



COVID-19 SOCIAL RECOVERY ACTION PLAN

1. OPERATIONAL PERIOD

This Plan is in effect from May 2020 until stood down by the General Manager.

2. SITUATIONAL AWARENESS

Coronavirus (COVID-19) is a respiratory illness caused by a new virus. Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly. There is evidence that it spreads from person to person.

On 12 March 2020, the World Health Organization (WHO) declared COVID-19 as a pandemic.

Due to the rapidly evolving nature, detailed situational awareness information should be sought from:

1. Australian Government [health.gov.au/health-topics/novel-coronavirus-2019-ncov](https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov)
2. Tasmanian Government [coronavirus.tas.gov.au](https://www.coronavirus.tas.gov.au)

TIMELINE

17 March 2020	Public Health Emergency was declared under the <i>Public Health Act 1997</i> .
19 March 2020	Premier of Tasmania declared a State of Emergency in Tasmania.
23 March 2020	'Soft' activation of the Southern Region Social Recovery Committee (SRSRC), which established lines of communication between the SRSRC and the Regional Emergency Management Committee (REMC).
23 March 2020	Southern Regional Controller requested a Southern Region Social Recovery Committee (SRSRC) plan be drafted.

3. DISASTER RECOVERY BACKGROUND

"Recovery is the process of coming to terms with the impacts of a disaster and managing the disruptions and changes caused, which can result, for some people, in a new way of living. Being 'recovered' is being able to lead a life that individuals and communities value living, even if it is different to the life they were leading before the disaster event" (Australian Institute for Disaster Resilience (AIDR), 2018).

In Australia, community-led approaches are one of 6 national principles for successful disaster recovery.

Local Government has comprehensive knowledge of local context and established networks and relationships with community sectors. Local Government is central to the coordination of community-led recovery out of emergency and crisis.

4. NATIONAL DISASTER RECOVERY PRINCIPLES

UNDERSTAND THE CONTEXT

Successful recovery is based on an understanding community context, with each community having its own history, values and dynamics.

RECOGNISE COMPLEXITY

Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.

USE COMMUNITY-LED APPROACHES

Successful recovery is community- centred, responsive and flexible, engaging with community and supporting them to move forward.

COORDINATE ALL ACTIVITIES

Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and needs.

COMMUNICATE EFFECTIVELY

Successful recovery is built on effective communication between the affected community and other partners.

RECOGNISE AND BUILD CAPACITY

Successful recovery recognises, supports, and builds on individual, community and organisational capacity and resilience.

(Social Recovery Reference Group, 2020).

NATIONAL PRINCIPLES FOR Disaster **Recovery**

Understand the **context**

Recognise **complexity**

Use **community-led**
approaches

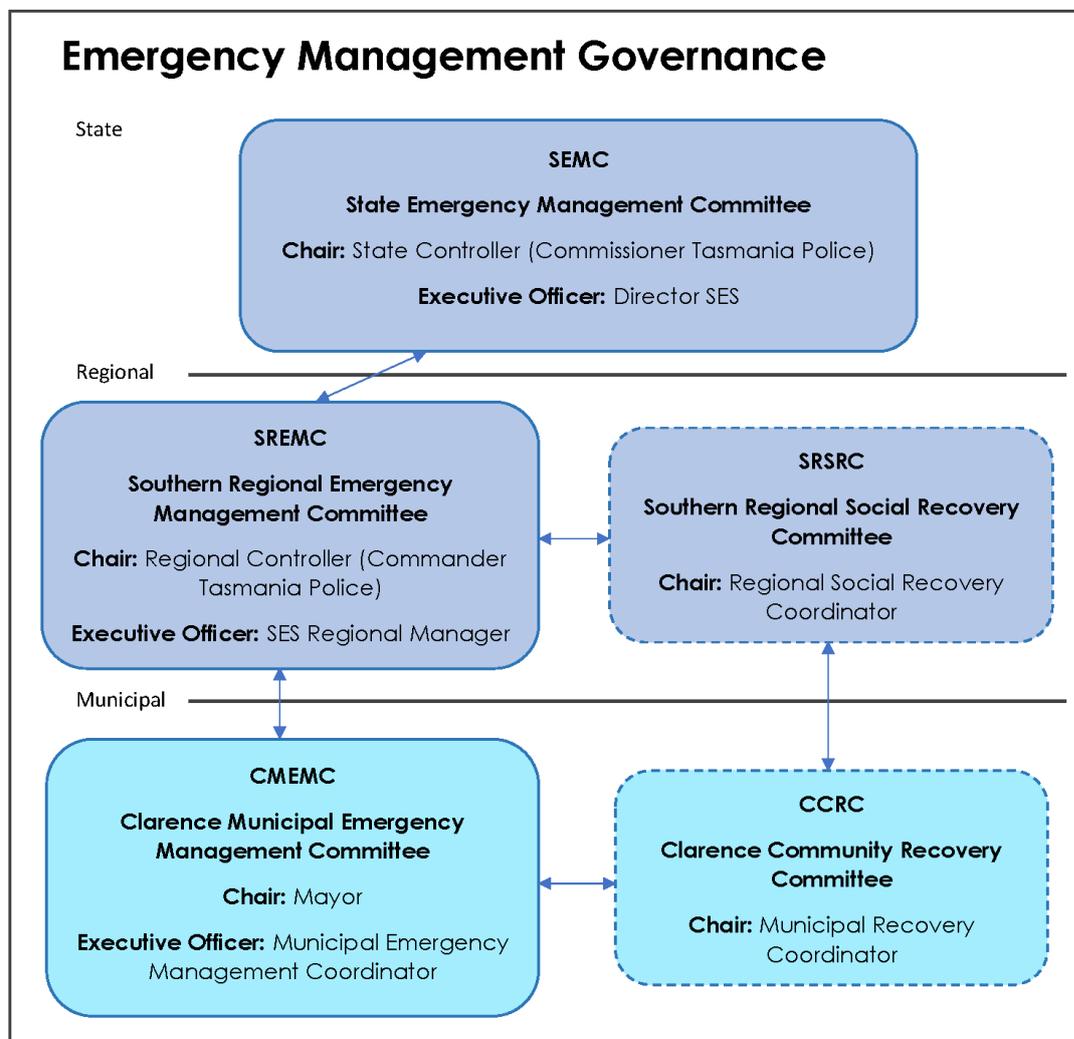
Coordinate all activities

Communicate effectively

Recognise and build
capacity

5. RECOVERY FRAMEWORK

Council has important recovery roles to fulfil under the direction of the State Recovery Sub-Committee and consistent with the Southern Regional Action Plan (SRAP) of the Southern Regional Social Recovery Committee. Council is responsible for coordinating services at the local level within these state and regional frameworks.



NOTE: Maintenance of essential local government services, in accordance with government directions, is critical to provide services to the whole of community, businesses and clients of council. This plan will be in consistent with the council’s business continuity and economic recovery plans.

6. CLARENCE COMMUNITY RECOVERY COMMITTEE

The role of the Clarence Community Recovery Committee (CCRC) is to plan and coordinate the delivery of social recovery services at the local level in accordance with Regional and State Recovery frameworks.

Clarence Community Recovery Committee		
Recovery Role	Council Position	Name
Municipal Recovery Coordinator (MRC)	Community Services Manager	John Toohey
Municipal Emergency Management Coordinator (MEMC)	Municipal Emergency Management Coordinator	Andrew Brown
Deputy Municipal Recovery Coordinator / Community Services (DMRC)	Community Planning and Development Officer (Community Safety)	Leah Page
Deputy Municipal Emergency Management Coordinator (DMEMC)	Operations Manager	Peter Donato
Risk Management	Risk Management Coordinator	Soumil Redkar
Communications	Communications and Marketing Officer	Jo Curteis
Economic Development	Economic Development Officer	Karly Herighty
Secretariat / Governance	Acting Manager, Governance	Tanya Doubleday
Executive Support	Executive / Administrative Relief Officer, Human Resources	Sharon Gillon
Community Representative		
Community Representative		

7. UNDERSTANDING THE CLARENCE CONTEXT

The City of Clarence is Tasmania's second largest city, with a population of more than 56,000 people. Residents in Clarence are dispersed across 25 suburbs, many of which are satellite townships with sometimes large distances between each other and to services, with many services centralised in the Rosny Park precinct. Some services are not provided directly in Clarence, but are available in Hobart.

There are suburbs in Clarence ranked as some of the most disadvantaged suburbs in Australia according to ABS SEIFA statistics.¹ Based on 2011 Census data at a suburb level, 12,210 residents or 22% of Clarence's population holds a State SEIFA ranking below 100, where 100 is considered a poor socio-economic standard.

¹ ABS SEIFA rankings provide a breakdown of population density and SEIFA rankings for each suburb

Access to health services and leading a healthy lifestyle is already complex for these dispersed communities, in particular for those considered disadvantaged. This has been exacerbated by COVID-19. Reduced health and wellbeing through loss of physical activity opportunities, and the social connections that come from participating, is impacting on people's sense of wellness both physically and mentally.

People have reported feeling concerned about isolation, anxiety and mental health issues, diet, weight gain, sleep difficulties, and lack of physical activity.² Council has been supporting and facilitating healthy lifestyle choices and activities in our community in partnership with local Neighbourhood Centres, activity centres and other community networks prior to COVID-19; and wherever possible is adapting those programs to support people's ongoing participation in activities from the safety of their homes.

Reduction in business productivity and employment is resulting in loss of income and impacting households. Loss of income may be causing housing and food insecurity for some households. Financial stress and instability has impacts on health and wellbeing and increases the risk of disfunction in families. There is a risk that families already experiencing domestic and family violence in Clarence are under more stress and that their issues have been amplified, as has been reported nationally.

Face-to-face cultural activities have been put on hold with economic impacts for artists, contractors, local suppliers and vendors. This also impacts on health and wellbeing through loss of connectedness, creative activity and sense of community.

There are barriers to accessing online and virtual services for some residents in Clarence due to limited or no devices, digital literacy, or cost of data. This is exacerbated by the closure of accessible facilities such as libraries and community centres. There is concern that people not connected to the internet are missing valuable information about support and services. Increased online activity by those with access also increases risk of cybercrime and unsafe internet experiences.

There is concern about inequitable access to education for young people in families with poor literacy, poverty and poor internet accessibility. Some community groups responded swiftly with support packs in some suburbs. There has been a loss of face-to-face contact and outreach through youth services and loss of youth voice from Youth Network Advisory Group due to barriers to online access.

People aged 65 years or older make up 20.1% of the population in Clarence³. There is increased social isolation for older and vulnerable Tasmanians with many of their regular social activities being postponed; and those in aged care facilities having limited contact with loved ones due to strict restrictions and health advice.

It is recognised that members of our multicultural community may need additional support to access information and it important that information is translated and culturally sensitive. Need to be alert to incidences of racism of racial discrimination and promote a sense of welcome and security for everyone. Some new arrivals may not know where or how to access information and those with temporary status have less security and additional needs.

Service providers for housing and accommodation, social support and health operate in Clarence, with many services centralised in Rosny. There are 4 Neighbourhood Centres; Clarendon Vale, Risdon Vale,

² Clarence Keep Connected Initiative Report

³ ABS 2016

Rokeby and Warrane-Mornington that provide programs, support and activities in their local communities, as well as referring people to other services. There is outreach support for homelessness provided by the Salvation Army but no venue for people needing emergency accommodation. Domestic and family violence services operate through existing service provision and channels.

Services and communities are adapting to do their best to continue to provide support and services to those in need; and to meet emerging needs such as food relief. Many are working together. Council has been involved in some activities through existing partnerships and relationships; and promoting activities to provide support and facilitate networking.

Council has a strong track record of community service, engagement and development including a suite of social plans, developed with community participation, to strategically guide our ongoing collaborative work in the community.

Council also provides services direct to community including: childcare and afterschool care through Children's Services; art, cultural, history and events programs through Arts and Events; youth engagement and connection to schools through Youth Services; and the coordination of the co-federally-funded Clarence Community Volunteer Service.

Clarence Community Volunteer Service continues to operate but has some vulnerable volunteers that are unable to participate. They are experiencing increased demand for services to fulfil support that has been reduced from other services. There has been a recruitment of new volunteers.

Children's Services have continued to operate but with some loss of face-to-face contact due to self-isolation. Rosny Child Care Centre has increased hygiene and cleaning practices to operate safely; and is connecting online with families not attending to maintain relationships. There has been a loss of intergenerational connections in programs that council was coordinating as part of the Age Friendly Clarence program.

Many other areas of Council operations engage directly with community through advisory committees; working groups; connections to local community groups; through websites and social media; and through more formal consultation processes that invite input direct from community members on specific topics. These processes have been transitioned wherever possible to online forums but there has been some reduction in community engagement in some forums.

8. INTENT OF DOCUMENT

Within the context of the emergency management and recovery frameworks established through legislation; this document will guide the work of Clarence City Council when responding to the social recovery needs of the Clarence community as a result of the COVID-19 pandemic.

9. MISSION

To respond to impacts and threats from the COVID-19 pandemic on the community within the Clarence local government area in accordance with emergency management and recovery frameworks; and co-ordinate and facilitate community-led, social recovery in Clarence from the COVID-19 pandemic.

10. OBJECTIVES

1. Ensure information about the current situation, and recovery of the Clarence community is shared with the state and regional recovery committees in a timely way; and in accordance with the emergency management framework.
2. To understand impacts and threats from the COVID-19 pandemic on the Clarence community; and identify strengths, gaps and ways to support community-led actions that contribute to recovery outcomes for the Clarence community.
3. Facilitate and support the safety, welfare, health, wellbeing, and productivity of our community to recover from the COVID-19 pandemic in the short, medium and long term, in partnership with organisations, groups and services with capacity for localised activities, while avoiding any duplication of services.
4. Provide consistent and coordinated information to our community about COVID-19 developments and responses; ensuring information is accessible for everyone in our community.

11. KEY ACRONYMS

CMEMC	Clarence Municipal Emergency Management Committee
CCRC	Clarence Community Recovery Committee
DMRC	Deputy Municipal Recovery Coordinator
MEMC	Municipal Emergency Management Coordinator
MRC	Municipal Recovery Coordinator
SRC	Southern Regional Controller
SREMC	Southern Regional Emergency Management Committee
SRSRC	Southern Regional Social Recovery Committee

12. OTHER RELATED PLANS AND DOCUMENTS

This plan has been developed in the context of state and regional planning documents and frameworks; and Clarence City Council's existing emergency and recovery documents and social plans. The objectives and actions in our social plans underpin our approach to community-led, social recovery. The partnerships and programs enacted through our social plans give Council the capacity and knowledge to coordinate recovery strategically. Prioritisation of specific actions in each plan will change in response to COVID-19 impacts.

Related Documents	
State and Regional Plans	Status
Tasmania Emergency Management Arrangements Issue 1	Endorsed
Southern Region COVID-19 Strategic Plan	Draft open for comment
Southern Region Social Recovery Committee COVID-19 Social Recovery Action Plan v3	Endorsed
Tasmanian State Recovery Plan Issue 3, Dec 2018	Endorsed
Clarence City Council – Existing Plans	
Access Plan 2014-2018	Endorsed plan – draft update available
Age Friendly Clarence Plan 2018-2022	Endorsed Plan
City of Clarence Recovery Plan 2019	Endorsed Plan
Clarence Events Plan 2014-2018	Endorsed Plan
Community Health and Wellbeing Plan 2013-2018	Endorsed Plan – update underway
Community Safety Plan 2016-2021	Endorsed Plan
Cultural Arts Plan 2012-2016	Endorsed Plan – update underway
Cultural History Plan 2018-2023	Endorsed Plan
Tasmanian Municipal Emergency Management Plan – Clarence, Issue 8, 2018	Endorsed Plan
Youth Plan 2018-2022	Endorsed Plan
Clarence City Council – Emerging Documents	
Recovery Action Progress Table	Working Document
Recovery Contacts and Activities COVID-19	Working Spreadsheet
Risk Management Framework – Council facilities	Working Spreadsheet
COVID-19 Safety Plans	Approved Documents
Clarence Keep Connected Initiative Report	Completed awaiting council consideration

13. OBJECTIVE ONE

Ensure information about the current situation, and recovery of the Clarence community is shared with the State and Regional Recovery Committees in a timely way and in accordance with the Emergency Management framework.

Action		Action By	Timing	Status	Funding
1.1	Activate Clarence Community Recovery Committee (CCRC) and meet regularly.	MEMC & MRC	Weekly	<i>activated & ongoing</i>	<input type="radio"/>
1.2	Provide regular situational reports to the SRSRC and SREMC.	MRC/DMRC & MEMC	Weekly	<i>commenced & ongoing</i>	<input type="radio"/>
1.3	Provide regular updates to staff from CCRC and seek staff input to CCRC.	DMRC & MEC through CCRC	Weekly	<i>commenced & ongoing</i>	<input type="radio"/>
1.4	All major social recovery requests for actions of Clarence City Council by Southern Regional Controller to come through the Municipal Emergency Management Coordinator to enable tracking and co-ordination of tasks.	SRC MEMC	As required	<i>ongoing</i>	<input type="radio"/>
1.5	Identification and reporting of critical needs, including resources and equipment to support Council or organisations in Clarence, to undertake social recovery actions.	MRC & DMRC	As required	<i>ongoing</i>	<input type="radio"/>
1.6	Where available and practical assist other local councils to fill resource and service gaps.	SRC	As required	<i>yet to commence</i>	<input type="radio"/>

Funding not required
 Within program budgets
 Funds may be required

14. OBJECTIVE TWO

To understand impacts and threats from the COVID-19 pandemic on the Clarence community; and identify strengths, gaps and ways to support community-led actions that contribute to recovery outcomes for the Clarence community.

Action		Action By	Timing	Status	Funding
2.1	Identify impacts and threats on community organisations, services and partners.	Comm. Services	Urgent	<i>underway</i>	○
2.2	Identify community members and cohorts at particular risk of social impacts due to underlying factors.	Comm. Services	Urgent	<i>underway</i>	○
2.3	Identify community organisations, services and groups with capacity for social recovery actions.	MRC & DMRC Comm. Services	Urgent	<i>underway</i>	○
2.4	Support authentic community participation in recovery planning through community representation on the Clarence Community Recovery Committee.	CCRC	Short – long term	<i>yet to commence</i>	○
2.5	Maintain regular contact with local not for profit organisations, community networks and local service providers and identify recovery actions.	MRC & DMRC Comm. Services	Short – long term	<i>ongoing</i>	○
2.6	Support local organisations and groups with recovery actions.	MRC & DMRC Comm. Services	Short – long term	<i>ongoing</i>	●
2.7	Co-ordinate with service providers and charity organisations on local recovery actions.	MRC & DMRC Comm. Services	As required	<i>ongoing</i>	○

Funding not required ○
 Within program budgets ○
 Funds may be required ●

15. OBJECTIVE THREE

Facilitate and support the safety, welfare, health, wellbeing, and productivity of our community to recover from the COVID-19 pandemic in the short, medium and long term, in partnership with organisations, groups and services with capacity for localised activities, while avoiding any duplication of services.

Action		Action By	Timing	Status	Funding
3.1	Assess, manage and communicate risk to facilitate safe opening and use of council facilities and spaces for the public as restrictions change.	Asset, Ops & Gov Comm. Services Comms & marketing	Urgent	<i>underway</i>	<input type="radio"/>
3.2	Maintain community connections through Council's Community Services including; Children's Services, Youth Services and Community Volunteer Program to support community and facilitate safe participation during changing social restrictions.	Comm. Services	Urgent – long term	<i>underway</i>	<input type="radio"/>
3.3	Develop and/or promote opportunities and responses, to support people's safety, wellbeing, mental health and physical health.	Comm. Services Comms & marketing	Urgent – long term	<i>underway</i>	<input type="radio"/>
3.4	Encourage inclusive, locally relevant, and respectful community engagement and participation in social recovery.	Comm. Services	Urgent – long term	<i>ongoing</i>	<input type="radio"/>
3.5	Develop and/or promote cultural opportunities and responses, for maintaining community participation and social connections in the Clarence community.	Comm. Services Arts & Events Comms & marketing	Short – long term	<i>underway</i>	<input type="radio"/>

Funding not required

Within program budgets

Funds may be required

Action		Action By	Timing	Status	Funding
3.6	Consider the development of assistance programs that support community who are financially impacted as a result of the COVID-19 pandemic	CCRC	Urgent – medium term	<i>underway</i>	<input checked="" type="radio"/>
3.7	Encourage communities to continue to support and use local small businesses.	Comm. Services & partners Econ. Dev. Comms & marketing	Short – long term	<i>yet to commence</i>	<input type="radio"/>
3.8	Provide support to business and community organisations to facilitate prompt reopening and safe operation as restrictions change.	Econ. Dev.	Short – long term	<i>underway</i>	<input checked="" type="radio"/>
3.9	Encourage connections between businesses, community organisations and charities to facilitate relief efforts and outcomes with shared recovery benefits.	Comm Dev. Econ. Dev.	Urgent – long term	<i>underway</i>	<input type="radio"/>
3.10	Consider the development of grant programs to facilitate recovery.	CCRC	Medium term	<i>yet to commence</i>	<input checked="" type="radio"/>
3.11	Review emergency management processes and consider adaptations required in the event of another unrelated emergency (such as a natural disaster) during the COVID-19 pandemic.	MEMC & CCRC	Medium term	<i>underway</i>	<input type="radio"/>

- Funding not required
- Within program budgets
- Funds may be required

16. OBJECTIVE FOUR

Provide consistent and coordinated information to our community about COVID-19 developments and responses; ensuring information is accessible for everyone in our community.

Action		Action By	Timing	Status	Funding
4.1	Identify and make use of local communication pathways, including media, to share information.	Comms & marketing Comm. Serv.	Urgent – long term	<i>ongoing</i>	<input checked="" type="radio"/>
4.2	Provide updates and messaging to Mayor and elected members to ensure consistency of information.	CCRC	As required	<i>underway</i>	<input type="radio"/>
4.3	Ensure messaging is accessible and inclusive with regards to translation, cultural interpretation and disability access.	Comms & marketing Comm. Dev.	Urgent –long term	<i>ongoing</i>	<input type="radio"/>
4.4	Develop and/or share information to communities about how to access support and/or services in Clarence during different stages of social restrictions and recovery.	Comms & marketing Comm. Dev.	Urgent –long term	<i>ongoing</i>	<input checked="" type="radio"/>

- Funding not required
- Within program budgets
- Funds may be required

17. REFERENCES

Australian Bureau of Statistics. 2016. Census Quick Stats: Clarence. [online] Available at: <https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA61410?opendocument%20> [Accessed 28 May 2020]

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Social Recovery Reference Group (SSRG). 2020. National Principles Disaster Recovery | Australian Disaster Resilience Knowledge Hub. [online] Available at: <<https://knowledge.aidr.org.au/resources/national-principles-disaster-recovery/>> [Accessed 28 May 2020].

Clarence Keep Connected Report

18. AMENDMENTS

Council retains the sole discretion to reasonably vary, terminate or replace this Plan from time to time.

No.		Date	Brief Details



Ian Nelson
GENERAL MANAGER