physical and psychological needs of those affected can be many and varied. The nature and scale of the emergency will determine the type of services required to meet those needs and the manner in which they should be delivered. For example, only psychological services may be needed for one emergency while another may require a combination of accommodation and psychological services.

2.04 To assist in coordinating these services they have been grouped into the following six functional areas:

a. **Emergency Accommodation**

The provision of temporary shelter for persons rendered homeless, and where necessary, the allocation of more permanent accommodation.

**Policy**

- (1) The provision of temporary shelter may take the form of a centre established and maintained to provide emergency welfare services to disaster affected persons. Such a centre is known as a welfare centre. Welfare Centres include: Evacuation Centres, Relief/Recovery Centres (commonly referred to as 'One-Stop-Shop') and Accommodation Centres.
- (2) Centre locations should be identified in relevant Welfare Support Plans together with procedures for their activation and management. Their activation is determined by the respective Welfare Coordinator in consultation with the Emergency Coordinator and the Hazard Management Agency. They are established and managed by designated Centre Managers appointed by the Welfare Co-ordinator.
- (3) Accommodation facilities such as Department for Community Development residential facilities and Department of Sport and Recreation camp facilities may be utilised when available and appropriate.
- (4) The use of temporary accommodation such as showgrounds or billeting should only be used when no other form of accommodation is available.
- (5) A resource list of facilities available for use as *Centres* should be maintained by the relevant Welfare Coordinator and included in the state and local welfare support plan.

b. **Emergency Catering**

The establishment of an emergency catering service for those rendered homeless, evacuees, casualties and welfare workers.

**Policy**

- (1) Depending on the numbers involved and the length of time for which catering is required, this may be met through either of the following:
  - (a) Voluntary groups such as the Salvation Army and Country Women's Association (where these exist);
  - (b) Fast food outlets;
  - (c) Meals-on-Wheels; or
  - (d) Hospital/Hotel/Motel/Public Catering services.
- (2) Payment for food provided at designated centres will be met by the Department for Community Development. Payment for food provided outside of these centres is subject to negotiation between the Department for Community Development, Emergency Coordinators and the relevant Hazard Management Agency.
- (3) Responsibility for provision of meals for non-welfare emergency workers is the responsibility of the Hazard Management Agency.
- (4) A resource list of catering agencies should be maintained by the relevant Welfare Coordinator and included in the state and local welfare support plan.

c. **Emergency Clothing and Personal Requisites**

The provision of essential clothing and personal requisites, such as toiletry packs, to affected persons.

**Policy**

- (1) This function includes the provision of basic necessities such as blankets, towels, mattresses, pillows, bedding, disposable nappies, and sanitary needs etc.
- (2) Where possible new clothing or financial assistance for the purchase of new clothing should be provided to eligible persons as soon as practicable.
- (3) The use of 'recycled' clothing is a last resort.
- (4) Welfare Coordinators should maintain and include in the state and local welfare support plan lists of retail outlets agreeing to participate in these arrangements and ensure that acceptable procedural matters have been established.

d. **Personal Services**

The provision of services including information, advice and counselling services, to ensure that affected persons receive the necessary personal support to cope with the effects of loss, stress, confusion, trauma and family disruption.

**Policy**

- (1) Department for Community Development officers may need to work with a number of other specialist agencies in providing this service. This may include specialised counselling and psychiatric services, childcare facilities and self help groups.
- (2) Information and advice services may cover such matters as relief measures, availability of grants and other forms of financial assistance, insurance, legal advice, health and safety, rebuilding, child care and financial counselling.
- (3) Welfare Coordinators should maintain and include in the state and local welfare support plan a list of agencies and establish procedural arrangements for their participation following major emergencies.

e. **Registration and Inquiry**

The implementation of a registration and inquiry system that provides for individuals to be traced, families reunited and inquiries answered.

**Policy**

- (1) Policy governing the delivery of this function is detailed in the State Registration and Inquiry Emergency Management Plan,
- (2) Welfare Coordinators need to be familiar with the arrangements in the State Registration and Inquiry Emergency Management Plan and ensure that arrangements are put in place to meet their responsibilities.

f. **Financial Assistance**

The provision of financial assistance to those who are eligible and in need.

Policy

- (1) There are a number of financial assistance programs that may be put in place following a major emergency. The policy governing each program is determined by Government.
- (2) Financial assistance may include:
  - (a) The Natural Disaster Relief Arrangements'(NDRA)- Personal Hardship and Distress Relief Payments administered by Department for Community Development:
    - Emergency Assistance;
    - Temporary Living Expenses;
    - Essential Household Contents Assistance; and
    - Structural grants.
  - (b) Centrelink's Disaster Relief Payments and Special Benefits categories;
  - (c) Department for Community Development's Family Crisis Program; and
  - (d) any other forms of emergency assistance available at the time.

## PART 3

### ORGANISATION AND RESPONSIBILITIES

#### GENERAL

- 3.01 The provision of emergency welfare services is based on the following:
- a. Welfare Coordinators, appointed at the State and Local level, managing this responsibility;
  - b. The Emergency Services Coordinator of the Department for Community Development, ensuring the Service's capacity to respond effectively to emergencies;
  - c. Welfare Emergency Committees at the State and Local level assisting Welfare Coordinators with their responsibilities;
  - d. Organisations designated to manage each of the six welfare functional areas;
  - e. Other government and non-government agencies to support the Department for Community Development deliver emergency welfare services as needed; and
  - f. Recognition that Local Government may appoint their own Local Welfare Liaison Officers to coordinate the provision of welfare services.
- 3.02 An organisational diagram is attached at **Appendix 1**.

#### WELFARE COORDINATORS

- 3.03 Welfare Coordinators are appointed as follows:
- a. State Welfare Coordinator.
    - (1) The title "State Welfare Coordinator" used throughout this plan implies the nominated representative of the Director General, Department for Community Development.
    - (2) The responsibilities of the State Welfare Coordinator include the following:
      - (a) Co-ordination of all Emergency Welfare services at the State level. He/she Chairs the State Welfare Emergency Committee;
      - (b) Co-ordination of all participating agencies within the State Welfare Operations Centre; and
      - (c) Coordination of the welfare response during emergencies.

b. Emergency Services Coordinator, Department for Community Development

- (1) The Emergency Services Coordinator, Department for Community Development, is an appointed officer of the Department, located in Perth, whose everyday function is to ensure the preparedness of The Department for Community Development 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 Hazard Management Agency.
- (2) The responsibilities of the Emergency Services Coordinator include the following:
  - (a) Act as the Director General's representative on the following State Emergency Management Groups:
    - Emergency Services Group;
    - Recovery Services Group; and
    - Public Information Group.
  - (b) Maintain the State Welfare Emergency Coordination Centre and manage the operating of the centre during operations;
  - (c) On behalf of the State Welfare Coordinator prepare and maintain the State Welfare Emergency Management Support Plan;
  - (d) Activate responses to emergency welfare situations, and authorise emergency expenditure and utilisation of resources to meet those responses;
  - (e) Assist the State Welfare Coordinator with his/her functions;
  - (f) Manage the following emergency welfare functions:
    - Emergency Accommodation;
    - Emergency Clothing and Personal Requisites;
    - Personal Services; and
    - Financial Assistance.
  - (g) Provide support to country staff/offices involved in emergencies; and
  - (h) Represent the Department for Community Development on the State Emergency Coordination Group as requested.

c. District Welfare Representatives.

- (1) The Department for Community Development will appoint a representative to sit on District Emergency Management Committees to address emergency welfare matters where these committees exist.
- (2) During operations coordination of emergency welfare services will be undertaken by the Local Welfare Coordinator. Should further welfare assistance be required this will be coordinated at the State level. Department for Community Development representatives to each of the identified District Emergency Management Committees are listed at **Appendix 2**.

- (3) The responsibilities of Department for Community Development representatives at District level include the following:
  - (a) Represent the Department for Community Development on District Emergency Management Committees;
  - (b) Ensure the arrangements of this plan are clearly understood at the District level;
  - (c) Clarify the Department for Community Development's policy on emergency welfare matters where required;
  - (d) Refer matters of a contentious nature to State level for resolution; and
  - (e) Represent the Department for Community Development on Operations Area Management Groups as requested.

d. Local Welfare Coordinators.

- (1) The Local Welfare Coordinator shall be a nominated officer of The Department for Community Development located in the Local Government Authority area. Where the Department for Community Development is not located within a Local Government Authority area, the Department, in conjunction with the Local Emergency Management Committee will formally appoint a suitable person as the Local Welfare Coordinator. When the nominated Local Welfare Coordinator is not a Department for Community Development Officer 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, chair and manage the activities of the Local Welfare Emergency Management Sub-Committee where established (see point 3.05);
  - (b) Prepare, promulgate, test and maintain the local Welfare Emergency Management Support plan;
  - (c) Represent the Department for Community Development and the emergency welfare function on the Local Emergency Management Committee and Local Recovery Committee;
  - (d) Establish and maintain the Local Welfare Coordination Centre;
  - (e) Ensure personnel and organisations are trained and exercised in their welfare responsibilities;
  - (f) Coordinate the provision of emergency welfare services during response and recovery phases of an emergency; and
  - (g) Represent the Department for Community Development on the Incident Management Group when requested.
- (3) Importantly, the Department for Community Development recognises and supports a community centred approach. As such the Department will coordinate the resources detailed in this plan to support local emergency management arrangements. Accordingly where a Local Government appoints its own "Local Welfare Liaison Officer", the Local Welfare Coordinator referred to in this plan will act as a support to that Officer and activate the Local Welfare Support Plan or components thereof as requested by the Local Welfare Liaison Officer".

e. Local Welfare Liaison Officers

- (1) LOCAL WELFARE LIAISON OFFICERS – the nominated representative of the Local Government Authority with the responsibility to coordinate the welfare response during emergencies and liaise with the Welfare Coordinator of the Department for Community Development.

**WELFARE EMERGENCY COMMITTEES**

3.04 State Welfare Emergency Committee. This Committee has the following role, functions and composition:

a. Role:

To assist the Department for Community Development manage emergency welfare services during major emergencies.

b. Functions

- (1) Assist with the testing and maintenance of the State Welfare Emergency Management Support Plan;
- (2) Provide advice and support to the State Welfare Coordinator on all aspects of emergency welfare services during emergencies;
- (3) Provide a forum for discussing/resolving welfare issues during emergencies;
- (4) Review post response/recovery and/or exercise reports of emergencies involving welfare services with a view to amending arrangements in this plan; and
- (5) Make appropriate recommendations to the State Welfare Coordinator to improve the State's welfare preparedness to cope with emergencies.

c. Composition.

The composition of the Committee is as detailed hereunder. Actual membership details and their contacts are listed at **Appendix 3.**

- (1) Department for Community Development (Chair)
- (2) Australian Red Cross, WA
- (3) Centrelink
- (4) Council of Churches
- (5) Country Women's Association
- (6) Department of Health – Mental Health
- (7) Department of Indigenous Affairs
- (8) Education Department
- (9) Fire and Emergency Services Authority (FESA)
- (10) Office of Multicultural Interests
- (11) Salvation Army
- (12) St John Ambulance (Operations)
- (13) Western Australia Police Service
- (14) Other members as coopted from time to time.

d. Meetings.

The frequency of meetings shall be determined by the Chairperson with a minimum of two meetings per year. Executive/secretarial support shall be provided by the Department for Community Development.

3.05 Local Welfare Emergency Sub-Committees.

- a. The functions of the Local Welfare Emergency Sub-Committee mirror that of the State committee and aim to supplement the resources of the local community as required.
- b. Depending on the size and characteristics of a local community, a Local Welfare Emergency Sub-Committee may or may not be required.
- c. Where a Local Welfare Emergency Sub-Committee is not established the Local Welfare Coordinator shall take on all the functions of the committee.

**ASSIGNMENT OF WELFARE FUNCTION AREAS**

3.06 Each of the six welfare 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                         | - | Salvation Army   |
| c. | Emergency Clothing and Personal Requisites | - | Salvation Army   |
| d. | Personal Services                          | - | Department for Community Development                               |
| e. | Registration and Inquiry                   | - | Department for Community Development<br>- Australian Red Cross, WA |
| f. | Financial Assistance                       | - | Department for Community Development                               |

**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  |

Role and responsibilities of agencies coopted to the committee will be individually negotiated with the agency and entered into the plan.

3.07 The above responsibilities extend to Local level. Where an organisation is unable to meet its responsibilities, the Department for Community Development, upon being advised, will make alternative arrangements.

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

## WELFARE CENTRES

### 3.09 General.

- a. Welfare Centres are part of the "Emergency Accommodation" function. They are established as emergency facilities from which shelter, food, clothing, financial assistance, registration, personal support and all other welfare services can be provided until alternative arrangements can be made.
- b. Welfare Centres may provide locations for assembly, evacuation, reception, accommodation and relief and recovery (e.g. One-Stop-Shop) Welfare Centres may be established individually or in any combination. This will be arranged as required by the relevant Welfare Coordinator.

### 3.10 Welfare Centre Facilities/Services.

- a. The Department for Community Development is responsible for establishing and managing Welfare Centres to provide the following facilities and services as required by persons affected by an emergency.
  - (1) Administration
  - (2) Emergency Catering
  - (3) Emergency Clothing and Personal Requisites
  - (4) Financial Assistance
  - (5) Personal Services
  - (6) Registration and Inquiry
  - (7) First Aid
  - (8) Emergency Accommodation
- b. These services are provided by the relevant responsible agencies listed at **Appendices 3 and 4** and are reflected in their individual organisational plans or in the case of Registration and Inquiry, the State Registration and Inquiry Emergency Management Plan.

### 3.11 Welfare Centre Locations.

- a. State Welfare Centres have been designated within the metropolitan area. Selection has been made taking into consideration geographical location to ensure flexibility in coverage, ease of identification and known premises. The actual location of these centres is documented and the list maintained by the Department for Community State level Welfare Centres selected for use following an emergency will be made known to relevant agencies immediately this plan is activated.
- b. Local Welfare Centre locations are pre-determined by Local Welfare Coordinators in consultation with Local Government Authorities and Local Emergency Management Committees. Centre locations are documented in Local Welfare Support Plans. During an event the Department for Community Development will consult with the relevant Hazard Management Agency and then decide which centre/s will be opened.

**RESOURCE SUPPORT**

- 3.12 DCD has the primary responsibility for coordinating the provision of welfare resources. Requests for additional resource support, where required, should be made by the relevant Welfare Coordinator to the relevant Hazard Management Agency or Emergency Coordinator.

**COMMUNICATIONS**

- 3.13 The provision of communication facilities between Welfare Centres and the Welfare Coordination Centre is the responsibility of the Department for Community Development.

**PUBLIC INFORMATION**

- 3.14 The Hazard Management Agency is responsible for the provision and management of public information during emergencies (refer to State Public Information Emergency Management Support Plan).
- 3.15 The Department for Community Development and other support agencies to this plan should only provide information to the public and the media on issues that are directly their responsibility. All other matters should be referred to the Hazard Management Agency.

## PART 4

### OPERATIONAL MATTERS

#### CONTROL AND COORDINATION

- 4.01 Overall control and coordination of the emergency welfare response rests with the Department for Community Development through the designated State and Local Welfare Coordinators operating from designated Welfare Coordination Centres.

#### WELFARE COORDINATION CENTRES

- 4.02 Welfare Coordination Centres are facilities from which the welfare response to emergencies is coordinated and at which the Welfare Coordinators are located. The provision of such facilities, its staffing and operating procedures are the responsibility of the Department for Community Development.

4.03 State Welfare Coordination Centre.

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

- a. Primary Department for Community Development  
Fulham House  
222 Fulham St  
Cloverdale WA 6105
- b. Alternate Department for Community Development  
641 Wellington Street  
Perth WA 6000
- or
- Department for Community Development  
109 Royal Street  
East Perth WA 6000

4.04 Local Welfare Coordination Centres.

These are determined locally and promulgated in the Local Welfare Emergency Management Support Plan. Such facilities may be located within the Department for Community Development's local offices.

#### SUPPORT AGENCY OFFICERS

- 4.05 During response/recovery activities, Support Agency 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 or Local Welfare Coordination Centre as required.
- 4.06 Contact details of State Support Agency officers and key personnel are at **Appendix 5**.

**ACTIVATION**4.07 General.

The activation procedures detailed hereunder relate to State level arrangements. Similar procedures should be followed at the local level involving the Local Welfare Coordinator and the relevant Hazard Management Agency.

- a. The first indication that this support plan may need to be activated will come from one of two sources as follows:
  - (1) A Hazard Management Agency may identify the need to activate this support plan to help manage an emergency; or
  - (2) The State Welfare Coordinator, based on information provided from within the organisation, may identify the need to activate this support plan.
- b. Regardless of who first identifies the need, the Hazard Management Agency and the State Welfare Coordinator shall confer and agree that the support plan should be activated. Once this decision is made the State Welfare Coordinator shall activate and manage the plan accordingly.
- c. The Hazard Management Agency is required to advise the State Emergency Coordinator, through the Executive Officer SEMC, whenever this plan is activated or deactivated. This may be done verbally, but if so, shall be followed by written advice soon after.

4.08 Warning.

The warning that an emergency has or is likely to occur will be received by the Emergency Services Coordinator, Department for Community Development, who will in turn warn the appropriate key personnel of participating organisations.

4.09 Stages of Activation.

The State Welfare Emergency Management Support 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.

- a. Stage 1 - Alert.
  - (1) Participating organisations are alerted by the Emergency Services Coordinator on behalf of the State Welfare Coordinator.
  - (2) Participating organisations alert their own personnel.
  - (3) Additional information allowing organisations time to arrange preliminary preparations is provided.
- b. Stage 2 - Standby.
  - (1) Participating organisations are informed by the Emergency Services Coordinator, Department for Community Development, on behalf of the State Welfare Coordinator.
  - (2) Participating organisations inform their own personnel.
  - (3) All participants maintain contact with the Emergency Services Coordinator.
  - (4) Key personnel are briefed on action to be taken.
  - (5) The State Welfare Coordination Centre is prepared for activation.

c. Stage 3 - Call Out.

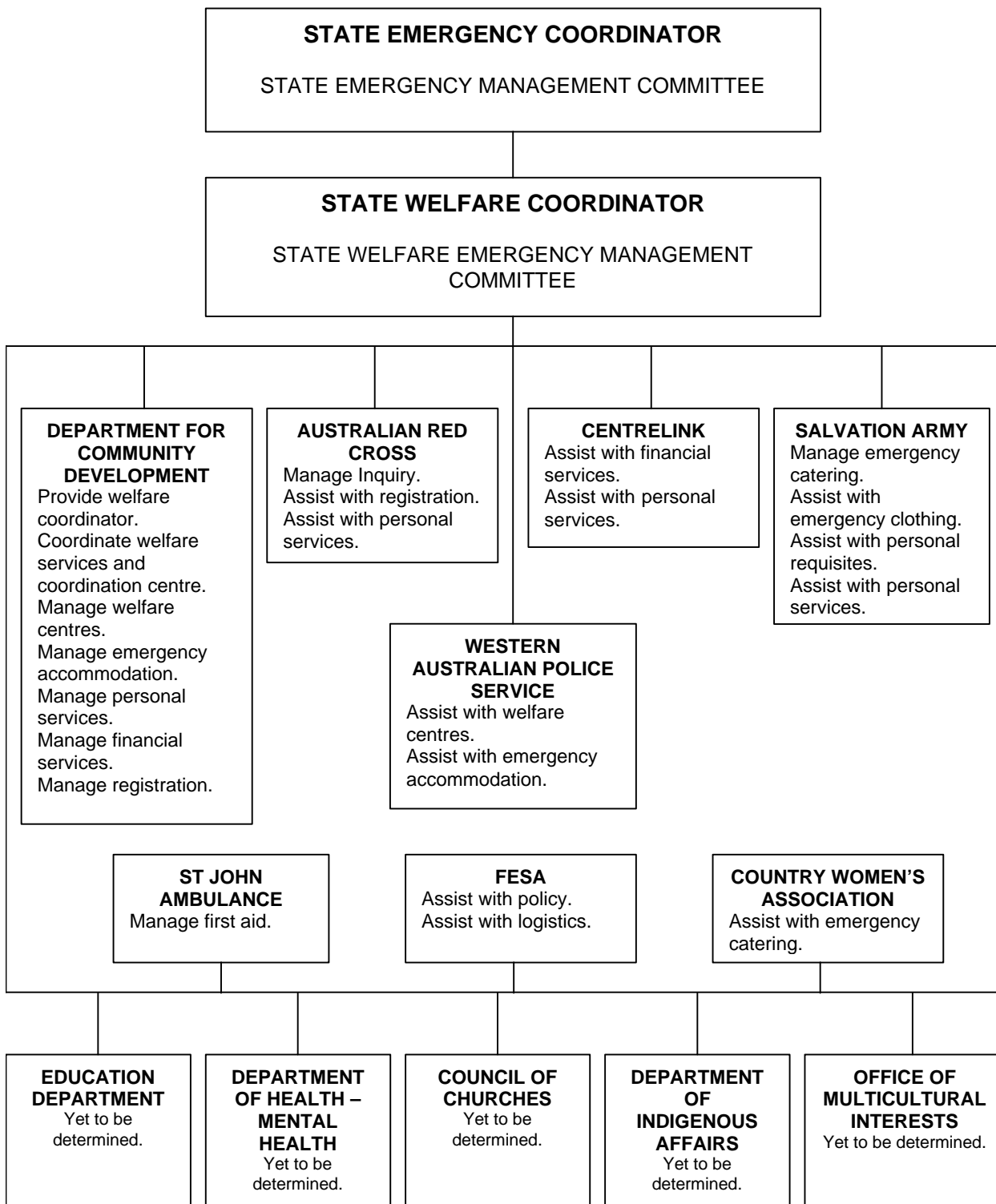
- (1) The State Welfare Coordination Centre is activated.
- (2) Participating organisations are called out by the Emergency Services Coordinator on behalf of the State Welfare Coordinator and nominated Support Agency officers proceed to the State Welfare Coordination Centre.
- (3) Welfare services are provided under the coordination of the State Welfare Coordinator.

d. Stage 4 - Stand Down.

- (1) Participating organisations are informed of the stand down by the Emergency Services Coordinator on behalf of the State Welfare Coordinator.
- (2) Participating organisations stand down in accordance with relevant procedures for each organisation.
- (3) Organisations are to advise the Emergency Services Coordinator when stand down has been completed.
- (4) The Emergency Services Coordinator advises participating agencies of debriefing arrangements.
- (5) The State Welfare Coordination Centre is closed down.
- (6) The Emergency Services Coordinator, on behalf of the State Welfare Coordinator, conducts debrief, prepares and distributes Post-Emergency Report and ensures review of this plan by the State Welfare Emergency Committee.

**STATE WELFARE EMERGENCY MANAGEMENT SUPPORT PLAN**

**STATE WELFARE  
EMERGENCY MANAGEMENT ORGANISATION**



## STATE WELFARE EMERGENCY MANAGEMENT SUPPORT PLAN

**DEPARTMENT FOR COMMUNITY DEVELOPMENT**  
**REPRESENTATIVES ON**  
**DISTRICT AND LOCAL EMERGENCY MANAGEMENT COMMITTEES**

| POLICE DISTRICT       | Committee           | AREA  | POSITION         | PHONE/FAX  |
|-----------------------|---------------------|---|------------------|--|
| <b>PILBARA</b>        | <b>Pilbara DEMC</b> |   | District Manager | Ph. 9185 0200  |
|                       | LEMC                | Hedland<br>Marble Bar   |                  | Ph. 9173 1877<br>Fax 9173 2505                       |
|                       | LEMC                | Newman  |                  | Ph 9175 1051<br>Fax 9175 1935                        |
|                       | LEMC                | Nullagine   |                  | Ph. 9175 1051  |
|                       | LEMC                | Tom Price   |                  | Ph. 9189 1592<br>Fax 9189 2311                       |
|                       | LEMC                | Karratha/Dampier<br>Roebourne/Wickham<br>Pt. Samson/Pannawonica |                  | Ph. 9185 0200<br>Fax 9185 0222                       |
|                       | LEMC                | Onslow  |                  | Karratha<br>Ph. 9185 0200<br>Onslow<br>Ph. 9184 6005 |
| <b>PEEL</b>           | <b>Peel DEMC</b>    |   | District Manager | Ph. 9535 6688<br>Fax 9581 1126                       |
|                       | LEMC                | Mandurah  |                  | Ph. 9535 6688<br>Fax 9581 1126                       |
|                       | LEMC                | Murray includes Pinjarra/<br>Dwellingup/North<br>Dandalup       |                  | Ph. 9535 6688<br>Fax 9581 1126                       |
|                       | LEMC                | Boddington  |                  | Ph. 9535 6688<br>Fax 9581 1126                       |
|                       | LEMC                | Waroona   |                  | Ph. 95356688<br>Fax 9581 1126                        |
| <b>GREAT SOUTHERN</b> | <b>Albany DEMC</b>  | Albany<br>Includes Narrogin                                     | SSDM             | Ph. 9841 0777<br>Fax 9842 1356                       |
|                       | LEMC                | Albany  |                  | Ph. 9841 0777<br>Fax 9842 1356                       |
|                       | LEMC                | Bridgetown  |                  | Ph.9771 2944<br>Fax 9771 2944                        |
|                       | LEMC                | Manjimup  |                  | Ph. 9771 1711<br>Fax 9771 2944                       |
|                       | LEMC                | Pemberton   |                  | Ph.9771 2944<br>Fax 9771 2944                        |
|                       | LEMC                | Gnowangerup   |                  | Ph 9821 1014<br>Fax 9821 2614                        |
|                       | LEMC                | Katanning   |                  | Ph 9821 1014<br>Fax 9821 2614                        |
|                       | LEMC                | Kojonup   |                  | Ph 9821 1014<br>Fax 9821 2614                        |

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| <b>POLICE DISTRICT</b> | <b>Committee</b>      | <b>AREA</b>  | <b>POSITION</b>   | <b>PHONE/FAX</b>   |
|------------------------|-----------------------|--|---|--|
| <b>WHEATBELT</b>       | <b>Wheatbelt DEMC</b> |  | District Manager  | Ph. 9622 0170<br>Fax 9622 3779                                       |
|                        | LEMC                  | Merredin /Bruce Rock<br>Kellerberin /Koorda<br>Mt Marshall /Mukinbudin<br>Narembeen/Nungarin<br>Traying/Quairading<br>Southern Cross/Westonia<br>Wyalkatchem |   | Ph. 9041 1622<br>Fax 9041 2572                                       |
|                        | LEMC                  | Narrogin /Wickepin<br>Pingelly /Brookton<br>Wagin  |   | Ph. 9881 0123<br>Fax 9881 2040                                       |
|                        | LEMC                  | Northam<br>Toodyay /York<br>Beverley /Cunderdin  |   | Ph. 9622 0170<br>Fax 9622 3779                                       |
|                        | LEMC                  | Moora/Dandaragan<br>Wongan/Gingin<br>Dalwallinu/Victoria Plains  |   | Ph. 9651 1100<br>Fax 9651 1666                                       |
| <b>SOUTH WEST</b>      | <b>Southwest DEMC</b> | Bunbury  | District Manager<br>Bunbury<br><br>District Manager<br>Collie/Busselton | Ph 9721 5000<br>Fax 9721 9457<br><br>Ph. 9721 5000<br>Fax. 9721 9457 |
|                        | LEMC                  | Bunbury/Dardanup<br>Donnybrook/Balingup<br>Harvey/Capel  |   | Ph. 97215000<br>Fax 9721 9457  |
|                        | LEMC                  | Busselton  |   | Ph. 9752 3666<br>Fax 9752 1519                                       |
|                        | LEMC                  | Margaret River/Augusta   |   | Ph. 9752 3666<br>Fax 9752 1519                                       |
|                        | LEMC                  | Nannup   |   | Ph. 9752 3666<br>Fax 9752 1519                                       |
|                        | LEMC                  | Collie   |   | Ph. 9752 3666<br>Fax 9752 1519                                       |
|                        | LEMC                  | Cape Naturaliste   |   | Ph 9752 3666<br>Fax 9752 1519  |
| <b>KIMBERLEY</b>       | <b>Kimberley DEMC</b> |  | District Manager  | Ph 9192 8111<br>Fax 9192 8087  |
|                        | LEMC                  | Broome   |   | Ph. 9192 1317<br>Fax 9192 1541                                       |
|                        | LEMC                  | Derby  |   | Ph. 9191 1577<br>Fax 9191 1655                                       |
|                        | LEMC                  | Fitzroy Crossing   |   | Ph. 9191 1577<br>Fax 9191 1655                                       |
|                        | LEMC                  | Halls Creek  |   | Ph. 9168 6114<br>Fax 9168 6180                                       |
|                        | LEMC                  | Kununurra  |   | Ph. 9168 0333<br>Fax 9168 0607                                       |
|                        | LEMC                  | Wyndham  |   | Ph. 9168 0333<br>Fax 9168 0607                                       |

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| <b>POLICE DISTRICT</b>  | <b>Committee</b>                                     | <b>AREA</b>   | <b>POSITION</b>                | <b>PHONE/FAX</b>               |
|-------------------------|--|---|--------------------------------|--------------------------------|
| <b>MIDWEST GASCOYNE</b> | <b>Murchison/<br/>Midwest/<br/>Gascoyne<br/>DEMC</b> |   | District Manager<br>SCWS       | Ph. 9921 0768<br>Fax 9921 7421 |
|                         | LEMC   | Geraldton   |                                | Ph 9921 0768<br>Fax 9921 7421  |
|                         | LEMC   | Carnarvon   |                                | Ph 9941 1244<br>Fax 9941 1905  |
| <b>GOLDFIELDS</b>       | <b>Goldfields<br/>DEMC</b>                           |   | District Manager               | Ph 9022 0700<br>Fax 9021 6917  |
|                         | LEMC   | Laverton  |                                | Ph. 9031 1104                  |
|                         | LEMC   | Esperance   |                                | Ph. 9071 2566<br>Fax 9071 3925 |
|                         | LEMC   | Leonora   |                                | Ph. 9031 1104                  |
|                         | LEMC   | Kalgoorlie/Kambalda/<br>Coolgardie  |                                | Ph. 9022 0700                  |
| <b>NORTH WEST METRO</b> | <b>Joondalup/<br/>Wanneroo<br/>DEMC</b>              |   | District Manager               | Ph. 9301 3600<br>Fax 9301 3601 |
|                         | LEMC   | Joondalup/<br>Wanneroo  |                                | Ph. 9301 3600<br>Fax 9301 3601 |
| <b>CENTRAL METRO</b>    | <b>Perth DEMC</b>                                    |   | Team Leader                    | Ph 9214 2461<br>Fax 9214 2445  |
|                         | LEMC   | Perth Central Councils:<br>Cambridge/Vincent<br>Nedlands/ Subiaco           |                                | Ph 9214 2461<br>Fax 9214 2445  |
|                         | LEMC   | Combined Council:<br>Peppermint<br>Grove/Cottesloe<br>Mosman Park/Claremont |                                | Ph. 9431 8800<br>Fax 9431 8803 |
|                         | LEMC   | City of Perth<br>Kings Park   |                                | Ph 9214 2461<br>Fax 9214 2445  |
| <b>NORTH EAST METRO</b> | <b>Mirrabooka<br/>DEMC</b>                           |   | District Manager<br>Mirrabooka | Ph. 9344 9666                  |
|                         | LEMC   | Stirling  |                                | Ph 9214 2444<br>Fax 9214 2445  |
|                         | LEMC   | Bayswater   |                                | Ph 9214 2461<br>Fax 9214 2445  |
|                         | LEMC   | Bassendean<br>(Under DCD Midland)   |                                | Ph 92749411<br>Fax 92501779    |
| <b>SOUTH WEST METRO</b> | <b>Fremantle<br/>DEMC</b>                            |   | District Manager               | Ph 9431 8800<br>Fax 9431 8803  |
|                         | LEMC   | Rockingham  |                                | Ph 9527 0100<br>Fax 9527 0101  |
|                         | LEMC   | Fremantle   |                                | Ph. 9431 8800<br>Fax 9431 8803 |
|                         | LEMC   | Cockburn  |                                | Ph. 9431 8800<br>Fax 9431 8803 |
|                         | LEMC   | Rottnest Island   |                                | Ph. 9431 8800<br>Fax 9431 8803 |
|                         | LEMC   | Melville  |                                | Ph. 9431 8800<br>Fax 9431 8803 |
|                         | LEMC   | East Fremantle  |                                | Ph. 9431 8800<br>Fax 9431 8803 |
|                         | LEMC   | Kwinana   |                                | Ph 9527 0100<br>Fax 9527 0101  |

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| <b>POLICE DISTRICT</b>  | <b>Committee</b>       | <b>AREA</b>           | <b>POSITION</b>  | <b>PHONE/FAX</b>                                 |
|-------------------------|------------------------|-----------------------|--|--|
| <b>EAST METRO</b>       | <b>Midland DEMC</b>    |                       | District Manager<br>Midland                                    | Ph 9274 9411<br>Fax 9250 1779                    |
|                         | LEMC                   | Mundaring             |  | Ph.9295 9000<br>Fax 9295 9099                    |
|                         | LEMC                   | Swan                  |  | Ph 9274 9411<br>Fax 9250 1779                    |
|                         | LEMC                   | Kalamunda             |  | Ph 9274 9411<br>Fax 9250 1779                    |
| <b>SOUTH EAST METRO</b> | <b>Cannington DEMC</b> |                       | District Manager<br>Cannington<br>District Manager<br>Armadale | 08 9351 0888A<br>Ph. 9497 6503P<br>Fax 9497 6500 |
|                         | LEMC                   | Victoria Park         |  | Ph 9351 0888<br>Fax 9351 0877                    |
|                         | LEMC                   | South Perth           |  | Ph 9351 0888<br>Fax 9351 0877                    |
|                         | LEMC                   | Serpentine/Jarrahdale |  | Ph. 9497 6503<br>Fax 9497 6500                   |
|                         | LEMC                   | Gosnells              |  | Ph. 9497 6503<br>Fax 9497 6500                   |
|                         | LEMC                   | Canning               |  | Ph.9351 0831<br>Fax 9351 0877                    |
|                         | LEMC                   | Armadale              |  | Ph. 9497 6503<br>Fax 9497 6500                   |
|                         | LEMC                   | Belmont               |  | Ph. 9351 0856<br>Fax 9351 0877                   |
| <b>STATE</b>            |                        |                       | Emergency Services<br>Coordinator                              | Ph 9277 0366<br>Fax 9277 0356                    |

**STATE WELFARE EMERGENCY MANAGEMENT SUPPORT PLAN**

**STATE WELFARE EMERGENCY COMMITTEE**

**For details of Committee members refer inquiries to:**

**EMERGENCY SERVICES COORDINATOR  
DEPARTMENT FOR COMMUNITY DEVELOPMENT**

**Telephone: (08) 9277 0366**

## STATE WELFARE EMERGENCY MANAGEMENT SUPPORT PLAN

### ROLES AND FUNCTIONS OF PARTICIPATING ORGANISATIONS AND SUPPORT AGENCIES

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

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

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

Should an organisation not be able to cope with its primary role, support with that role may be requested from the State Welfare Coordinator.

#### 1. DEPARTMENT FOR COMMUNITY DEVELOPMENT

a. Role:

To manage the emergency welfare response during emergencies.

b. Functions:

- (1) Appointment the State Welfare Coordinator and Local Welfare Coordinators to support each Local Government Authority area;
- (2) Establish and manage the activities of the State and Local Welfare Emergency Committees, including the provision of a secretariat;
- (3) Provide, staff and operate Welfare Coordination Centres at the State and Local level;
- (4) Coordinate all welfare resources utilised under this plan;
- (5) Coordinate the welfare functional areas of:
  - (a) Emergency Accommodation including Welfare Centres and their services;
  - (b) Emergency Clothing and Personal Requisites;
  - (c) Personal Services;
  - (d) Financial Assistance;
  - (e) Registration and Inquiry; and
  - (f) Emergency Catering;

**Note:** The Department for Community Development is responsible for these functions where no Support Agency assistance is available.

- (6) Provide representatives to various emergency management committees and coordination groups as listed in this plan.

**2. AUSTRALIAN RED CROSS, WESTERN AUSTRALIA**

a. Role:

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

b. Functions:

- (1) Provide a Support Agency Officer to State and Local Welfare Coordination Centres;
- (2) Provide registration services at State and Local Welfare Centres;
- (3) 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;
- (4) Manage the interface with the National Registration and Inquiry System and the Disaster Victim Identification System; and
- (5) Assist with the provision of personal support services.

**3. COUNTRY WOMEN'S ASSOCIATION**

a. Role:

Assist with the welfare functional area of Emergency Catering.

b. Functions:

- (1) Provide a Support Agency Officer to State and Local Welfare Coordination Centres; and
- (2) Assist with the provision of emergency catering at State and Local Welfare Centres.

**4. CENTRELINK**

a. Role:

Assist with the welfare functional area of Financial Assistance.

b. Functions:

- (1) Provide a Support Agency Officer to State and Local Welfare Coordination Centre;
- (2) Provide financial assistance in the form of cash, cheque or bank payment to emergency victims in accordance with the Social Security Act; and
- (3) Provide support services or referral advice to appropriate agencies, as requested.

**5. SALVATION ARMY**

a. Role:

- Manage the welfare functional area of Emergency Catering.
- Assist with the welfare functional area of personal services.

b. Functions:

- (1) Provide a Support Agency Officer to State and Local Welfare Coordination Centre;
- (2) Provide emergency catering at State and Local Welfare Centres;
- (3) Provide emergency clothing if required;
- (4) Provide personal requisites such as toiletries and other incidentals to those affected; and
- (5) Assist with the provision of personal support services.

**6. ST. JOHN AMBULANCE (OPERATIONS)**

a. Role:

Manage first aid services at State and Local Welfare Centres.

b. Functions:

- (1) Provide a Support Agency Officer to the State Welfare Coordination Centre; and
- (2) Provide qualified first aiders at Welfare Centres, if and when required.

**7. OTHER AGENCIES**

- a. Other agencies may be coopted to the committee.
- b. The role and responsibility of each coopted agency will be individually negotiated with that agency and entered into the plan.
- c. Negotiations are required with:
  - Department of Health – Mental Health
  - Education Department
  - Council of Churches
  - Department of Indigenous Affairs
  - Office of Multicultural Interests.

**STATE WELFARE EMERGENCY MANAGEMENT SUPPORT PLAN**

**KEY PERSONNEL AND CONTACT LIST**

**For details of Key Contacts refer inquiries to:**

**EMERGENCY SERVICES COORDINATOR  
DEPARTMENT FOR COMMUNITY DEVELOPMENT**

**Telephone: (08) 9277 0366**