Clarence City Council Community Recovery Plan

Clarence City Council

Community Recovery Plan

Issue:	Issue 4, 2021
Review Authority:	Clarence City Council
Approval Authority:	This plan is issued under the authority of the Clarence Municipal Emergency Management Committee and endorsed by the Southern Region Emergency Management Committee and the Southern Region Social Recovery Committee.

Approved:

Ian Nelson
General Manager

Date: 14/10/2021

Acknowledgment to Country

We acknowledge the Tasmanian Aboriginal People as the traditional custodians of the land and pay respect to Elders past and present, and recognise their continuing spiritual connection to the land.

Contents

Index of figures and tables

1. Introduction

This Community Recovery Plan should be read in conjunction with council's Emergency Management Plan.

The Emergency Management responsibilities across Planning, Preparedness, Response and Recovery of the Clarence City Council are prescribed in the Local Government Act 1993, the Land Use Planning and Approvals Act 1993, and the Emergency Management Act, 2006.

This Community Recovery Plan is:

- Issued in accordance with the Tasmanian Emergency Management Arrangements (TEMA) and the Tasmania State Recovery Plan;
- Aligned with the National Principles for Disaster Recovery and the Tasmanian State Recovery Plan;
- Is the responsibility of subject matter experts within the Municipal Emergency Management areas where they apply;
- Intended to be adapted by Municipal Recovery Officers to the requirements of their Municipal Community Recovery Objectives by providing a scalable, broad and experience-based framework for Community Recovery; and
- Applies to the municipal area shown in the map below.

Figure 1. Clarence City Council Municipal Area Map.
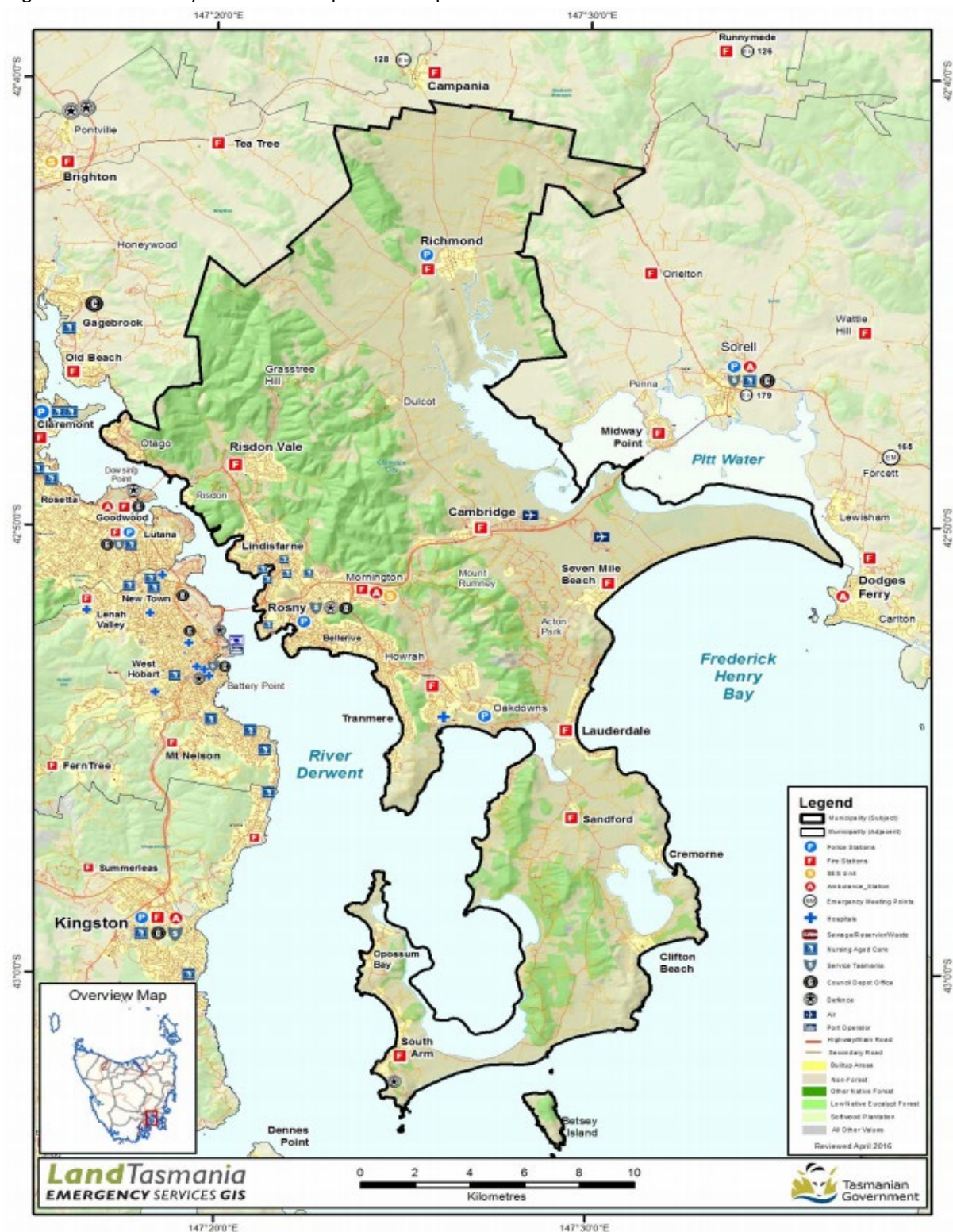
1.1   Context

Recovery defined in this Plan aligns with the TEMA and the Tasmanian State Recovery Plan, that is: the process of dealing with the impacts of an emergency and returning social, economic, infrastructure and natural environments to an effective level of functioning.

Successful recovery is community led and involves all levels of government and recovery partners to support communities through the recovery process. This includes programs and services to help individuals and communities affected by an emergency to cope with the immediate aftermath, come to terms with the impacts and adjust and grow in the changed environment.

Being 'recovered' is not necessarily returning to former ways of living, life after a disaster can be different. Recovery may be lengthy and the actions required varied to respond to the diverse needs of the affected community.

Community Impacts from disasters can be described across the social, built, economic and natural environments. In Tasmania, Government agencies are responsible for Statewide coordination, management and reporting on these impacts described as recovery domains.

Table 1. Functional Responsibilities, Tasmanian State Recovery Plan, Section 8.

Coordinating Agency	Domain
Department of Health (State level) Tasmanian Health Service (Regional level)	Social recovery
Department of State Growth	Infrastructure (Built) recovery
Department of State Growth	Economic
Department of Primary Industries, Parks, Water and Environment	Environmental (Natural) recovery
Department of Premier and Cabinet (DPAC)	Cross Domain

Social recovery focuses on:
- assisting the community to manage its own recovery, rebuilding emotional, social and physical well-being through a coordinated and planned process.

Infrastructure (built) recovery focuses on:
- the repair, restoration and replacement of government and community infrastructure such as schools, roads, transport, and communications.

Economic recovery focuses on:
- managing business, industry and employment impacts and, where appropriate, assisting the local economy to return to pre-emergency levels.

Environmental recovery focuses on:
- protecting natural and cultural assets and values, supporting primary producers and managing waste, pollution and biosecurity

Cross domain functions include:
- whole-of government functions which cut across the social, economic, infrastructure and environmental domains and include coordinating spontaneous volunteers and donated goods, public appeals, public communication, registrations and enquiries, and liaison with the insurance industry.

Figure 2. The four environments – integral aspects of community recovery. Handbook 2 - Community Recovery, AIDR.

2. Aim, Purpose, Scope and Application

2.1 Aim

To provide structures, resources and services to support the community to manage and coordinate their own recovery by establishing the governance and coordination arrangements, roles and responsibilities for emergency recovery in Clarence City Council municipal area.

2.2. Purpose

The purpose of this plan is to:

- Establish a municipal level governance framework, management and coordination responsibilities for recovery;
- Describe arrangements for transitioning from a response to recovery, activating council level coordination structures and support the community to manage longer term recovery;
- Clarify roles and responsibilities across council and supporting organisations in relation to recovery in the Clarence City Council local government area; and
- Guide all stakeholders involved in recovery to work together within a planned, coordinated and scalable framework.

2.3   Scope and application

Tasmania's Emergency Management Arrangements (TEMA) are based on an all-hazards and resilience-based approach to emergencies. Consistent with this approach, this plan applies the perspectives as outlined in Chapter 7 (Recovery) of the TEMA.

Recovery focuses on and is led by the affected community and begins during the emergency response. Formal council recovery efforts aim to provide structures, resources and services to support the community to manage and coordinate their own recovery.

Every recovery process is different. Arrangements in this Plan are intended to be applied flexibly and tailored to meet the circumstances and needs of the affected community. Innovative approaches are encouraged when determining the most appropriate recovery arrangements.

This Plan can be formally activated by the:
•   Regional Controller (South);
•   Regional Planner, SES (Southern Region);
•   Municipal Coordinator (MC) Clarence City Council; or
•   Municipal Recovery Coordinator (MRC) Clarence City Council.

3.   Governance and Management Framework

3.1   Overview

Recovery is coordinated through Tasmania's emergency management framework, which includes state, regional and municipal emergency management committees. These committees may be supported by recovery sub-committees which plan for recovery and support short term recovery coordination during an emergency.

After significant emergency events additional governance and coordination structures (Affected Area Recovery Committees (AARC) and a Recovery Taskforce) may be established to manage and coordinate recovery efforts.

Figure 3. provides an overview of council's recovery governance framework.

Figure 3. Community recovery management arrangements - Clarence Municipal Emergency Management Plan, 2020. LEGEND: _____Direct reporting relationship.   - - - Also works/communicates with.
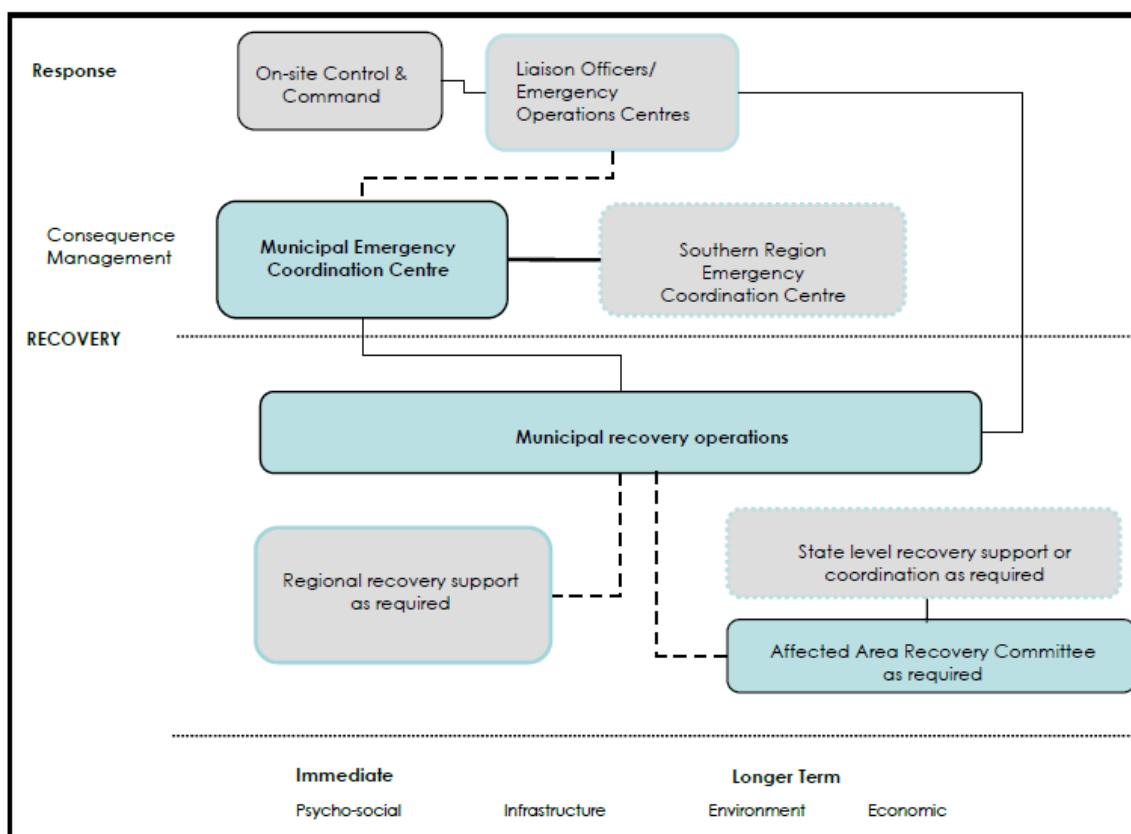
3.2   Municipal

Municipal Committees, led by Municipal Coordinators, have initial responsibility for coordinating relief and recovery assistance to communities. This includes establishing and managing evacuation and recovery centres (section 24 of the Act).

The council's General Manager appoints the Municipal Recovery Coordinator for Clarence City Council. The Municipal Recovery Coordinator manages and coordinates recovery on behalf of the Clarence City Council Municipal Emergency Management Committee (section 24G of the Act). The Clarence City Council Municipal Emergency Management Committee may establish a recovery sub-committee to support the Municipal Recovery Coordinator.

Municipal Emergency Management Committees are responsible for municipal level planning, capability development and reviews for their municipality.

Municipal Recovery Coordinators can request support from other municipal councils via regional and state arrangements when the impact on the community is beyond their capacity to manage.

3.3   Regional

Regional Committees, led by Regional Controllers, have responsibility for coordinating relief and recovery assistance in emergencies which exceed municipal coordination capabilities. Regional Committees are responsible for regional level planning, capability development and reviews.

During emergencies, Regional Controllers are supported by State Social, Economic, Infrastructure and Environment Recovery Coordinators appointed by Coordinating Agencies for each of the recovery domains. In the early stages of recovery, Regional Emergency Coordination Centres inform the recovery needs and assessment planning.

3.4   State

The Department of Premier and Cabinet (DPAC) is responsible for whole-of-government recovery planning and coordination.

Coordinating Agencies have state level responsibilities for relevant recovery domains.

The State Recovery Advisor (within DPAC):
- Chairs the State Recovery Committee, a sub- committee of the State Emergency Management Committee; and
- Supports the State Controller during an emergency response and oversees the transition to long-term recovery arrangements, including the establishment of a Recovery Taskforce and Affected Area Recovery Committees if required.

The State Recovery Committee:
- Is responsible for state level preparations, plans and policies for recovery, and is supported by a Recovery Working Group.

A Recovery Taskforce and Affected Area Recovery Committees may be established after significant emergencies to coordinate recovery efforts. A State Recovery Coordinator may be appointed by the Premier to lead a Recovery Taskforce.

Figure 4. Recovery Governance Framework (State), Tasmania State Recovery Plan, 2018.
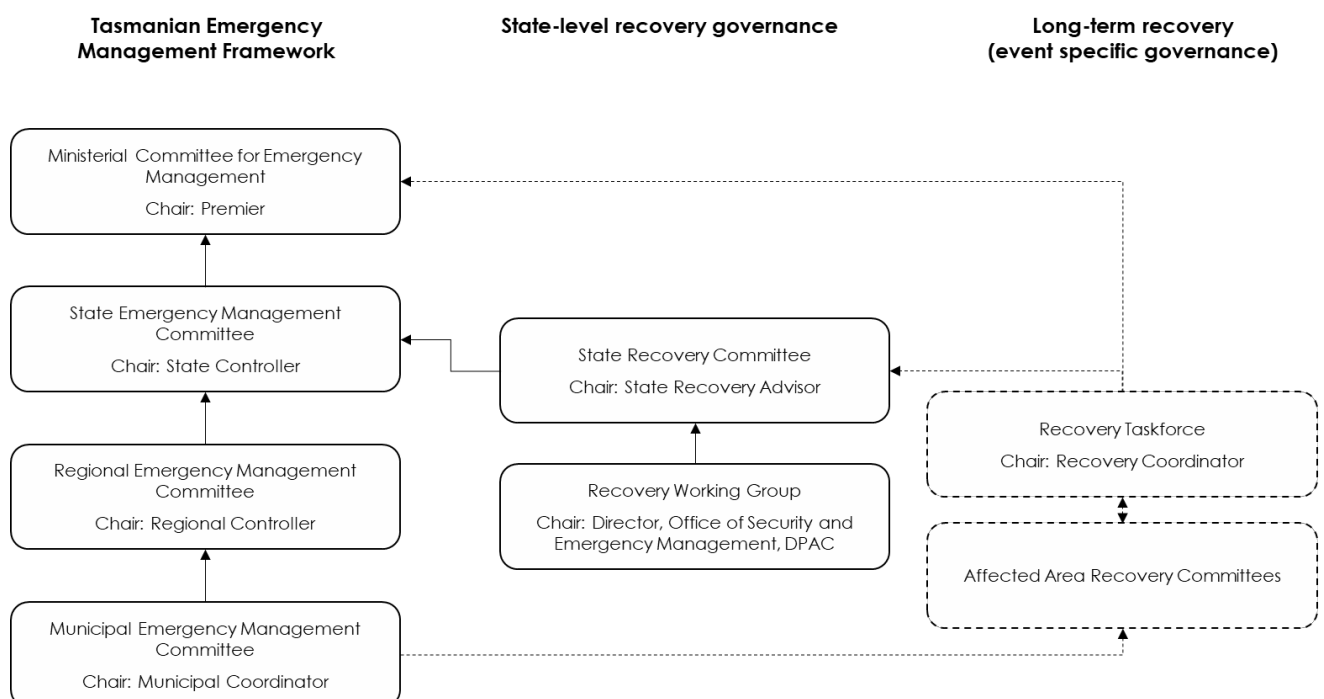
3.5   People at increased risk in an emergency

Municipal communities are diverse, each with its own characteristics and cultures. Recovery efforts should consider the way in which an emergency may interact with other stressors affecting the community, including social disadvantage and economic pressures, and how cultural and historic values may influence the community's priorities or the significance of particular impacts. Similarly, the needs of people with vulnerabilities or forms of disadvantage which may affect their ability to participate fully in recovery process and the ability to access services must be recognised and addressed.

People who are experiencing factors that compromise their safety and security, health and wellbeing, knowledge and/or social connection are at increased risk in an emergency. A strengths-based approach identifies and builds on the capability already available to this cohort. It is a sustainable and inclusive way to manage emergencies.

This guidance is provided by the People at Increased Risk in an Emergency – A guide for Tasmanian government and non-government community service providers.

3.6   Family violence in times of disaster

Domestic and family violence may increase within a disaster affected community due to the effects of adverse impacts, including: trauma, grief, financial stress, loss of a home or employment. If a violent family member controls emergency plans and survival essentials, risk to a family member's safety increases dramatically. Additionally, in an evacuation centre, people may be brought back into contact with a violent partner they had previously separated from.

In the first instance, Evacuation Centre Managers can access the support of Social Workers at a centre or seek advice from the Southern Regional Social Recovery Committee Coordinator.

Please refer to Appendix 3 for a range of other support services available.

4.   Recovery Objectives

Council Recovery objectives are aligned with the State recovery objectives stated in the TEMA & the Tasmanian State Recovery Plan:

- Support the restoration of social, economic, infrastructure and natural environments to minimise long-term consequences for individual and community wellbeing, the economy and environment;
- Facilitate community participation in recovery planning and decision-making;
- Ensure that government and non-government support is targeted and appropriate;
- Assist communities to rebuild in a way that enhances resilience across social, economic, infrastructure and environmental values and encourages risk management; and
- Learn from experience and continually refine arrangements to enhance future recovery processes.

5. Recovery principles

5.1 Recovery phases

Engagement with the community recognises that individuals and communities experience distinct emotional phases after a disaster. The resulting behaviours can be directed at those involved in the recovery process. These phases are shown in the diagram below.

Figure 5. Different phases that individuals and communities might experience post disaster. Adapted from Cohen and Ahearn 1980 and DeWolfe 2000. Handbook 2 - Community Recovery, AIDR.
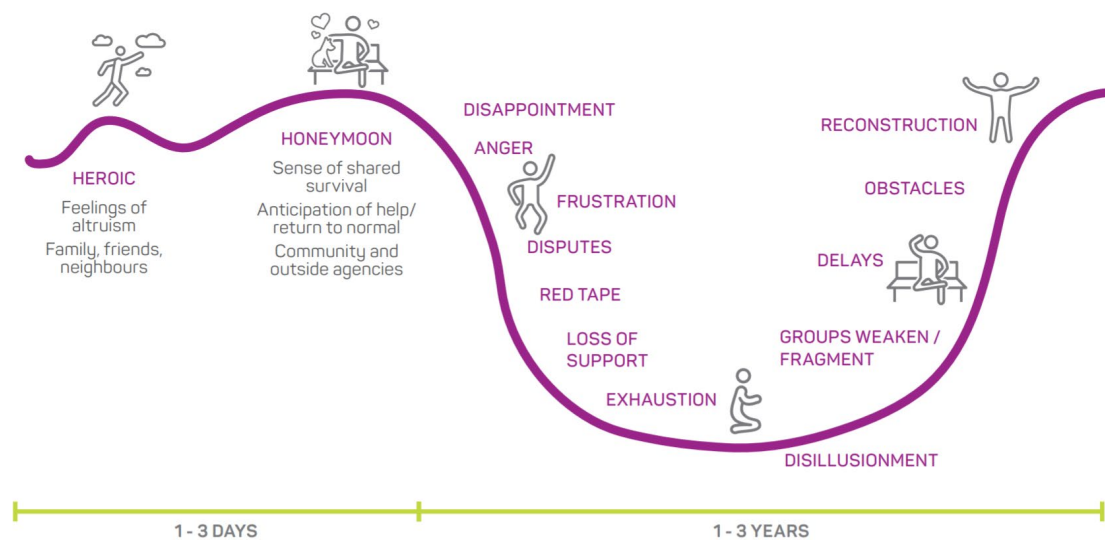
5.2 Building resilience

Recovery efforts should aim to build a more resilient community. This may involve:

- increased awareness of disaster risks and preparedness for future events,
- creating new community structures, leaders and social/cultural assets,
- rebuilding assets and infrastructure to a higher standard, and
- planning new buildings and settlements to reduce future disaster risk.

Recovery efforts should consider and align with broader resilience strategies, such as the Sendai Framework for Disaster Risk Reduction and Tasmania's Disaster Resilience Strategy 2020-2025.

Recovery efforts may also undermine resilience. Poorly planned assistance measures may undermine or create disincentives for private risk management. Poor coordination and management may lead to perceptions of inequality in the distribution of assistance or exclusion from planning and decision-making, and potentially undermine community cohesion.

5.3 National Principles for Disaster Recovery

Council recovery efforts are guided by the National Principles for Disaster Recovery which provides a national framework for recovery management and coordination.

The National Principles state that successful recovery relies on:

- Understand the context:
Successful recovery is based on an understanding of the 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.

- Acknowledge and build capacity:
Successful recovery recognises, supports and builds on individual, community and organisational capacity and resilience.

5.4　Applying the National Principles

These principles can be used as a guide before and after an event. The Social Recovery Reference Group Australia have developed the following questions that may assist council in applying the principles.

When pre-planning for recovery (before disaster) consider:
- "How can we use community-led approaches in our community?";
- "How can implementation be guided by the community's priorities?"; and
- "Who do I need around the table to help me make appropriate decisions and plan for my community?".

When reviewing post-disaster recovery planning and implementation the Principles can then be
applied as criteria, for example:
- "How effectively did we as an agency build collaborative partnerships with community?";
- "How did we assist individuals, families and the community to actively participate in their own recovery?"; and
- "How did we ensure the voice of all community members was heard, including the most vulnerable?".

(Applying the Principles checklist - National Principles for Disaster Recovery - AIDR)

6.　Recovery Phases (The Recovery Plan cycle)

6.1　Overview

Council's recovery arrangements aligned with the TEMA & the Tasmania State Recovery Plan recognise that recovery for the impacted community begins during the emergency event, and may continue for months, years or even decades.   To ensure that the impacts all aspects of recovery are considered, recovery actions are structured across four phases shown in Figure 6.

Preparedness – includes planning, policy development, exercises and other actions to build resilience and prepare for recovery prior to an emergency event occurring;

Short term recovery – covers the period during and immediately after an emergency (hours to weeks), when recovery efforts are focused on relief and emergency assistance, rapid impact assessment, needs assessment and early recovery planning;

Medium to Long term recovery – covers medium to long term recovery efforts (months to years), and includes processes for community engagement and participation, ongoing impact and needs assessment, recovery programs and projects; and
Review – when formal recovery efforts wind down, reviews of recovery arrangements, planning and assistance measures inform continuous learning and improvement.

Figure 6. Recovery phases. Tasmania State Recovery Plan, 2018

.
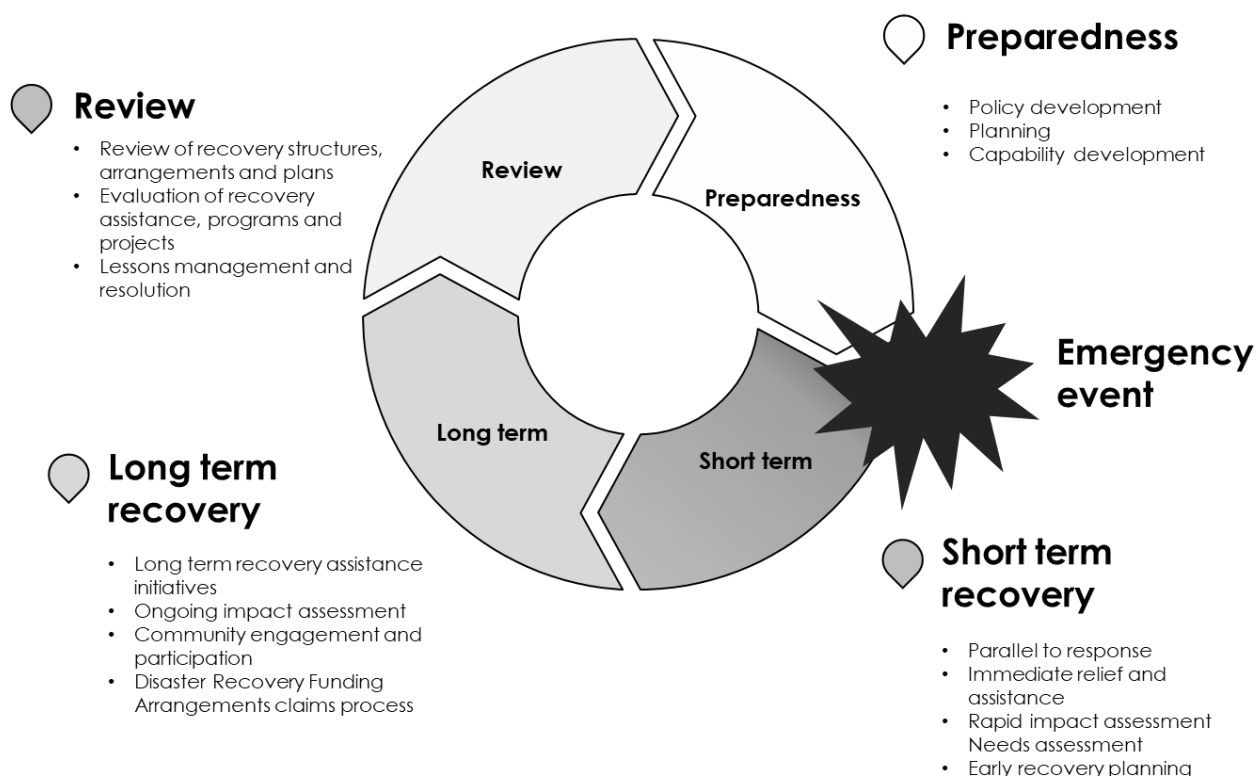
6.2   Preparedness

6.2.1   Overview

Preparing for recovery involves a whole of community approach to mitigate the effects and manage the consequences of an emergency or disaster. It includes the development and maintenance of policies, planning, resources and systems (capabilities), training and exercising. Preparedness is a shared responsibility of communities, governments and non-government organisations.

6.2.2   Responsibilities

Individuals and businesses are responsible for managing private risks and ensuring appropriate household and business contingency plans and resilience building activities (including insurance) are in place.

The council has developed a Municipal Emergency Management Plan which outlines council's plans and operational arrangements to deliver council functions in an emergency. This includes developing partnerships and arrangements with local community groups for the provision of relief and recovery assistance or services.

6.2.3   Council Planning

Clarence City Council Recovery planning includes:

- Maintaining & reviewing the Community Recovery Plan (this plan);
- Active participant of the Southern Region Social Recovery Committee, developing partnerships and arrangements with government (state and local) and non-government agencies to support council;
- Identifying a number of facilities which can be utilised in an emergency to establish evacuation and recovery centres. Details of these facilities can be found in
- Preparing centres for use through planning and installation of specific equipment;
- Establishing emergency teams comprising of staff & volunteers prepared to be activated to support centres in the event of an emergency. Regular training is conducted for team members;
- Participation in state, regional and municipal level training and exercises in emergency management and recovery;
- Preparing ready to be deployed resources such as 'Recovery Kits' which contain items required to stand up an evacuation or recovery centre;
- Council has developed community engagement actions plans with the local community, State agencies and NGO's to promote community education activities on preparing for an emergency; and

6.3   Short term (Early) recovery

6.3.1   Coordination arrangements

Short term recovery may be coordinated at the municipal, regional or state level, depending on the type, scale and complexity of the emergency.

After an emergency, recovery services within a municipality are generally delivered or coordinated by the local council. Local arrangements are activated by the Municipal Coordinator, supported by the Regional Emergency Management Planner and the Regional Social Recovery Coordinator after consultation with the Response Management Authority and other emergency management partners about impact assessment, recovery needs and capacity.

Council is responsible for operating facilities that provide access to recovery services for the community. The places currently identified as suitable for recovery centres/recovery functions are summarised in Appendix 4.

Regional recovery coordination is activated by the Regional Controller through the Regional Emergency Management Planner at the request of council. This may follow advice from the Response Management Authority and/or Regional Controller.

Recovery facilities are activated on the request from the:
- Municipal Coordinator; or
- Municipal Recovery Coordinator; or
- Regional Planner; or
- Regional Controller.

6.3.2 Escalation

At the request of the Municipal Coordinator, short term recovery coordination may escalate from municipal to regional level depending on the scale and complexity of the emergency event. (Refer to section 6 of the TEMA). Similarly, a Regional Controller may seek state assistance or request the escalation of coordination responsibilities to the state level.

6.4 Medium to long-term recovery

6.4.1 Overview

Medium to long term recovery can be locally coordinated, state-supported, or state-coordinated, as appropriate to the recovery needs.

Long term recovery activities can include community engagement, operation of recovery centres or one stop recovery shops, ongoing impact and needs assessment, restoration, rebuilding and renewal programs, and administration of financial assistance.

Long term recovery depends on event specific needs, described across three levels:
- Locally coordinated (level 1);
  - Needs are moderate and can be met within municipal capabilities
  - Recovery is managed and coordinated through a Municipal Committee, or as per arrangements in Municipal Emergency Management Plan.
- State supported (level 2);
  - Community impact is greater and may involve multiple local government areas
  - Recovery is managed and coordinated through an Affected Area Recovery Committee and report to the State Recovery Committee
- State coordinated (level 3);
  - Significant and complex impacts across multiple local government areas
  - A Recovery Taskforce coordinates recovery under the leadership of a State Recovery Coordinator
  - The Recovery Taskforce works with Affected Area Recovery Committee to develop long term recovery plans

Governance and coordination arrangements for each of these levels is outlined further in section 6 of the Tasmania State Recovery Plan.

6.4.2 Affected Area Recovery Committee

An Affected Area Recovery Committee may be established within level 2 or level 3 governance and coordination arrangements. Membership may include:
- Municipal Mayor/s
- Municipal Coordinator
- Municipal Recovery Coordinator
- Community members
- Tasmanian government representative
- Tasmanian government agencies and other organisations with significant recovery roles

7.   Recovery review (lessons management)

Council recovery efforts, including assistance measures, significant projects and programs, and community engagement processes, should be evaluated to ensure effectiveness and understand long term outcomes for the community. Debriefs and internal reviews should be conducted throughout the recovery process to identify lessons and opportunities for improvement.

Maintaining accurate records is essential with all recovery activities to inform the recovery review and allow a continuous cycle of improvement in preparedness for recovery. All organisations involved in recovery are responsible for debriefing staff and reviewing their plans and arrangements.

The Tasmanian Managing Exercises handbook provides useful guidance and templates to support evaluations and debriefs (Managing exercises: A Handbook for Tasmanian Government agencies. – SES).

8.   Recovery partners

The Southern Region Social Recovery Committee (SRSRC) is a sub- committee of the Southern Region Emergency Management Committee within the Tasmanian emergency management framework (Refer to Part 2, Division 2 s16 (2)(b) Emergency Management Act 2006).

The purpose of the SRSRC is to develop and maintain a capability and level of preparedness to support the emotional, social and physical wellbeing of emergency affected people and communities at a regional level in collaboration with emergency management partners.

The Municipal Recovery Coordinator is an active member of the SRSRC and through this Committee has developed a range of relationships and partnerships with other councils and non-government organisations; and participates in a range of Committees to enhance planning and preparedness for recovery activities.

Additionally, council engages with local community groups, businesses and service organisations to build collaborative partnerships that enable community support and input during recovery.

Community input may involve volunteering at recovery centres supporting catering, registration or personal support. Volunteers may be individuals, part of a trained community group or a non-government organisation.

Collaboration with all recovery partners is critical for successful recovery efforts.
The Working Together in Recovery guide developed by the University of Tasmania, provides a valuable resource for organisations involved in recovery (Working together in Recovery Guide - UTAS, 2019).

9.   Public information and communication

9.1   During an emergency event

During the immediate response to an event the council will support messaging developed by the State's Public Information Unit by sharing and dissemination news and information as appropriate. This ensures one source of truth.

Council recognises that successful recovery is built on effective communication between the affected community and other partners. When responding to a disaster event the council's Incident Management Team may appoint a Communications/Media officer to support communication for council.

Council's Evacuation/Recovery Centre Communications Standard Operating Procedure (SOP) (Appendix 3) outlines the requirements to establish communications processes during recovery.

9.2   Within an evacuation/recovery centre

Communication within an evacuation centre needs to be accurate, timely and considered. An officer will be appointed by the Municipal Recovery Coordinator to manage all such communication in line with the council's Evacuation/Recovery Centre Communications Standard Operating Procedure (SOP, Appendix 4) which outlines the requirements to establish communications processes during recovery.

People recovering from emergencies are often overwhelmed by huge amounts of information may have trouble remembering or understanding information. The Australian Red Cross (ARC) has developed a Communicating in Recovery best practise guide for people or organisations managing information in a post-emergency environment. It is targeted and practical, can be applied to any type of emergency in any geographical area and can be used in large or small emergencies. The guide mentions three rules for communicating:

- Is it relevant?
    - People affected by disaster are often overwhelmed by huge amounts of information
- Is it clear?
    - After an emergency, people often have trouble remembering or understanding information. It is not appropriate to use jargon, overly complicated or technical language.
- Is it targeted?
    - The method of communication should you use should fit the audience.
    (Communicating in Recovery guide – ARC)

Figure 7, illustrates recovery communication management and a broad approach to effective recovery communication.
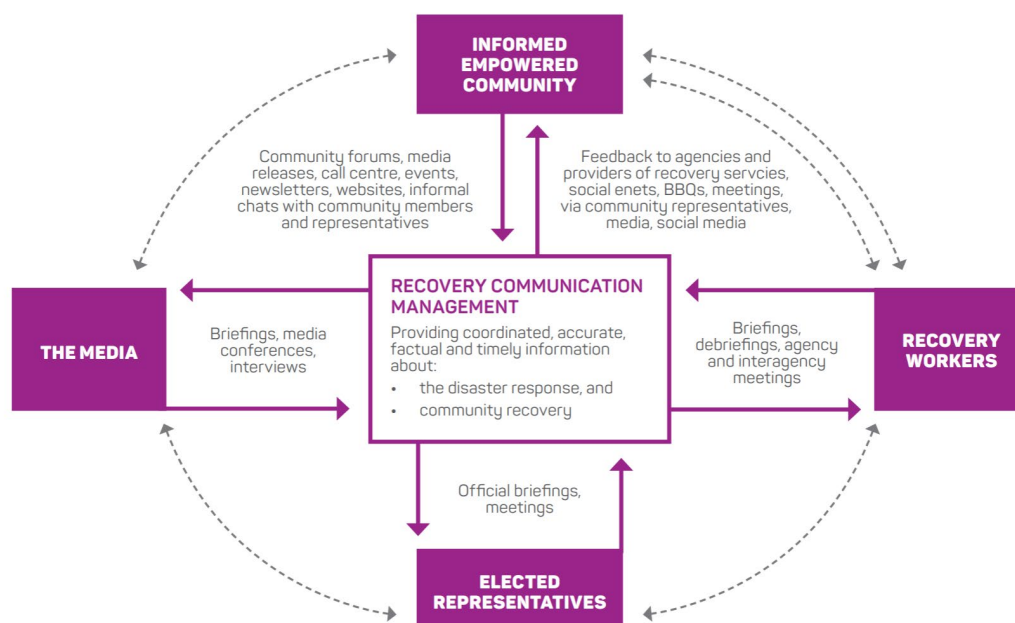
(Handbook 2 - Community Recovery, Australian Institute of Disaster Resilience. Recovery communication management— communicating with the various stakeholders through various means.   AIDR.)

10. Financial management

An accurate record of all council recovery expenditure needs to be maintained, to ensure council can recoup any eligible expenditure through funds available from the Australian Government Disaster Recovery Funding Arrangements (DRFA), the Tasmanian Relief, and Recovery Arrangements (TRRA) or other sources.

Additionally, whenever council utilises recovery support from the community, businesses or other organisations, it is important for council to have clear arrangements on cost recovery arrangements that are available from council for the requested support.

Council's Emergency Management Plan outlines financial administration and cost capture.

11. Recovery functional responsibilities.

11.1 Overview

The Municipal Recovery Coordinator manages and coordinates recovery on behalf of the Clarence City Council Municipal Emergency Management Committee.

11.2 Whole of council function

Effective management and coordination of the complex, resource intensive activities of Social, Economic, Infrastructure or Environment recovery across short term (immediate), medium and long term timeframes requires 'Whole of council' support. Recovery therefore requires the support of all council functional areas including Directors and Managers.

Social Recovery

Municipal Recovery Coordinator supported by Manager Health and Community Development Group.

Short term arrangements aim to support the community through the initial emergency recovery. This will be until the threat is reduced, life stabilizes, and immediate problems are solved.

Short term actions will focus on supporting affected individuals and meeting basic needs. Medium to long term activities may include:

- Support the Affected Area Recovery Committee;
- Support the development of appropriate specialist community recovery groups;
- Continue to provide updated information to the community through a set location and the council's communications channels including social media; and
- Continuance of recovery centres ongoing, if required.

Economic Recovery

Municipal Recovery Coordinator supported by Chief Financial Officer.

Economic recovery covers council's actions to manage its own finances, as well as action taken to assist with individual, business and community financial arrangements in the initial phase of recovery from an emergency.

Medium to long term activities may include:

- Support and/or be part of any community economic action or action groups;
- Provide advice and support to business in gaining any recovery grants available;
- Liaise with and lobby the State and Federal Government representatives on behalf of the community to assist with financial recovery;
- Work with the businesses to assist with regulatory requirements for rebuilding; and
- Consider waiving planning and building fees for affected owners rebuilding after an event.

Infrastructure (Built) Recovery

Municipal Recovery Coordinator supported by Group Manager Engineering Services.

Infrastructure recovery outlines council's action pertaining to council owned or managed, as well as assistance that can be provided to individuals, families, businesses and the community in general.

Council is responsible for significant infrastructure in the municipal area and will liaise with and assist other responsible agencies in their initial recovery efforts. All works required of council should be entered into the council's asset management system.

All affected infrastructure should also be mapped into the municipality's Geographic Information System.

Council will assist with restoring essential services, third party infrastructure, such as communications, power and water where necessary and safe to do so.

Medium to long term may include

- Continued mapping and tracking of affected infrastructure;
- Assess the current capabilities of affected infrastructure;
- List all works required as a result of the emergency and acquire cost estimates for undertaking such works; and

- Support individuals, businesses and other third parties who may have impacted infrastructure where required.

Environmental Recovery

Municipal Recovery Coordinator supported by Group Manager Engineering Services
Environmental recovery primarily focuses on the restoration of the natural environment. In Tasmania, environmental recovery is broadly defined and includes related portfolio areas such as parks and reserves, agriculture and other primary producers.

Short term functions may include debris and tree removal and assisting with agencies responding to hazardous and non-hazardous material. Environmental recovery functions include activities to protect natural and cultural assets and values, support primary producers, and manage waste, pollution and biosecurity

Medium to long term actions may include:
- Assess environments that have been affected and develop plans for long term recovery assistance; and
- Reinstate air, water and soil conditions, flora and fauna recovery and management of any significant environmental or cultural heritage sites.

Even when the recovery process can be managed at the local level, council may still request support via regional arrangements from the Southern Region Emergency Management committee (SREMC) or the Southern Region Social Recovery Committee (SRSRC).

At the local level council is responsible for providing the evacuation / recovery centre, infrastructure and equipment to support the community through their recovery.

11.3   Supporting documents and resources

Supporting documents and resources across several recovery areas are provided here. These supporting documents are not intended to be exhaustive or definitive. They are guidance documents to be adapted by the Municipal Community Recovery Officer(s) when applying the Community Recovery Plan. Any matters described in these supporting documents and resources should only be applied if within the capacity of council and circumstances of the emergency situation.

Table 2. Supporting documents and resources.

Document/s	Description	Appendix
Family & Domestic Violence Support Services	Lists a range of support services available for people experiencing family & domestic violence	3
Communications SOP	To establish communication processes for Community Recovery following an emergency, includes Media Release template.	4
Duty Statements/Action cards	For council personnel assisting during recovery. They describe duties and responsibilities for various recovery roles.	5

Emergency Response Team & Emergency Volunteer Guidelines	Use these guidelines to clarify the requirements that apply to employees who undertake an emergency response role and employees who volunteer to assist during a declared emergency. This policy also provides the principles and procedures that will guide the management of these arrangements.	6
Recovery Action Checklist	A checklist of potential recovery actions for Municipal Recovery Coordinators to consider, across the social, economic, natural, built and cross domain environments	7
Evacuation/Recovery Centre checklist	A guidance checklist for the MC & MRC to consider when operating an evacuation/recovery centre. It briefly lists the following: - Opening - Facility Walkthrough - Welcoming personnel & agencies - Opening the Centre - Supporting community facilities - Daily operations - Closing the centre It includes the following resources: - Resource 1 Shift Log - Resource 2 Initial Suitability Report - Resource 3 Briefing Template - Resource 4 Personnel sign on/off template	8
Evacuation Centre Registration Desk Script	A script to assist council workers when conducting Evacuation Centre registration	9
Evacuation Centre Donations Registry	A form to record goods or services offered during evacuation/recovery efforts	10
COVID-Safety Evacuation/Recovery Centre checklist	This lists some actions to assist council with COIVD-19 safety considerations during the operation of a centre. Advice should always be sought from Health authorities.	11
Recovery further reading	A variety of documents that may provide further advice and guidance for council and the community	13

12. APPENDICES

12.1 APPENDIX 1 – Terms

The terms listed below are not meant to be exhaustive.

The definition of a number of terms have been sourced from the TEMA, the Tasmanian State Recovery Plan and the Australian Disaster Resilience Knowledge Hub: www.knowledge.aidr.org.au/glossary/

Term	In the Tasmanian emergency management context this means…
The Act	*Emergency Management Act 2006 see below*
Affected Area Recovery Committee	A committee established under section 24E of the *Emergency Management Act 2006* after an emergency event to coordinate longer term recovery activities at the regional and/or local levels. These committees bring together members of the affected community, councils and relevant Tasmanian Government agencies to collaboratively plan, prioritise and coordinate regional and local recovery activities.
Biosecurity	Biosecurity is the management of the risks to the economy, the environment and the community, of pests and disease entering, emerging, establishing or spreading.
Capability	Capability is a function of human and physical resources, systems/processes, training and the supply chain (e.g. trained personnel with equipment ready for deployment)
Capacity	The extent to which a capability can be applied to a particular task or
Catastrophic disaster	An event that is beyond current arrangements, thinking, experience and imagination (i.e. that has overwhelmed technical, non-technical and social systems and resources, and has degraded or disabled governance structures and strategic and operational decision-making functions).
Combined area	Two or more municipal areas determined by the Minister to be a combined area for the purpose of establishing a combined Municipal Committee (section 19 of the Act).
Command	The internal direction of an organisation's resources in an emergency.
Companion animal	A captive-bred animal that is not commercial livestock
Consequence management	A consequence is defined as: (a) the outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain or (b) the outcome of an event or situation expressed qualitatively or quantitatively. In the emergency risk management context, consequences are generally described as the effects on persons, society, the environment and the economy. Consequence management is activities undertaken to minimise recovery needs that emerge as a consequence of an incident such as protecting public health standards, restoring essential services and providing relief financial assistance.

Term	In the Tasmanian emergency management context this means…
consultation framework	The various groups within the emergency management system and how they contribute to decision-making, through consultation and collaboration. These groups include established committees, sub-committees, and related stakeholder groups and can be supplemented by temporary working groups.
coordination	The bringing together of organisations and other resources to support an emergency management response. It involves the systematic acquisition and application of resources (organisational, human and equipment) in an emergency situation.
Coordinating Agency	The identified government agency or agencies responsible for managing and coordinating the planning, delivery, monitoring and reporting for a group of recovery functions (recovery domain).
Council	See Municipal Council (below).
counselling	The process of providing psychological support to people involved in an incident.
Debrief	To gather information from participants in an action to gauge the success or
Deputy Municipal Coordinator	Deputy Municipal Emergency Management Coordinator appointed under section 23 of the Act.
Deputy Regional Controller	Appointed under section 17 of the Act
Deputy State Controller	Appointed under section 10 of the Act.
disaster	A serious disruption of the functioning of a community or a society at any scale due to hazardous events interacting with conditions of exposure, vulnerability and capacity, leading to one or more of the following: human, material, economic or environmental losses and impacts.
Emergency	In summary: an event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response. Defined in section 3 of the Act.
Emergency Coordination Centre	A facility established to coordinate and organise emergency provision of services. Can be established at municipal, regional and/or state levels.
Emergency management	The planning, organisation, coordination and implementation of measures that are necessary or desirable to prevent, mitigate, respond to, resist, adapt to, overcome and recover from an emergency. Can include civil defence, emergency-related research or training, or the development of emergency policy and procedures relating to any of the above measures or actions (section 3 of the Act).
Emergency Management Act 2006	The legislation that provides for the protection of life, property and the environment in the event of an emergency in Tasmania, the establishment of Tasmania's emergency management arrangements and the provision of certain rescue and retrieval operations.
Emergency management plan	A document required by the Act (and other legislation that requires emergency management-related plans) that describes governance and coordination arrangements and assigned responsibilities for: a geographic area; identified hazard; or function relevant to emergency management. It includes descriptions of processes that provide for safe and effective operations for emergency situations.

Term	In the Tasmanian emergency management context this means…
Emergency Operations Centre (EOC)	A facility, either static or mobile, from which the total operation or aspects of the operation are managed. A facility established to control and coordinate the response and support to an incident or emergency.
emergency powers	Powers specified in the Act. Schedule 1: Emergency Powers Schedule 2: Special Emergency Powers of State Controller and Regional Controllers (See Risk Assessment Powers, State of Alert and State of Emergency – below).
Emergency Response Team (ERT)	Council employees who are registered by the MC or MRC to undertake Emergency response roles for council.
emergency risk management	A systematic process that produces a range of measures which contribute to the well-being of communities and the environment.
environment	Components including: land, air and water; organic matter and inorganic matter; living organisms; humanmade or modified structures and areas; interacting natural ecosystems; all other components of the earth (section 3 of the Act).
evacuation	The movement of people threatened by a hazard to a safer location and, typically, their eventual safe and timely return.
evacuation centre	A place, or facility, where people affected by an emergency may be provided with information in relation to hazards associated with the emergency or with temporary shelter from those hazards (section 3 of the Act).
exercise	Simulation of emergency management events, through discussion or actual deployment of personnel, in order: to train personnel; to review/test the planning process or other procedures; to identify needs and/or weaknesses; to demonstrate capabilities; and to practice people in working together.
Government agency	An Agency within the meaning of the State Service Act 2000 or (b) a Statutory Authority.
Hazard	A place, structure, source or situation, that may potentially endanger, destroy or threaten to endanger or destroy human life, property or the environment (section 3 of the Act)
incident	An event, occurrence or set of circumstances that: • has a definite spatial extent • has a definite duration • calls for human intervention • has a set of concluding conditions that can be defined • is or will be under the control of an individual who has the authority to make decisions about the means by which it will be brought to an end.
information centre	A facility to provide visitors with, and answer inquiries for, information concerning the emergency or operation in progress. It includes the supply of information of a general nature to assist the victims.
lessons management	An overarching term that refers to collecting, analysing, disseminating and applying learning experiences from events, exercises, programs and reviews.

Term	In the Tasmanian emergency management context this means…
Liaison Officer	A person nominated to represent his or her organisation for emergency management. Liaison Officers provide advice about their organisation's resources, structures and capabilities; act as a conduit for information; and may be authorised to commit resources of the organisation they represent.
Local government	A generic reference to one or more of Tasmania's Local Government Authorities, alternatively referred to as a council or councils.
Local Government Act	Local Government Act 1993
Management Authority	Management Authorities provide direction so that capability is maintained for identified hazards across the PPRR phases. Assess and validate the effectiveness of strategies that they implement across the phases of emergency management.
Municipal Chairperson	The person determined by Council to be the Municipal Chairperson (section 21(2) of the Act).
Municipal Committee	A Municipal Emergency Management Committee established under section 20 of the Act.
Municipal Coordinator	A person appointed as a Municipal Emergency Management Coordinator under section 23 of the Emergency Management Act 2006.
Municipals Council/s	Tasmanian local governments. 'Municipal Councils' is the preferred term in these arrangements (per the Act).
Municipal Recovery Coordinators	A council employee responsible for recovery at the municipal level, appointed under section 24G of the Act.
pastoral care	The process of assisting the diverse, immediate as well as longer-term personal needs of people affected by a disaster. Such needs may encompass provision of information, practical advice on a range of issues and emotional support.
People who are at increased risk in an emergency	Individuals who find preparing for, responding to or recovering from an emergency challenging because they are experiencing factors that compromise their safety and security, health and wellbeing, knowledge, and/or social connection.
Preparedness, Prevention, Response, Recovery (PPRR)	A comprehensive approach to emergency management that considers prevention and mitigation, preparedness, response and recovery aspects of emergencies and their consequences.
Preparedness	Planned and coordinated measures so safe and effective response and recovery can occur.
prevention and mitigation	Planned and coordinated measures that eliminate or reduce the frequency and/or consequences of emergencies
psychosocial support	Refers to evidence based psychological and social support aimed at enhancing individual and community resilience to deal with the impacts of emergency events. Psychosocial support can include personal support, psychological first aid, brief intervention, therapeutic counseling, psycho education, and spiritual support. Psychosocial support can either be provided directly by, or under the supervision and oversight of, a tertiary qualified practitioner.
Public communication	The processes and mechanisms used to deliver public information to members of the community before, during or after an emergency, either by or on behalf of emergency management authorities and government agencies.
public information	The management of public information and perceptions during the response to an incident

Term	In the Tasmanian emergency management context this means…
Rapid Impact Assessment	The process which captures awareness the nature and scale of the impact on people, community infrastructure, economic, and natural and built environments in order to take appropriate action in the initial aftermath of an emergency event.
Recovery	The process undertaken in an area or community affected by an emergency that returns all, or part of, the social, economic or environmental features or the infrastructure of that area or community to a functional standard, and/or assists the area or community during and after the emergency to deal with the impacts of the emergency (section 3 of the Act).
Recovery Centre	Is a 'one-stop shop', where people affected by an emergency can access information, support and practical assistance from a number of different support services. The centre may operate for weeks to months depending on community needs.
Recovery domain	A thematic group of recovery functions. Alternatively known as a 'recovery environment' and in this Plan referring to Social, Economic, Infrastructure and Environmental domains.
Recovery Taskforce	Established under section 24C of the Act and lead by a State Recovery Coordinator (see below).
State Recovery Coordinator	Appointed under section 24D of the Act.
Region	The northern region, the north-western region or the southern region of Tasmania, further defined in the Acts Interpretation Act 1931.
Regional Controller	A Regional Emergency Management Controller appointed under section 17 of the Emergency Management Act 2006.
Regional Emergency Coordination Centre	A RECC is the facility from which the coordination of the emergency (consequence) management response occurs.
Regional Emergency Management Committee	A Regional Emergency Management Committee established under section 14 of the Act
Register.Find.Reunite	Australian Government service operated by Australian Red Cross that registers, finds and reunites family, friends and loved ones after an emergency. Previously known as the National Registration and Inquiry System (NRIS).
Relief	The provision of material aid and emergency medical care necessary to save and preserve lives and enable families to meet their basic needs.
resources	Includes any plant, vehicle, animal, apparatus, implement, earthmoving equipment, construction equipment, other equipment of any kind, persons, agency, authority, organisation or other requirement necessary for emergency management (section 3 of the Act).
resilience	The ability of a system, community or society exposed to hazards to resist, absorb, accommodate, adapt to, transform and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions through risk management.
Response	Actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised, and that people affected are given immediate relief and support.

Term	In the Tasmanian emergency management context this means…
Responsible Agency	The identified organisation or agency responsible for the delivery, implementation or undertaking of activities associated with a specific recovery function. Responsible Agencies are usually the asset owner or the relevant government business unit.
Response Management Authority	The agency or authority responsible for managing the emergency response to a particular hazard, as specified in the Tasmanian Emergency Management Plan.
Risk	A concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, communities and the environment.
Secondary Impact Assessment	The process that builds on the information gathered in situation reports and Rapid Impact Assessment to inform recovery efforts. Secondary Impact Assessment considers impacts to the social, economic, infrastructure and environmental domains following an emergency event.
Standard Operating Procedures (SOP)	A set of directions detailing what actions could be taken, as well as how, when, by whom and why, for specific events or tasks.
State Emergency Management Committee	The State Emergency Management Committee established under section 7 of the Emergency Management Act 2006.
State Controller	State Emergency Management Controller, appointed under section 10 of the Act.
state of emergency	A state of emergency declared under Division 4 of the Act for occasions where an emergency, or significant threat of emergency, exists within Tasmania, and that special emergency powers may be required.
State Recovery Advisor	State Recovery Advisor Appointed under section 24A of the Act.
State Recovery Coordinator	Appointed under section 24D of the Act.
Strategic Directions Framework 2020-2025	The Framework describes the strategic priorities of the SEMC relating to disaster resilience and emergency management in Tasmania. The Framework is aligned with the Tasmanian Disaster Resilience Strategy and the TEMA.
Support Agency	Organisations that are responsible for the delivery and/or coordination of specific functional capabilities as agreed with Management Authorities. Support Agencies command their own resources in coordination with the Management Authority, as required. Support Agencies have specific capabilities or resources that address the need for a relevant support function.
TasALERT	Tasmania Government's official emergency website that brings together information from emergency services and government agencies.
Tasmanian Disaster Resilience Strategy 2020–2025	The Strategy complements the TEMA and aligns with the international Sendai Framework for Disaster Risk Reduction and related national frameworks such as the National Strategy for Disaster Resilience and the National Disaster Risk Reduction Framework.
Worker	A generic term used to describe people who perform defined functions for an organisation or system, including staff, volunteers, contractors and consultants.

12.2. APPENDIX 2 – Acronyms - Acronyms used in this plan are consistent with the TEMA

Acronym	Stands for:
AARC	Affected Area Recovery Committee
AIDR	Australian Institute of Disaster Recovery
ARC	Australian Red Cross
DoC	Department of Communities
DGM	Deputy general manager
DMC	Deputy Municipal Coordinator
DRFA	Disaster Recovery Funding Arrangements
DPAC	Department of Premier and Cabinet
DPFEM	Department of Police, Fire and Emergency Management
DPIPWE	Department of Primary Industries, Parks, Water and Environment
DoH	Department of Health
ECC	Emergency Coordination Centre
EMC	Emergency Management Committee
ERT	Emergency Response Team
ECM	Evacuation Centre Manager
GIS	Geographic Information System
GRN	Government Radio Network
GM	General Manager
HCC	Hobart City Council
ICT	Information, Communication, Technology
MRC	Municipal Recovery Coordinator
MC	Municipal Coordinator
MEH	Municipal Environmental Health (Manager)
NGO	Non-Government Organisation
PIU	Public Information Unit
RECC	Regional Emergency Coordination Centre
REMC	Regional Emergency Management Committee
RSRC	Regional Social Recovery Coordinator
RMA	Response Management Authority
SCC	State Control Centre
SEMC	State Emergency Management Committee
SES	State Emergency Service
SRMEC	Southern Region Emergency Management Committee
SRSC	State Recovery Sub-Committee
SRSRC	Southern Region Social Recovery Committee
TEMA	Tasmanian Emergency Management Arrangements
TRRA	Tasmanian Relief and Recovery Arrangements

12.3 APPENDIX 3 – Family & Domestic Violence support services

Organisation	Description of service	Phone	Link
Tasmania Police	Support for people in immediate risk or danger	000	
Department of Communities (TAS)	Family violence counselling & support	1800 608 122	https://www.communities.tas.gov.au/children/family_violence_counselling_and_support_services
Safe at Home Family Violence Response and referral Line	Offers a range of services to address the risk and safety needs of victims and children, and hold perpetrators accountable.	1800 633 937	https://www.safeathome.tas.gov.au/
1800RESPECT	Confidential information, counselling and support service	1800 737 732	https://www.1800respect.org.au/
Hobart Women's Shelter	Emergency accommodation and support for women and children	62 73 8455	https://www.hobartws.org.au/

12.4 APPENDIX 4 – Establishing an Evacuation or Recovery Centre

APPENDIX 4 - ESTABLISHING AN EVACUATION OR RECOVERY CENTRE

1.   PURPOSE

The purpose of this plan is to outline the process to establish an Evacuation or Recovery Centre during, or immediately following, an emergency.

2.   SCOPE

This plan applies to Evacuation Centre and Recovery Centre processes established in response to an emergency incident.

3.   DEFINITIONS

The following definitions apply to this plan:

Evacuation Centre	means a place, or facility, where people affected by an emergency may be provided with information in relation to hazards associated with the emergency or with temporary shelter from those hazards.
Recovery Centre	means a 'one-stop shop', where people affected by an emergency can access information, support, and practical assistance from a number of different support services. The centre may operate for weeks to months depending on community needs.

4. RELATED DOCUMENTS

The legislation and documents listed below form the framework to give effect to this plan:

LEGISLATIVE (ACTS, REGULATIONS AND STANDARDS)

- *Emergency Management Act,* 2006

- *Land Use Planning and Approvals Act* 1993

- *Local Government Act* 1993

- Tasmanian Emergency Management Arrangements

COUNCIL POLICY, PLANS, PROCEDURES AND GUIDELINES

- Clarence Municipal Emergency Management Plan

- Clarence City Council Community Recovery Plan

5. RESPONSIBILITIES

MUNICIPAL COORDINATOR

The Municipal Coordinator has the following functions in respect of the municipal area for which they are the Municipal Coordinator: prior to, during, or subsequent to, the occurrence of an emergency in the municipal area, to ensure that:

- the resources of the relevant council are coordinated and used as required for the establishment and coordination of evacuation centres and recovery centres in the municipal area, and

- their instructions and decisions and the instructions and decisions of the Municipal Committee, Municipal Chairperson and Regional Controller are transmitted to, and adequately carried out by, the bodies and other persons to whom they are directed or relate.

35

MUNICIPAL RECOVERY COORDINATOR

The Municipal Recovery Coordinator has the following functions for the purposes of the planning, review and implementation of recovery processes, in respect of the municipal area for which they are the Municipal Recovery Coordinator: prior to, during, or subsequent to the occurrence of an emergency within the municipal area, to ensure that:

- arrangements are in place to implement recovery processes, including the establishment and coordination of evacuation centres and recovery centres, and

- his or her instructions and decisions and the instructions and decisions of the Municipal Committee, Municipal Chairperson and Regional Controller are transmitted to, and adequately carried out by, persons to whom they are directed or relate.

6.   PROCEDURE

An Evacuation Centre or Recovery Centre can be activated on request or advice from:

- Regional Controller
- Regional Planner
- General Manager, or
- Municipal Emergency Management Coordinator.

Once activated, the following tasks will be undertaken.

MUNICIPAL COORDINATOR

- Collect recovery bag from Chambers.

- Collect regional PPE safety kit from Chambers.

- Advise the following of need to set up centre:
  o   Regional Recovery Coordinator (THS South)
  o   Municipal Recovery Coordinator
  o   Deputy Municipal Coordinator
  o   General Manager
  o   Mayor, and
  o   Regional Planner.

RECOVERY COORDINATOR

- Ensure recovery bag is collected from Chambers.

- Ensure regional PPE safety kit is collected from Chambers.

- Advise the following of need to set up centre:
  - Deputy Recovery Coordinator
  - Manager Health and Community Development
  - Senior Environmental Health Officer
  - Workplace Health and Safety Officer
  - Risk Coordinator
  - Manager People and Organisational Development
  - Information Services, and
  - Building Maintenance Officer.

OTHER DUTIES FOR CONSIDERATION

- Security

- Food including tea and coffee

- Portable fencing or cages for containment of animals

- Order of water delivery at centres

- Number of staff required

Evacuation Centre Positions	Number of residents		
	0-75	76-200	201-500
	Approximate number of staff required per shift		
Centre Manager	1	1	1
Deputy Centre Manager	1	1	1
Facilities Manager	1	1	1
Logistics	1	1	1
Administration	1	1	1
Meet and Greet	2	2	3
Registration	2	3	5

First Aid	2	4	4
Media and Communications	1	1	2
Animal Welfare	2	2	3
Child Care	2	2	2+
Security	1	2	2
Parking	1	2	2

7.   IMPLEMENTATION AND COMMUNICATION

The Municipal Coordinator is responsible for the implementation of this plan.

This Procedure will be communicated via:

▪ Clarence City Council's Community Recovery Plan

▪ internal circulation to relevant duty holders, and

▪ council's intranet.

8.   REPORTING

No additional reporting is required.

9.   ADMINISTRATIVE ARRANGEMENTS

TABLE OF AMENDMENTS

No.	Date	Brief Details

12.5 APPENDIX 5 - Communications Plan

Communications Plan

Purpose
To establish communication processes for Community Recovery following an emergency.

Scope
Applies to:
- Evacuation or Recovery Centre processes established following emergency incidents
- Recovery Centres can be in a variety of settings and may be conducted over weeks to months
- External Communications (Public Information) and Internal Communications between the Municipal Evacuation/Recovery Centre and Municipal council and its affiliated emergency management arrangements; and
- Roles and responsibilities for initiating, coordinating, preparing, approving, and delivering communication processes during Community Recovery.

Definitions
The following definitions apply to this plan:

Evacuation Centre	means a place, or facility, where people affected by an emergency may be provided with information in relation to hazards associated with the emergency or with temporary shelter from those hazards.
Recovery Centre	means a 'one-stop shop', where people affected by an emergency can access information, support, and practical assistance from a number of different support services. The centre may operate for weeks to months depending on community needs.

Rules for Communication

Communication needs to be accurate, timely & considered. When communicating during recovery apply these rules:

- Is it relevant?
  - o People affected by disaster are often overwhelmed by huge amounts of information
- Is it clear?
  - o After an emergency, people often have trouble remembering or understanding information. It is not appropriate to use jargon, overly complicated or technical language.
- Is it targeted?
  - o The method of communication should you use should fit the audience.
  - (Communicating in Recovery guide – ARC)

Communication Method

The method of communication needs to fit the situation and the audience. Communication methods include: Community forums, meetings, official briefings & reporting, media releases, newsletters, websites, social media, community social events, noticeboards. etc. At times, it may be appropriate to hold a community meeting if the need is urgent rather than posting information on the council website.

Communication resources

Whenever possible, evacuation centre and recovery centre operations should have access to a variety of communication resources. All agencies providing support services at centres should provide their own mobile phone and laptops and when possible, have access to council Wi -Fi and printers. The table below provides suggestions on the resources council could consider.

Communication resource	Description	Used by
Land line/mobile	• External Public Enquiries • Mobile charging stations	• Centre Manager • Evacuees & recovery centre clients
	• Management of centres & operation of support services	• Centre Manager, volunteers & support agencies
	• Conference Line/Skype/Teams	• Centre Manager
VHF/UHF Radio	• to back up to phone & internet system • will be superseded by GRN in 2023	• Centre Manager
Information Technology	• networked computer system with sufficient number of laptops to allow for portability • dedicated logins & email address for centres for secure, centralised contact points • a free Wi-Fi capability with laptops for internet access if possible	• Centre Manager, Field staff • Evacuees and recovery centre clients
Newspapers/Televisions /radios	• access should be limited to private use in evacuation centres, so children are not traumatised by indiscriminate use of news	• Evacuees and recovery centre clients

Communication Strategy

The communication strategy outlines how communications may occur between internal & external stakeholders during community recovery. The strategy should be applied flexibly to suit the situation and the needs of the audience.

- Internal Stakeholders include Clarence City Council; Councilors, staff, volunteers and committees and agencies and organisations affiliated with council emergency management arrangements.
- External Stakeholders include; community groups, businesses, evacuation centre residents, recovery centre clients the general community, media and organisations not affiliated with council emergency management arrangements.

The table below addresses the audience, communication methods, what is communicated and who it is likely to be actioned by.

Audience	Communication method	What to communicate	Actioned by…
• Municipal Mayor & Councilors	• Use a variety of communication methods	• Situation reports and recovery support services operating within the municipality	• General Manager
• General Manager & ECM	• Use a variety of communication methods	• Situation reports and recovery support services operating within the municipality	• MRC in collaboration with MC
• Incident Control Centre(s), Emergency Coordination Centres & Committees (State, Regional, Municipal)	• Agendas, minutes & reports	Reporting and briefing on Municipal Recovery, Trends or emerging issues among the affected population (e.g. high number of reports of damage to roofs, anticipation about financial recovery assistance)	• MRC in collaboration with MC

• Evacuation centre residents • Recovery centre clients	• Meet & Greet resource table – include a centre information leaflet • centre noticeboard (could be replicated in a daily newsletter) • centre briefings - information sessions • Signage*	• Code of conduct, conditions of entry, centre registration & de-registration process, access to interpreter services • Centre daily schedule, support services available, Situation information, mud map of the centre with services marked • Situation information & support updates from key agencies, information about visiting media & VIP's, information on centre closure, allow time for Q & A's • Location of: toilets, showers, registration, dining, sleeping, parking etc. • Safety/Sanitation/Hygiene information	Centre Manager • Centre Manager& key agencies • Centre Manager
• Evacuation/Recovery centre personnel and support agencies	• Team Leader briefings (each shift change)	• information about the emergency/recovery situation • Objectives (e.g. of the centre, shift, incoming service) • evacuation centre population, including residents, visitors and people sleeping in cars/tents outside the centre • Daily schedule in the centre (including activities and mealtimes) • Identify expected media or VIP visits • Shifts and personnel changes • Work health and safety issues, including environmental health issues • expected media or VIP visits • confirm agencies' scope, reporting lines, operating hours and available space in the centre, including any anticipated changes to these	Centre Manager

Agency/ Organisation			allow Q & A		
Whole of Municipality	• Media Releases, Social media, council websites	• Recovery support services & updates, location of evacuation & recovery centres			• Council Media Officer in collaboration with MC (All media releases need to be approved by the GM

Includes pictorial & languages aligned with the community

Contact Lists

Contact lists comprising of stakeholders involved in supporting Community Recovery within the municipality should be maintained.

Contact lists can include:

1. Stakeholders supporting whole of municipality recovery operations, *contact list is maintained by the Recovery Coordinator.*
2. Stakeholders on site at Evacuation and Recovery Centres – *contact list is maintained by the ECM.*

The following table represents examples of a contact list that could be utilised.

Agency/ Organisation	Name/Role	Phone numbers	Email
	Primary contact:		
	Secondary contact:		
	Primary contact:		
	Secondary contact:		

Adapted from Glenorchy City Council's - Evacuation/Recovery Centre Communications Standard Operating Procedure (SOP)

Media Releases

The Media Officer or delegate, is responsible for writing all media releases in collaboration with the MC or MRC. *All media releases need to be approved by the General Manager prior to release.*

The headline of a media release should be brief, clear and to the point, followed by the body of information which clearly and concisely details the message. Specific information relating directly to the relevant emergency should occur only in consultation with the relevant response agency.

The following template provides a sample media release.

_____

Media Release

(INSERT DAY, DD/MM/YEAR, TIME. HH:MM am/pm)

For immediate release

_____

(INSERT HEADLINE, e.g. Establishment of Evacuation Centre)

(**INSERT DESCRIPTION OF RELEASE, body of information** -

e.g. An emergency evacuation centre is being established in Clarence City Council to support people who have been affected by the recent (INSERT EMERGENCY EVENT).

Location of centre: (INSERT FULL ADDRESS & GPS reference)

The (INSERT NAME) Evacuation Centre, to be managed by Clarence City Council will be open from (INSERT TIME) until further notice.

The phone number for the Centre will be [INSERT PHONE NUMBER).

For those requiring assistance, representatives of key welfare, business and insurance agencies will be on hand, or via referral from the site, to give help, advice and information to affected residents and business people.

The agencies that will be represented include: [list agencies].

Anyone requiring information on road closures should visit the [Police] website at [web address] or if you do not have computer access phone council on [number].

For more information contact:
Next Update:

_____

12.6 APPENDIX 6: Duty Statements/Action Cards

Appendix 6 contains Duty Statements for:
- o No.1 Mayor
- o No.2 Alderman
- o No.3 Social Recovery Coordinator;
- o No.4 Evacuation/Recovery Centre Manager;
- o No5. Facility Manager;
- o No.6 Emergency Response team;
- o No.7 Meet &Greet team;
- o No.8 Registration Staff
- o No.9 Recovery Media Officer.
- o No.10 Hospitality - Housekeeping
- o No.11 Recovery Financial Officer; and

The Duty Statement for Municipal Recovery Coordinator is contained in councils Emergency Management Plan.

The figure below is a representation of the reporting structure in Municipal Recovery.
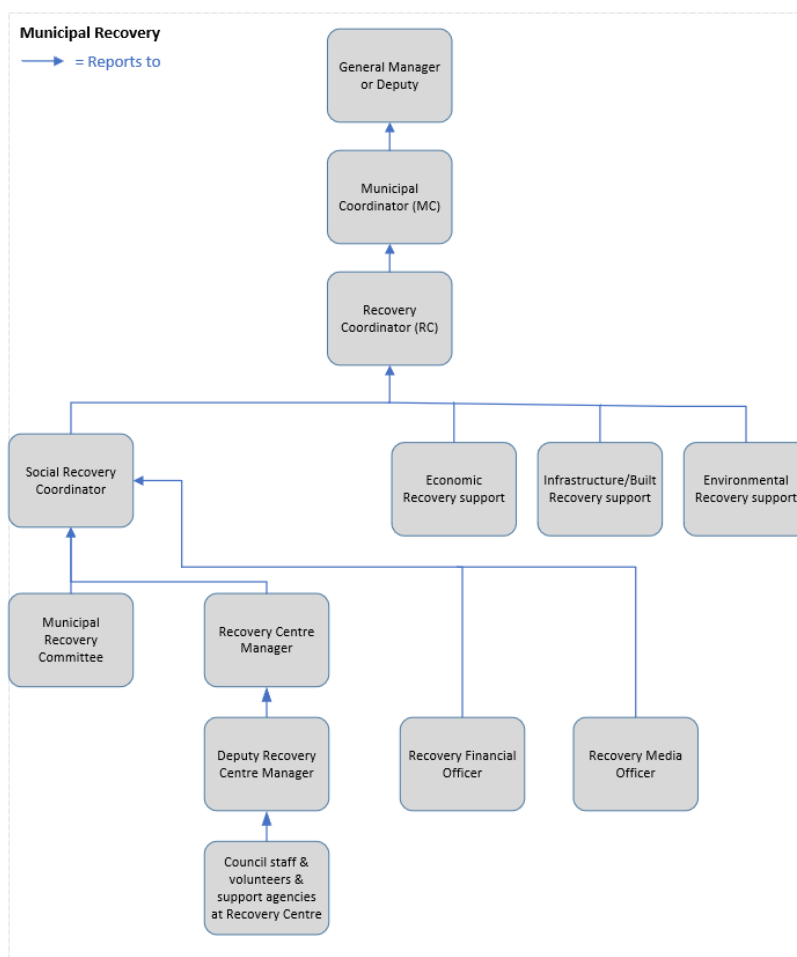
Position: Mayor

Responsible to: Clarence City Council

Mayor's Duties:

- Receive notification of emergency from Municipal Coordinator.

- Advise and inform Aldermen, if appropriate.

- Maintain contact with and support Municipal Coordinator.

- Manage ongoing information to the council

- Council spokesperson for information to the community and media.

- Establish and maintain links with Federal and State Ministers.

- Manage Public Appeals when appropriate.

- Establish and maintain community profile.

Position: Aldermen

Responsible to: Mayor

The Aldermen will:

- Deputise for and support the Mayor, as requested by him/her

Position: Social Recovery Coordinator

Responsible to: Municipal Recovery Coordinator (MRC) / Municipal Coordinator (MC)

The **Social Recovery Coordinator** will:

- Receive notification of emergency from MC or MRC
- Notifies Southern Region Social Recovery Committee (SRSRC) Coordinator
- Notifies appropriate recovery organisations
- Coordinates Social Recovery in the municipality

- In collaboration with the MRC:

  o supports assessment of community needs with SRSRC Coordinator and Social Recovery Partners.

  o supports ongoing liaison with SRSRC Coordinator throughout community recovery

- Liaises with and supports MRC
- Supports the Affected Area Recovery Committee
- Supports development of appropriate specialist community recovery groups
- Provides regular community recovery updates to the Media Officer
  Administration:
- Maintain a shift log/record of your main decision/activities
- Manage financial costs associated with recovery and evacuation centres

- Research, identify & manage recovery grant opportunities in collaboration with the Recovery Financial Officer

- Develop municipal grants for the affected community

- Develop MOUs with NGO's

Recovery Centre:
- Establish Recovery Centre and appoint a Recovery Centre Manager as requested by MC or MRC.
- Provide ongoing support

Manages:
- Council Emergency Response Teams
- Community recovery partners
- Community recovery resource supplies/kits
- Implications for Public health/pandemics outbreaks in evacuation and recovery centres in collaboration with council Environmental Health Officer & THS

Coordinates training:
- In Recovery & Preparedness for council staff & volunteers
- In the use & disposal of PPE
- Set up Affected Area Recovery Committees in collaboration with DPAC, if required
- Ensure debriefs and internal reviews are conducted throughout the recovery
- Compile recovery reports informed by debriefs and reviews

Please familiarise yourself with council's:
- *Municipal Emergency Management Plan & Community Recovery Plan, if you have any questions contact the MC or MRC*
- *Emergency Response Team & volunteer guidelines, if you have any questions please clarify with your line manager.*
- *Communication Standard Operating Procedure in the Community Recovery Plan*

Mobile number of other on duty staff:

Position	Name	Mobile
Centre Manager		
Facility Manager		
Meet & Greet team leader		
Runner		
Admin/Front Desk		
House Keeping team leader		
Animals team leader		
Registration team leader		

Position: Evacuation/Recovery Centre Manager

Responsible to: Social Recovery Coordinator

The Evacuation/Recovery Centre Manager will:
- Receives notification of emergency from MC or MRC.
- Reports to and maintains liaison with the Social Recovery Coordinator.
- Establish & ensures safe & efficient operation of evacuation/recovery centres they are responsible for
- Requests human and physical resources via Social Recovery Coordinator to maintain centres
- Manages Recovery Centre and delegates duties to Facilities Manager, Council Emergency Response Team & volunteers in the Recovery centre
- Ensure the efficient operation of support agencies at the Recovery Centre

Initial Tasks
- Maintain a shift log/record of your main decisions/activities, and hand this over to the next manager on shift
- Set up evacuation/recovery centre(s) in accordance with site specific plans
- Delegate tasks as required
- Consider Essential needs:
  o Safety/Security, Signs, Meeting/Greeting & registration requirements, Medical/First Aid Assistance, Basic Food & Water, Personal support, Toilets, Wash facilities & basic information needs
- Other supports can be implemented as time allows, e.g.:
  o Translators, Financial, Bedding/Sleeping areas, Cultural & Religious support, entertainment, internet/phone access for evacuees.
- Allocate space for restricted areas: Offices, Private support areas, Staff/volunteer rest area.
- Ensure all incoming staff & volunteer teams:
  o receive a briefing
  o have ID tags/badges
  o document contacts of key people and agencies as they arrive
- Liaise with the Social Recovery Coordinator and Information and Communication Technology Officers regarding ICT requirements.

- Liaise with Manager People and Organisational Development and Social Recovery Coordinator to Commence a 24hr shift roster.
- Arrange catering support service
- Implement accident and reporting system

Ongoing Tasks
- Ensure regular information briefings are held for centre residents/clients, liaise with Social Recovery Coordinator & key support agencies
- Ensure regular briefings are conducted for staff and volunteers.
- Monitor staff – wellbeing, effectiveness etc
- Ensure 24hr shift roster is maintained as required
- Prepare a daily schedule of activities.
- Maintain smooth operation of the Recovery Centre.
- Ensure a financial records/expenses log is maintained by a responsible officer.
- Commence and maintain the centre information board
- Compile recovery centre reports informed by information from centre residents/clients, council staff & volunteers and support agencies at centre

Closure Tasks
- Ensure residents/clients of centre are informed of plan to close or change operational hours or supports services of centre
- Liaise with Social Recovery Coordinator and Facilities manager on actions required to return centre to normal operations
- Ensure all staff, volunteers and support agencies are thanked for their support

Please familiarise yourself with council's:
- *MEMP & Community Recovery Plan, if you have any questions contact the MC or MRC*
- *Emergency Response Team & volunteer guidelines, if you have any questions please clarify with your line manager.*
- *Communication Standard Operating Procedure in the Community Recovery Plan*

Mobile number of other on duty staff:

Position	Name	Mobile
Facility Manager		
Meet & Greet Team leader		
Runner		
Admin/Front Desk		
House Keeping Team leader		
Animals		
Registration Team leader		

Position: Facilities Manager

Responsible to: Centre Manager

The Facilities Manager:
- Reports to and supports Recovery Centre Manager
- Receives notification of emergency from Municipal Coordinator;
- Maintain a shift log/record of your main decisions/activities, and hand this over to the next deputy on shift
- Support Recovery Centre Manager with set up and operation of centre
- Maintain clear communication with Recovery Centre Manager to ensure efficient operation of centre
- Maintain safety, wellbeing and effective coordination of activities at all times
- Compiles recovery centre reports informed by information from centre residents/clients, council staff & volunteers and support agencies at centre

- Refer to Duty Statement of Recovery Centre Manager and agree with Recovery Centre Manager what tasks you will be responsible for

Please familiarise yourself with council's:
- *MEMP & Community Recovery Plan, if you have any questions contact the MC or MRC*
- *Emergency Response Team & volunteer guidelines, if you have any questions please clarify with your line manager.*
- *Communication Standard Operating Procedure in the Community Recovery Plan*

Mobile number of other on duty staff:

Position	Name	Mobile
Centre Manager		
Meet & Greet team leader		
Runner		
Admin/Front Desk		
House Keeping team leader		
Animals team leader		
Registration team leader		

Position: Emergency Response Team

Responsible to: Facilities Manager

Emergency Response Team: may be requested to fill a variety of roles according to the impact on the community.

Any role requested will be in accordance with your agreement and capabilities.

Roles required may be any of the following:

- Meet & Greet Team (please see Duty Statement)
- Recovery Financial Officer (please see Duty Statement)
- Recovery Media Officer (please see Duty Statement)
- Planning or Logistics Officer
- Or other role/s required by the MC or MRC

You may also be asked to fill a Team Leader or Team member role.

Team Leaders:

- o Receive notification of emergency from Recovery Centre Manager, Social Recovery Coordinator or delegate
- o Report to and maintain liaison with the Facilities Manager
- o Maintain a shift log/record of your main decisions/activities, and hand this over to the next team leader on shift

Team Members:

- o Receive notification of emergency from Recovery Centre Manager, Social Recovery Coordinator or delegate
- o Report to and maintains liaison with their Team Leader

Please familiarise yourself with council's:

- *MEMP & Community Recovery Plan, if you have any questions contact the MC or MRC*
- *Emergency Response Team & volunteer guidelines, if you have any questions please clarify with your line manager.*
- *Communication Standard Operating Procedure in the Community Recovery Plan*

Mobile number of other on duty staff:

Position	Name	Mobile
Facility Manager		
Meet & Greet team leader		
Runner		
Admin/Front Desk		
House Keeping team leader		
Animals team leader		
Registration team leader		

Position: Meet and Greet

Responsible to: Centre Manager

The Meet & Greet team is the first point of contact for any evacuee or recovery centre client. The role can be challenging as people can be anxious, traumatised and may have been significantly affected by the emergency. The role is also very rewarding, as people coming into the centre appreciate a friendly face and supportive presence.

The **Meet and Greet** team will coordinate the following support services for the centre:

- Registration of evacuees or recovery centre clients enables council to determine the number of people in the centre and provide support and determine ongoing recovery needs of the community.

Personal support:
- People coming into the centre may require psychosocial support due to the circumstances and impacts they have or are experiencing
- You will be providing support that is sensitive to the person's need's
- You may identify people that require further support from other agencies

Centre familiarisation:
- People coming into the centre may need some basic information about the purpose, layout and support services currently available at the centre

- You will be answering people's initial questions, providing them with information and helping them access they support they request

Other agencies:

You may be working alongside other agencies in the Meet & Greet area. The following agencies may be requested by council to support Meet & Greet: Tasmanian Health Service Social Workers, Tasmanian Council of Churches Emergencies Ministry, Australian Red Cross or other volunteer groups or organisations.

In times of public health emergencies, where necessary, Meet and Greet may be supported by St John Ambulance Tasmania and the Tasmanian Health Service, who will undertake health screening of evacuees before entering the evacuation centre. Meet and Greet staff will work closely with any agency undertaking health screening on behalf of Clarence City Council.

You may be asked to fill a Team Leader or Team member role.

Team Leaders:

- Receive notification of emergency from Centre Manager or Social Recovery Coordinator or delegate
- Report to and maintains liaison with the Centre Manager
- Maintain a shift log/record of your main decisions/activities, and hand this over to the next team leader on shift

Team Members:

- Receives notification of emergency from Recovery Centre Manager, Social Recovery Coordinator or delegate
- Reports to and maintains liaison with their Team Leader

Please familiarise yourself with council's:
- *MEMP & Community Recovery Plan, if you have any questions contact the MC or MRC*
- *Emergency Response Team & volunteer guidelines, if you have any questions please clarify with your line manager.*
- *Communication Standard Operating Procedure in the Community Recovery Plan*

Mobile number of other on duty staff:

Position	Name	Mobile
Centre Manager		
Facility Manager		
Runner		
Admin/Front Desk		
House Keeping Team Leader		
Animals Team Leader		
Registration Team Leader		

Position: Registration Staff

Responsible to: Centre Manager

Registration of evacuees or recovery centre clients enables council to determine the number of people in the centre and provide support and determine ongoing recovery needs of the community.

Registration:
- Explain the registration process and requirements (*see appendix 9*)
- Register all attendees using the Evacuation Centre Registration App or Council's Evacuation Centre registration paper form if app unavailable.
- Issue appropriate wrist bands to registered people

Personal support:
- People coming into the centre may require psychosocial support due to the circumstances and impacts they have or are experiencing
- You may identify people that require further support from other agencies

Team Leaders:
- Receive notification of emergency from Centre Manager or Social Recovery Coordinator or delegate
- Report to and maintain liaison with the Centre Manager
- Maintain a shift log/record of your main decisions/activities, and hand this over to the next team leader on shift

Team Members:
- Receive notification of emergency from Centre Manager, Social Recovery Coordinator or delegate
- Report to and maintain liaison with their Team Leader

Please familiarise yourself with council's:
- *MEMP & Community Recovery Plan, if you have any questions contact the MC or MRC*
- *Emergency Response Team & volunteer guidelines, if you have any questions please clarify with your line manager.*
- *Communication Standard Operating Procedure in the Community Recovery Plan*

Mobile number of other on duty staff:

Position	Name	Mobile
Centre Manager		
Facility Manager		
Meet & Greet Team Leader		
Runner		
Admin/Front Desk		
House Keeping Team Leader		
Animals Team Leader		
Registration Team Leader		

Position: Communications/Media Officer

Responsible to: Municipal Recovery Coordinator

Recovery communication needs to be accurate, timely & considered. It needs to be relevant and targeted to suit the audience, and clearly understood, as after an emergency people can have trouble understanding or remembering information.

The Recovery Media Officer:

- Receives notification of emergency from MC, MRC or delegate
- Reports to and maintains liaison with the MC and MRC
- Maintain a shift log/record of your main decisions/activities, and hand this over to the next Media Officer on shift
- Is responsible for coordinating requests from the Media for information or interviews regarding the Emergency or Recovery impacts in the municipality.
- Writes all media releases in collaboration with the MC or MRC and ensures the Mayor or delegate approves the Media Release.
- Coordinates all activities on Social Media Platforms
- Organises printed resources required to inform the community about Municipal Recovery activities in collaboration with the Municipal Coordinator and Recovery Coordinator

Please familiarise yourself with council's:
- *MEMP & Community Recovery Plan, if you have any questions contact the MC or MRC*
- *Emergency Response Team & volunteer guidelines, if you have any questions please clarify with your line manager.*
- *Communication Standard Operating Procedure in the Community Recovery Plan*

Mobile number of other on duty staff:

Position	Name	Mobile
Centre Manager		
Facility Manager		
Meet & Greet 1		
Meet & Greet 2		
Runner		
Admin/Front Desk		
Admin - Registration		
House Keeping 1		
House Keeping 2		
Animals		
Registration		

62

Position: Hospitality/Housekeeping Staff

Responsible to: Facilities Manager

RESPONSIBILITIES

- Dining Area - Tidy and Wipe down, Collect stray crockery

- Bathrooms - Tidy and Report Issues

- Toilets - Tidy and Report Issues, Check stocks/refill

- General - Empty Bins and Replace liners, Report issues

- Outdoor – Tidy, Collect Rubbish, Report full bins

- Outdoor Toilets – Tidy, Check stock/refill, Report issues

- Children's Activities – check what is available

- Support access to toiletries, self-care items and towels

- Kitchen – tidy, not responsible for food prep, monitor drink station

Mobile number of other on duty staff:

Position	Name	Mobile
Centre Manager		
Facility Manager		
Meet & Greet 1		
Meet & Greet 2		
Runner		
Admin/Front Desk		
Admin - Registration		
House Keeping 1		
House Keeping 2		
Animals		
Registration		

www.ccc.tas.gov.au   38 Bligh St Rosny Park   03 6217 9500

Position: Recovery Financial Officer

Responsible to: Recovery Centre Manager

Council is responsible for retaining all invoices/records of expenditure. Some expenses may be recovered if national (Disaster Recovery Funding Arrangements (DRFA)) and Tasmanian Relief and Recovery Arrangements (TRRA), disaster funding arrangements are activated and eligibility criteria are met. Please refer to council's Emergency Management Plan for further details about Administration: finance and cost capture.

The Recovery Financial Officer:
- Receives notification of emergency from Municipal Coordinator, Social Recovery Coordinator or delegate
- Reports to and maintains liaison with the Social Recovery Coordinator
- Maintains a shift log/record of your main decisions/activities, and hands this over to the next Financial Officer on shift
- Maintains accurate & timely financial records relating to all of council's recovery activities in collaboration with the Municipal Coordinator and the Social Recovery Coordinator
- Organises expenditure according to categories in the DRFA & TRRA
- Researches, Identifies & manages recovery grant opportunities in collaboration with the Social Recovery Coordinator
- Assists the Social Recovery Coordinator to develop municipal grants for the affected community

Please familiarise yourself with council's:
- *Municipal Emergency Management Plan & Community Recovery Plan, if you have any questions contact the Municipal Coordinator or Municipal Recovery Coordinator*
- *Emergency Response Team & volunteer guidelines, if you have any questions please clarify with your line manager.*

Mobile number of other on duty staff: 65

Position	Name	Mobile
Municipal Coordinator		
Municipal Recovery Coordinator		
Centre Manager		
Facility Manager		

12.7 APPENDIX 7 – Community Evacuation and Recovery Centres Available for Longer Term Management of Recovery Activities

	Howrah Recreation Centre	Lindisfarne Activity Centre	Risdon Vale Community Centre	Richmond War Memorial Oval	Sandford Hall	South Arm Community Centre	Rokeby Trust Hall
Full Address of Building	11 Howrah Road	37a Lincoln Street	26 Sugarloaf Road	20 Victoria Street	949 South Arm Road	21 Harmony Lane	5 Church Street
Contact details	6247 7711	6243 5810	6243 5752	0408 129 561	6217 9695	0407 875 460	6217 9695
Capacity Shown on Certificate of Occupancy	707	180	280	200	150	100	60
Recovery kit on site	no	No		yes		yes	
Building Security Y/N	Yes - Good	Mechanical Locks Only	Yes	Mechanical Locks Only	Mechanical Locks Only	Mechanical Locks Only	Mechanical locks only
a) Electronically Monitored	Yes	No	No	No	No	No	No
DDA Compliant Throughout	Yes	Yes	No Disabled Toilet	yes	No	No	

	Howrah Recreation Centre	Lindisfarne Activity Centre	Risdon Vale Community Centre	Richmond War Memorial Oval	Sandford Hall	South Arm Community Centre	Rokeby Trust Hall
Maintenance & Cleaning							
a) Requires cleaning before use? Y/N	No	No	No	No	No	No	No
Toilets							
a) Number (M/F)	1F, 1M plus adjacent sports clubs toilets	2F, 1 Disabled, 1M	4F, 2M + 2U		2F, 1M	3F, 2M inside, 2F 1M public outside	
b) Condition of Toilets	Very Good	Very Good	Good	Good	Good	Inside good, public fair	
Showers	No	No	No	No	No	Yes	
a) Number (M/F)	N/A	N/A	N/A	N/A	N/A	2M/2F	
b) Condition of Showers	N/A	N/A	N/A	N/A	N/A	Fair	
Hot Water Service? Y/N	Yes	Yes	Only in Kitchen	Yes	Yes	Yes	Yes
a) What Facilities?	Kitchen & Washbasins	Kitchen & Washbasins	No hot water in toilets	Kitchen and Washbasins	Kitchen & Washbasins	Kitchen and Washbasins	

	Howrah Recreation Centre	Lindisfarne Activity Centre	Risdon Vale Community Centre	Richmond War Memorial Oval	Sandford Hall	South Arm Community Centre	Rokeby Trust Hall
Heating/Cooling Y/N	Yes	Yes	Yes	Yes	Yes	Yes	
a) Operational?	Yes	Yes	Yes	Yes	Yes	Yes	
b) How much of building does it service?	All	All	Only 50% of building (excludes main hall)	All interior	All interior	All	
c) Source of Heat?	Electric	Electric	Electric	Electric	Electric	Electric	
Lighting							
Internal/External?	Both - Adequate	Internal adequate, external requires additional	Adequate	Internal adequate, external requires additional	Interior adequate Outside Inadequate	adequate	
PA System	Yes	No	No	No	No	No	No
Size of Main Room			Basket Ball Court		Basketball Court	8m x 4.5m	

	Howrah Recreation Centre	Lindisfarne Activity Centre	Risdon Vale Community Centre	Richmond War Memorial Oval	Sandford Hall	South Arm Community Centre	Rokeby Trust Hall
Number & Use of Smaller Rooms		4	6 Smaller (stage, front foyer, senior citizen, Opportunity shop)		5	2	
Room Security (for staff)	Yes	Yes	Yes		Yes	Yes	
Does the Kitchen have:							
a) Refrigerator	Yes	Yes	Yes	Yes	Yes	Yes	
b) Stove	Yes	Yes	Yes	Yes	Yes	Yes	
c) Microwave	Yes	Yes	Yes		Yes	Yes	
d) Dishwasher	Yes	No	Yes		No	Yes	
e) Urn	Yes	Yes	Yes		Yes	Yes	
f) Cooking Utensils - Number Variety Size and Condition	Large Pots and Plenty of Tea Pots	No, only teapots	40 items		Yes	Adequate	

	Howrah Recreation Centre	Lindisfarne Activity Centre	Risdon Vale Community Centre	Richmond War Memorial Oval	Sandford Hall	South Arm Community Centre	Rokeby Trust Hall
g) Cutlery - Number	100	60	40		Adequate	Adequate	
h) Crockery - Number	100	60	40		Adequate	Adequate	
Communications							
a) Is there an established working office which would be available? Y/N	Yes	Yes	Inadequate	Yes	No	Yes	
b) Phone	Yes	Yes	No	No	No	No	
c) Fax	Yes	Yes	No	No	No	No	
d) Computer Outlet	Yes	Yes	No	No	No	No	
e) Mobile Phone Coverage? Y/N	Yes	Yes	No	Yes	Yes	Yes	Yes
Furniture							

	Howrah Recreation Centre	Lindisfarne Activity Centre	Risdon Vale Community Centre	Richmond War Memorial Oval	Sandford Hall	South Arm Community Centre	Rokeby Trust Hall
a) No. of Tables/Trestles & Location	Adequate	Adequate	tables and seating for 140		Adequate	Adequate	
b) No of Chairs & Location	Adequate	200 chairs	Adequate		Adequate	Adequate	
c) Adequate Rubbish Bins	Yes	No	Yes		No	No	No
Power							
Is Emergency Power Available?	No	No	No	No	No	No	No
Power Points	Adequate	Adequate	Adequate	Adequate	Adequate	Adequate	
Outside							
a) Parking - Approximate Capacity	98 plus large park area	35 + on street	Adequate	Adequate + reserve adjacent	Adequate	200	
b) Sealed/Unsealed ?	Sealed plus grass	Sealed	Unsealed	Sealed	Gravel plus oval	Unsealed	Sealed

	Howrah Recreation Centre	Lindisfarne Activity Centre	Risdon Vale Community Centre	Richmond War Memorial Oval	Sandford Hall	South Arm Community Centre	Rokeby Trust Hall
c) Trailers/horse floats/buses	Yes but weather dependent	Not on site	Yes/ oval, school	Yes in reserve adjacent	Yes	Yes	
d) Playground	Yes	Yes	Yes	Yes, adjacent	No	Yes,	
e) Outdoor Cooking Facilities?	Yes	No	No	No	No	Yes	
f) Outside Tap?	Yes	Yes	No	Yes	No	No	
g) Rubbish Bins	Yes	Inadequate	Inadequate	Inadequate	Yes	Inadequate	
h) Pets	Yes - at tennis & bowls	No	Tennis Court	Fencing required	Tennis Court, Cricket Nets	Fencing required	
Proximity to Convenience Store	100 metres to Shoreline	100 metres to shopping centre	100 metres to shopping centre	Stores within 500m.	Stores within 3km	500m.	100 metres to shopping centre
Proximity to Public Transport	50m	100 metres	100 metres	500m.; infrequent service	50m.; infrequent service	50m.; infrequent service	50m
QR Code set up							

	Howrah Recreation Centre	Lindisfarne Activity Centre	Risdon Vale Community Centre	Richmond War Memorial Oval	Sandford Hall	South Arm Community Centre	Rokeby Trust Hall
Pandemic Safety Plan							
Other Issues					No reticulated water supply	No reticulated water supply. Potable water needs to be delivered.	

12.8 APPENDIX 8 - Recovery Action Checklist

Potential recovery actions for council to consider, they are not intended to be definitive. *Municipal Recovery Coordinators seek advice & support from the MC, council Departments, Regional and State agencies as required.*			
Preparedness Actions	**Short Term Recovery Actions**	**Medium - Long Term Recovery Actions**	**Review Actions**
• Maintain Community Recovery Plan • Establish/maintain council & community recovery committees • Attend SRSRC meetings • Develop arrangements with the local community, government & NGO's • Develop MOU's with community groups & NGO's • Assess & identify facilities that can be used as evacuation/recovery/one stop centres • Maintain SOP's & Operational procedures for recovery activities • Identify/train/exercise staff & community members who can support community recovery • Establish & maintain recovery resources e.g. trailer and kits • Participate/conduct community emergency preparedness programs with government/NGO partners • Consider animal welfare management • Familiarise with Aust. & TAS. Gov. financial assistance arrangements	**Social:** • Receive emergency notification from MC • Consult with the Southern RSRC • Consult with MC, consider opening evacuation/recovery centre • Focus on supporting basic needs • Plan for transition to Long term recovery • Consider implementing Animal Welfare arrangements **Economic:** • Establish recovery financial records • Consider what relief arrangements council can provide affected community **Environmental/Natural:** • Assist with removal of debris, waste, pollution and biosecurity impacts **Infrastructure/Built:** • Assist with restoring essential services e.g. power. water, communications etc **Cross-domain:** • Refer to council EM & Community Recovery Plans & SOP's for guidance • MC can request support from Regional Controller as required • Seek impact assessments from council, Regional and State agencies as required • Establish Monitoring & evaluation processes	**Social:** • Liaise with MC & State Economic, Infrastructure, Environment and Cross Domain Recovery Coordinators (if appointed) • Consider establishment of one-stop recovery centre/s **Economic:** • Maintain recovery financial records • Ensure community is aware of available financial grants/support **Environmental/Natural:** • Protect natural & cultural assets **Infrastructure/Built:** • Support local community who have impacted infrastructure • Affected infrastructure mapped into the municipality's GIS and recorded in asset management system **Cross-domain:** • Support AARC, local community recovery groups • Maintain communication channels with local community • Maintain monitoring & evaluation processes for recovery actions	• Review council Community Recovery Plan & monitoring & Evaluation processes • Engage with local community on recovery actions • Participate in Regional or State after action reviews/Lessons Learnt processes

12.9   APPENDIX 9 - Evacuation/Recovery Centre Checklist

Check X	Actions - are a guide not meant to be definitive	Resource #
1. Prior to Opening Centre		
	Refer SOP Establishing an Evacuation/Recovery Centre	Appendix
	Receive briefing from the Municipal Coordinator or delegate consider:	
	o Commence shift log >>>	**8.1**
	o latest situation report; forecasted weather conditions	
	o number, location, type & expected duration evacuation centre to be opened	
	o number, transport, arrival time, additional/ special needs & condition of expected evacuees	
	o a copy of the facility audit that outlines the capacity & resources available	
	o road closures en route to evacuation/recovery centre	
	o obtain maps of the affected area/s	
2. Conduct Facility Walkthrough		
	Ensure facility is suitable for use: Refer to Items to be checked on arrival & COVID-Safety Evacuation/Recovery Centre checklist >>>>>>	**8.2**
3. Welcome incoming personnel		
	o Brief all personnel, use briefing template >>	**8.3**
	o Ensure all team leaders commence their shift log>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	**8.1**
	o Ensure personnel sign in & out at start & end of shift>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	**8.4**
	o Determine any personal restrictions /logistical challenges (e.g. parking or health concerns)	
	o Ascertain experience & skills of personnel to determine which areas they prefer working in	
	o Ensure all personnel meet council minimal compliance requirements (e.g. Police checks etc.)	
	o Provide Duty Statements to all council personnel>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	**Appendix 4**
	o Ensure all personnel wear identification e.g. tabards & ID tags	
	o Ensure leadership roles are filled, e.g. - Evacuation Centre Manager, Evacuation Centre Logistics Officer & Registration Team Leader.	
	o Allocate tasks & set up areas for evacuees & agencies	
	o Consider engaging council community volunteers to assist with tasks	

	4. Opening Centre	
	○ Set up centre according to facility site plan (check with Recovery Coordinator) ○ Or refer to *Hobart City Council's Evacuation Centre Operating procedure*>>>>>>>>>>>>>>>>	
	○ Open centre to evacuees *once confirmation received from Municipal Emergency Management Coordinator or their delegate*	
	○ Ensure adequate numbers of council personnel & agencies are present to support evacuees	

	5. Welcome incoming agencies	
Check X	Actions - are a guide not meant to be definitive	**Resource #**
	○ Brief all team leaders, use briefing template	**# 3**
	○ confirm the agency's objectives, credentials and timings	
	○ record key contact details of all agency team leaders	
	○ inform team leaders of any evacuation centre policies & guidelines and incident reporting procedure, secure their agreement in the implementation of these guidelines	
	○ discuss the media management strategy	
	○ allocate space within centre according to agency's needs & facility floor plan	
	○ determine a reporting system from agencies so that key issues within the centre are shared & actions taken to address them	
	○ Allocate staff member to orientate agency all teams as they arrive	
	○ Ensure agencies have adequate resources to carry out their role; access to administration area, refreshments, power, communication support	
	○ Ensure agency personnel wear identification e.g., tabards & ID tag	
	○ Seek regular input & feedback from agency team leaders	
	○ provide regular updates & communication to agency team leaders	
	○ identify the 'Information for Staff' poster for all personnel	
	○ encourage the integration of any documentation on particular residents to be included with the persons intake form	

	5. Support community facilities	
	○ Ensure carers of clients from nursing homes, or school students, or similar understand they retain direct responsibility for daily care and support.	
	○ Consult with Municipal Recovery Coordinator on client groups & solutions for their short-term support	
	○ Provide separate areas for any people with special needs, if possible	

	o	Identify and respond to the needs of people experiencing family violence, including referrals to police or social support services as required	
6. Daily centre operation considerations			
	o	**Communication** with residents: Conduct regular centre briefings, maintain community notice board, provide printed information sheets	
	o	**Wellbeing –** Provide Psychosocial support, First AID, to residents & all personnel	
	o	**Privacy** – dedicated quiet room or partitioned spaces, confidentiality of private information	
	o	**Recreation –** provide a range of age-appropriate activities; books, supervised sports, community entertainment	
	o	**Maintain a high standard of Safety, Security & Sanitation**	
7. Closing the centre or transitioning to recovery centre			
	o	Develop a plan to close the centre with community, council and other agencies	
	o	Has the suitability of the centre diminished? – incident risks?, capacity of centre? Safety concerns?	
	o	Maintain communication with evacuees so they understand centre is a temporary measure for emergency support	
	o	Determine the support residents will need when they leave; temporary housing, basic supplies, information, transport, other ongoing support – coordinate support with agencies	

12.9.1 Evacuation/Recovery Centre Checklist, Resource 1 – Shift Log

Shift Log:

PAGE #	Prepared by (NAME & POSITION)
Time	Emergency events (enter concise details of calls, events, decisions and requests)

12.9.2 Evacuation/Recovery Centre Checklist, Resource 2 - Initial Suitability Report
(Example Only)

Prior to   opening a centre, an initial walkabout of the facility should be made with the Evacuation/Recovery Centre Manager and Facility Manager.

The purpose is to:

- identify   any potential hazards and,
- to ensure the facility is suitable for the intended purpose

A floor plan will   be useful, if one doesn't   exist consider drawing a mud map and record the location of amenities, entrances/exits and other key facility features.

Please ensure the facility is COVID-Safe suitable – refer to councils' COVID-Safety Evacuation/Recovery Centre checklist.

Facility Status	

1. What is the availability of the facility? Will there be any disruptions to business continuity?

2. Are there any restricted areas or equipment?

3. Has the emergency impacted on people's ability to go outdoors? e.g., wind, rain, heat, smoke etc.

12.9.2 Evacuation/Recovery Centre Arrival Checklist

Centre arrival checklist

ITEMS TO BE CHECKED ON ARRIVAL AT CENTRE:
(and each day, as appropriate)

Power	Satisfactory ☐ Not Satisfactory ☐ Action:
Is a generator required?	Yes ☐ No ☐
Lights	Yes ☐ No ☐ Action:
DDA accessible	Yes ☐ No ☐ Action:
Water Supply - South Arm and Sandford may require water delivery	Satisfactory ☐ Not Satisfactory ☐ Action:
Urn	Fill and turn on ☐
Is exterior of building free from sharps and other hazards?	Yes ☐ No ☐ Action:

Are toilets clean and working satisfactorily? **Is toilet paper available**?	Yes ☐ No ☐ Yes ☐ No ☐ Action:
Seating and Tables – **Check Plan Requirements**	Satisfactory ☐ Not Satisfactory ☐ Action:
Rubbish Bins	Satisfactory ☐ Not Satisfactory ☐ Action:
Heating	Satisfactory ☐ Not Satisfactory ☐ Action:
Staff Briefing prior to opening centre	Completed ☐

Name:

Signature:

Date: **Time:**

Staff Briefing Template – SMEACS		
Evacuation Centre Location:		
Officer in Charge of Evacuation Centre		
Prepared by:	**Position:**	**Date & Time:**
S - Situation Overview of Current Situation		
M - Mission Define the objectives & strategies of the shift		
E - Execution Delegation of tasks and resource allocation etc		
A - Administration Logistical Arrangements		
C – Command and Communications Who is in charge and how they can be contacted?		
S Safety Safety issues		
Q Questions?		

Evacuation/Recovery Centre Checklist, Resource 3 – Briefing Template (cont'd)

SMEACS, Guidance Document

SMEACS is an acronym for:
Situation   Mission   Execution   Administration   Command/Communications   Safety
This form is used as a briefing form. All personnel should be briefed before their shift, e.g.

⇒ MC briefs MRC	⇒ MRC briefs ECM	⇒ ECM or Deputy briefs Team Leaders in Centre	⇒ Team Leaders briefs Team Members

S   Situation:
- Overview of the situation in the evacuation centre
- A description of the history of incident and the current situation as it relates to the evacuation centre: eg no of people evacuated, where from etc
- Forecast duration evacuation centre likely to remain open
- Values at risk, forecast weather, resource deployment, expected concerns and constraints
- Overview specific to the evacuation centre

Much of this may be obtained from Situation Reports

M   Mission:
- What is the main objective of the shift?
- What are the main strategies to be used?

E   Execution
- Delegation of tasks and resource allocation (Who is where and doing what)
- Timings (e.g. length of shifts, deadlines)
- Part to play for those being briefed
- Transport routes (road closures, access etc)
- Responsibilities of Centre Management and other agencies

A   Administration
- Equipment required
- Transport arrangements
- Access to food and drinking water
- Location of toilets, kitchens, other agencies, support facilities etc
- Shift times and changeover–time, place, method
- Accommodation and rest arrangements
- Security
- Paperwork required (e.g. record keeping, finance and accounting arrangements etc)

C   Command and Communications
- Who is in charge and how they can be contacted
- Communication channels with other agencies
- How information will be disseminated (e.g. briefing times etc)
- Reporting procedures and requirements (to who, by who, when, what reporting, how)
- Critical Safety Requirements
- Media releases

S   Safety
- Predicted weather changes
- Known or anticipated hazards (diseases, violence, tree branches, humidity, dirty water, winds etc)
- Location of exits and muster points in case of the need to evacuate
- Location/access to first aid

• Awareness of signs of stress and fatigue and what to do
• Evacuation plans
Q **Questions** Does anyone have any questions?

12.9.4   Evacuation/Recovery Centre Checklist, Resource 4 – Personnel sign on/off template - Clarence City Council

For each day, please use a new page.		Date: / /	Incident:		Location:	
Print Name	**Agency & Role**	**Time On & Signature**	**Current Contact Details**		**Sign Name & Time Off**	**Total Hours /Breaks**
First:	Agency:	Time On:	Mobile Phone:		Time off:	Break Taken:
Last:	Role:	Signature:	Email:		Signature:	Total Hours:
First:	Agency:	Time On:	Mobile Phone:		Time off:	Break Taken:
Last:	Role:	Signature:	Email:		Signature:	Total Hours:
First:	Agency:	Time On:	Mobile Phone:		Time off:	Break Taken:
Last:	Role:	Signature:	Email:		Signature:	Total Hours:
First:	Agency:	Time On:	Mobile Phone:		Time off:	Break Taken:
Last:	Role:	Signature:	Email:		Signature:	Total Hours:
First:	Agency:	Time On:	Mobile Phone:		Time off:	Break Taken:
Last:	Role:	Signature:	Email:		Signature:	Total Hours:

12.10.1 APENDIX 10.1 – Evacuation Centre Registration Form Guide

Downloading the App:

1. The application is free, works on Android and iOS devices and can be download from either the [Apple App Store](#) or [Google Play Store](#).

2. For desktop computers and laptops, the application can be download from here
    https://links.esri.com/survey123/windows64

3. **Turn on your mobile's GPS** and select the Survey123 App.

Logging In the First Time:

4. Choose 'Sign in with ArcGIS Online' (you need to be connected to mobile data for this to occur and should be remembered for future openings). Signing in is required to be able to see the maps, search for addresses, and commit data to the database.

5. Login to ArcGIS Online with the credentials you have been provided (available from Bronwyn Watson) and download the desired/available survey if not already visible.
    Username: _____
    Password: _____

Sign in with ArcGIS Online	Enter login details	List of projects (if empty)	Select from list of available surveys

Department of
Primary Industries, Parks, Water and Environment
Document Set ID: 4669982
Version: 2, Version Date: 14/10/2021

88
Tasmanian
Government
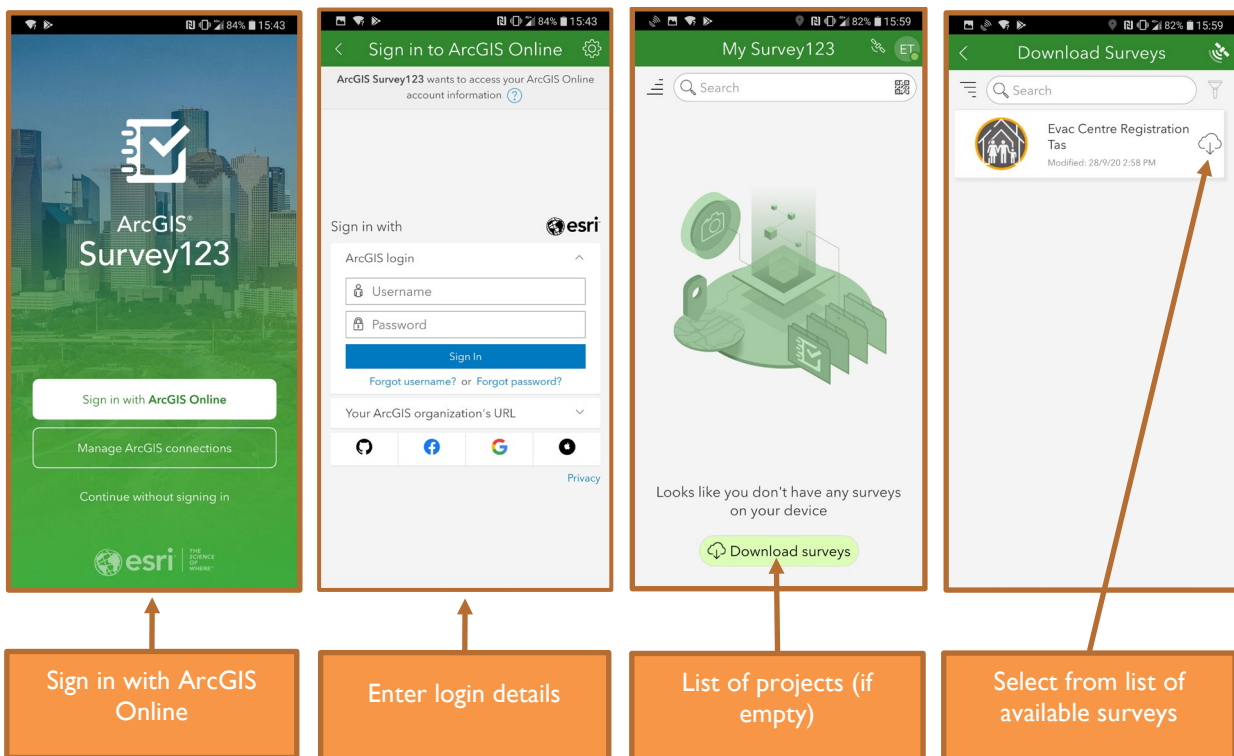
Logging In Subsequent Times:

6. Ensure you've got an internet connection and open the app, if logged in recently it will remember your user and send you straight through to the surveys list. Check that your user account is signed in by looking at the icon at the top right, if it is not logged in select the option to sign in.

7. Refresh the list of available surveys by dragging it down from the top to check for any updates to the apps.

8. Enter the survey and choose to either:

   a. Collect a new party record - **Collect**;

   b. Search for existing records to alter or sign out parties - **Inbox**;

   c. Continue an unfinished saved draft record - **Drafts**; or

   d. Submit pending unsent records - **Outbox**

89
Tasmanian
Government
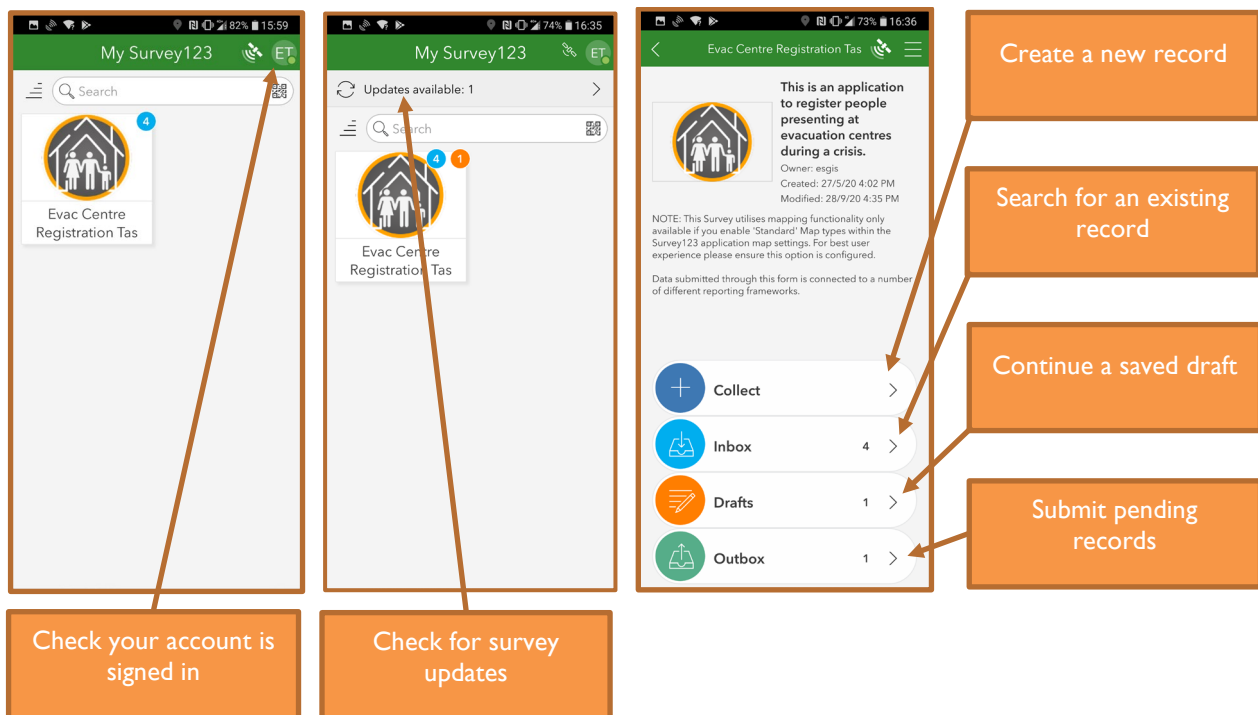
Collecting a New Party Record:

5. When registering a new party/individual select the 'Collect' option from the app and follow through the questions as prompted:

6. The **Place of Registration** page (1 of 8) includes the information on the evacuation centre and a required question relating to a COVID health check for the registering party.

7. The app is prepopulated with all the allocated Evacuation Centres and will provide the list of evacuation centres available for each council and populate their addresses automatically. If the place of registration does not appear in the list you can select 'does not appear in list' and then manually add the required data.

8. After filling in the menu options to the bottom progress to the next page by selecting the arrow at the bottom right of the window in the orange bar.

Select the Council from a dropdown list (or start typing)

Pick the appropriate Evacuation Centre

Known evacuation centre addresses will automatically populate

This is a required field. You cannot submit the registration form without an answer in here

Progress to next page

Department of
Primary Industries, Parks, Water and Environment
Document Set ID: 4669982
Version: 2, Version Date: 14/10/2021

90
Tasmanian
Government

9. The **Location** page (page 2 of 8) provides the ability to capture where the party has evacuated from and where they intend to shelter eg: Place of registration, at home, directed to quarantine.

10. Select the map icon and begin by typing in the place evacuated from in the address search bar. If unsure of the address (eg the place of evacuation was a camp ground) you can manually navigate to it by panning/zooming the map and then pressing the location on the map with your finger.

11. Select the correct address from the provided options and ensure the map pans to that location, and that the red pin marker is on the correct address. Then select the tick button at the bottom right.

12. Check the 'Selected address' field has populated with the correct address (if not, repeat the previous step) and then fill the rest of the presented fields.
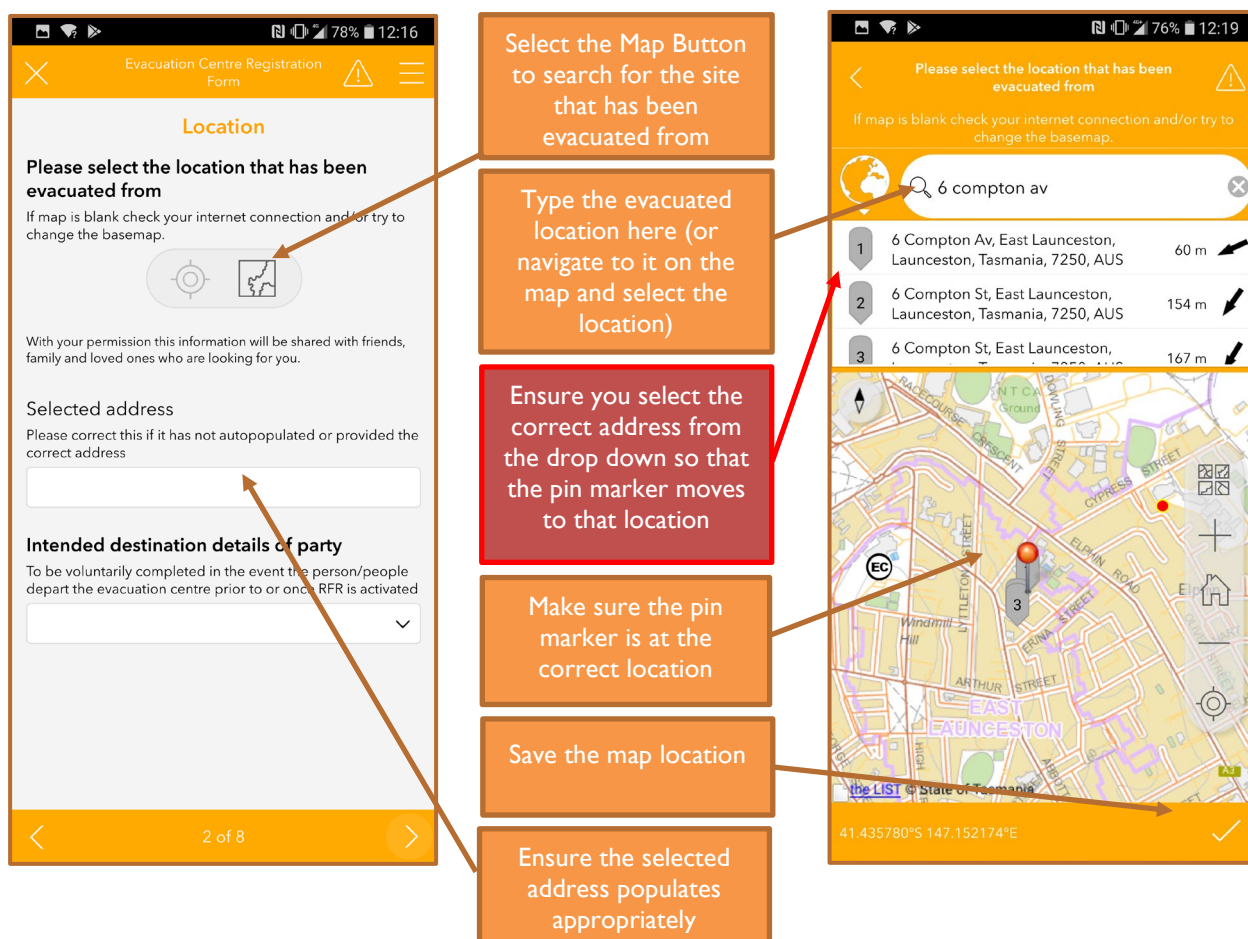
13. **Personal Details** (page 3 of 8) allows for the capture of each individual's personal information within the registering party. By default the first group member captured is flagged as the 'primary registrant'. Multiple individual members of a party can be added with each of their information captured separately.

14. At the bottom of each added member's information form is an automatically generated unique wristband number. It is anticipated that this number be written on a wrist band and given to each party member as you capture their details. (Note this number will recalculate if you update the surname field).

Begin adding members to the group

Fill in info

Fill in info

Individual's unique wristband number

Add additional party members

Progress to the next page

16. The **Personal Details (cont.)** page (4 of 8) allows for the capture of the point of contact details for the party as a whole.

17. The **Vehicles** page (5 of 8) works similarly to adding group members and allows for the capture of details relating to multiple vehicles with the party.

18. The **Animals** page (6 of 8) again works similarly to adding group members and adding vehicles and allows for the capture of multiple animals attached to a party.

Department of

Primary Industries, Parks, Water and Environment

Document Set ID: 4669982
Version: 2, Version Date: 14/10/2021

92
Tasmanian
Government

Add any vehicles attached to the group

Fill in info and add additional vehicles

Add any animals attached to the group

Fill in info and add additional animals

19. The **Party Summary** page (7 of 8) provides a summary view of all the captured data and gives the administrator and party an opportunity to confirm the information gathered is correct including a list of the assigned wristbands.

20. The **Consent** page (8 of 8) provides information around the privacy of collected information and the facility for the party to provide their consent on the level of data sharing they wish to commit to along with a digital signature panel for the primary registrant.

Select level of desired information sharing (required)

Signature input from primary registrant

Administrators info

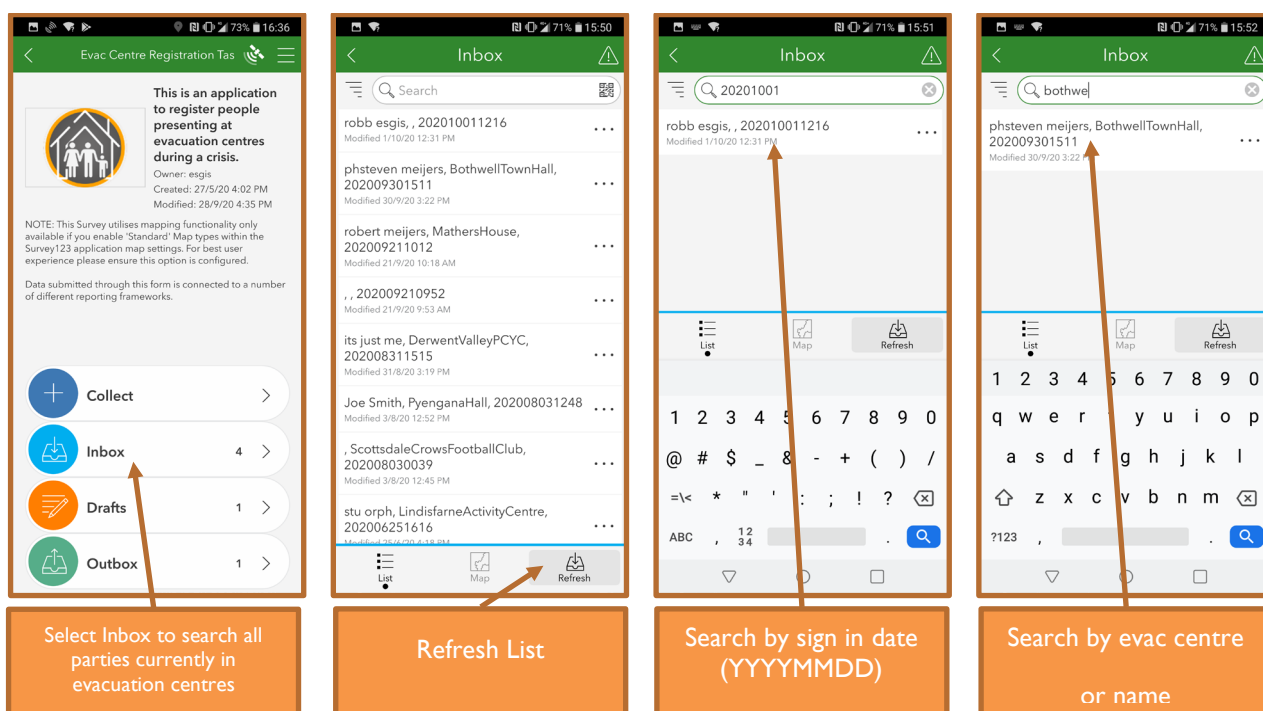Commit data to the database (if connected to internet).

Party Summary

Expandable info

93

Tasmanian Government

21. Once all the data available is captured you can commit the data to the database and begin the next party by selecting the tick at the bottom right on page 8 of 8.

22. Once selected the operator will be prompted to fill in any missing required fields or incorrectly input fields (such as incorrect email addresses/impossible birthdates etc).

23. If there are no identifiable issues with the captured data the operator will be given a pop up to show if the device is still online (if intermittent connections) and prompted to send the data to the server/database (Send Now) or save the data to send later when connectivity is available (Save in Outbox).

If incorrect or missing required fields the operator will be directed back to fill them in correctly/completely

Send now – to commit the data to the database (if the device is online)

Continue this survey – if you still have data to capture

Save the data into the outbox to send later (if there is no data connection)
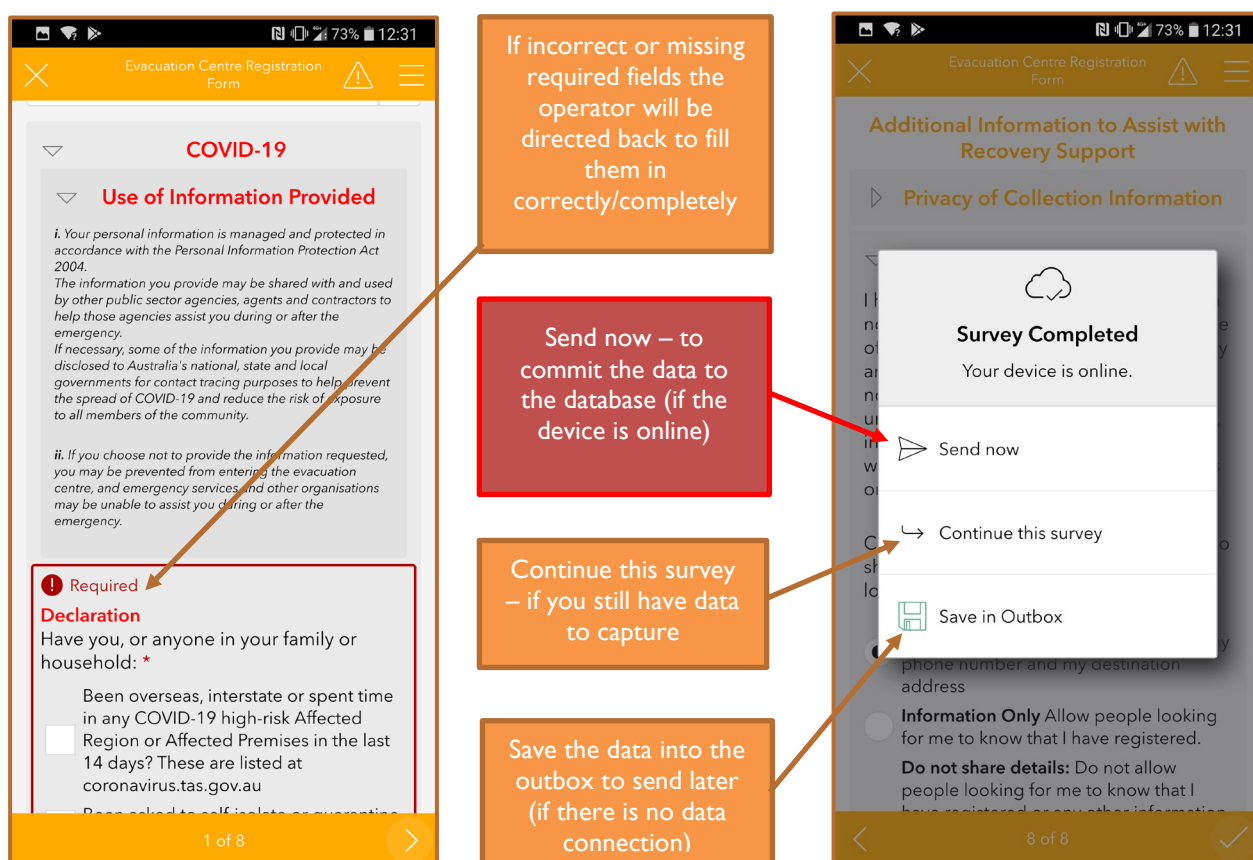
Signing a Party Out of the Evacuation Centre or Editing an Existing Record

24. When signing a party out of an evacuation centre start by selecting the 'inbox' option

25. Click the 'refresh' button at the bottom right to search for all parties currently signed into an evacuation centre (once signed out you will not be able to recall their data through this app).

26. You can search for users based on the primary applicant's name, the evacuation centre, or the date that they signed in (note this is in YYYYMMDD format and will also correlate with the first digits on the registrant's wristbands).

| Select Inbox to search all parties currently in evacuation centres | Refresh List | Search by sign in date (YYYYMMDD) | Search by evac centre or name |

27. Upon opening an existing record a new question will pop up at the top of the first page asking if you are updating info or signing out.

28. If you select updating info you will be free to toggle through the pages and make the required changes before committing the data to the database.

29. If you are signing a party out you will be directed to the final page (page 8) and then given a series of exit questions to ask.

30. Once the exit questions are answered the party must be signed out in the app and the data committed to the database by clicking the tick at the bottom right and selecting 'Send Now'.

Department of
Primary Industries, Parks, Water and Environment
Document Set ID: 4669982
Version: 2, Version Date: 14/10/2021

95
Tasmanian
Government

Departure address

Required field

Existing Consent Info

Commit data to the database (if connected to data).

Select Editing info or Signing the Entire PartyOut

Final Page Exit Questions

Temoraryily signing an individual of a party out of or in to the Evacuation Centre

31. When an individual is temporarily leaving the Evacuation Centre for any reason i.e. work, you can now sign them out and then sign them back in upon their return. Should only be used when it is expected the individual will be present in the Evacuation Centre in the evening (statistics will show these individuals in the Evacuees at Centre).

Select Temporarily Signing an Individual Out

Scroll to bottom and find group member who is temporarily leaving

Toggle 'Yes' upon leaving and repeat previous steps upon return and toggle 'No'

Department of
Primary Industries, Parks, Water and Environment

96
Tasmanian
Government

TROUBLE SHOOTING

"Have you tried turning it off and on again?"

Your organizational administrator at the time of publication was Bronwyn Watson:
bronwyn.watson@ths.tas.gov.au.

Always ensure your Survey123 App is up-to-date and the Evacuation Centre Registration TAS survey is updated.

No Internet:

The app does not require an internet connection to capture records, however without an active internet connection you will not be able to:

- Commit a record to the database (it will save locally on your device and be available through the 'outbox' to be sent later when connected to the internet);
- Recall or search existing records from the database;
- View locations on a map (unless you have a locally stored/created version on your device);
- Search for addresses in the map;
- Have addresses automatically populate based on a selected location (you will need to manually type them into the address question).

Logging In:

- **Login not working**

    Make sure you're using the correct login details – see your organizational administrator.

    Make sure you have internet connection.

- **Map List not loading**

    Try refreshing the list of maps (drag list down to refresh).

    Try switching account and logging into ArcGIS online again.

    Leave the app and force close it using the options app settings and open it again.

Department of
Primary Industries, Parks, Water and Environment

97
Tasmanian
Government

GPS Connection:

- **GPS not connecting**

    Check location services are enabled on system

    Check you have a clear view of the sky (not inside or under heavy tree canopy)

Map / Search Issues:

- **Map not displaying**

    Check you have an active internet connection

    Try to change the basemap using the basemap button at the right of the map (ideally select the 'Evac Centre Registration Tas' map – otherwise choose 'Topographic').

- **Address search not populating**

    Check you have an active internet connection

    If it states that you have not got permission to use this service when searching for an address check that your user account is logged in

    If you still cannot search for an address contact your organization ArcGIS administrator.

Committing a record:

- **Record not sent (error message)**

    Check mobile data connectivity

    Check any required fields were populated (should be prompted by system if this is the case).

    Check fields are correctly filled out (i.e. a date of birth after the current date will flag as an error, as will invalid email accounts).

    Ensure your survey is the current version – if it has been changed some fields may be inconsistent with what is expected by the database.

    Retry sending point or go to the 'Outbox' and resend the record. (sometimes intermittent connectivity may just flake out briefly).

- **Taking too long to upload (timed out message)**

  Check your mobile data connection, sometimes if it's very low it will take a while to upload the attachments. Either move to an area with better reception or try a couple of times as the data connectivity may fluctuate.

Still having problems?

- **Sign out and Sign in again**

  Go back to the list of Surveys and select the -> options -> sign out and then sign in as your user account again.

- **Force close the app and open it again**

  If you are in the middle of capturing a parties information the system should be able to recover it and will prompt you with a message upon reopening asking if you'd like to recover the previous data capture.

Department of

Primary Industries, Parks, Water and Environment

Document Set ID: 4669982
Version: 2, Version Date: 14/10/2021

99
Tasmanian
Government

12.9   APPENDIX 10.2 - Evacuation Centre Registration Desk Script

Registration is a vital role at an evacuation centre. Ensuring the accurate recording of information assists the evacuation centre managers provide the right resources and services to evacuees, enhances security for everyone and supports debriefs and future planning. It provides us with up to the minute data on the number of people, cars and animals we are managing as well as information that may assist emergency services.

On arrival at an evacuation centre evacuee may be stressed, anxious, tired, uncertain and fearful for themselves, their home, family, friends, pets and other property. Providing a calming, reassuring and professional presence at registration is important to ensure the process goes smoothly and does not further aggravate the evacuee. If an evacuee is distressed seek assistance from Tasmania Council of Churches Emergency Ministry staff on site.

The following suggested script has been prepared to assist you, especially if this is the first time you have performed this role. Feel free to adapt it for your use

Introduce yourself and where you work.

EG: Hi, my name is Sam. **I work/volunteer for the (INSERT COUNCIL or VOLUNTEER ORGANISATION)**

Explain your role.
EG: I am part of the team registering everyone who arrives at the evacuation centre today.

Explain why.

EG: By collecting your details we can make sure you can access the supports and services that you may require. It helps us improve security in the evacuation centre, assist us with knowing what resources we need to provide and enables us to link you with any vehicles, pets or other property that you may bring with you.

Privacy.

EG: I will be recording your name, date of birth and home address, as well as anyone else with you. I will also record any vehicles and pets you have with you. The information is only accessible to evacuation centre staff unless you give us permission to provide it elsewhere, such as family or friends who may be looking for you. Toward the end of the registration process I will explain this further.

COVID-19.

EG: I know you have already been asked questions about your exposure to COVID-19. I will also be asking you some similar questions. Asking these questions a number of times increases our ability to keep the virus out of the evacuation centre.
Do you have any questions about registration before we start?
If you need assistance with the Registration App the following people can assist:

- Centre Manager
- Municipal Recovery Coordinator

If you identify an evacuee who is a health concern contact one of the following:

• THS COVID-19 Liaison	•	Recovery Coordinator
• COVID-19 Contact Officer	•	Deputy Recovery Coordinator

Adapted from Hobart City Council's Evacuation Centre Registration Desk Script.

12.11 APPENDIX 11 - Evacuation Centre Donations Registry

(Example Registry)

Clarence City Council Evacuation/Recovery Centre – Donations Registry										
Please use this form to record all offers of donations, services or goods to Evacuation/Recovery Centres										
	1. Complete all columns	2. Thank person/organisation for their offer	3. Seek approval or acceptance of offer from Centre Manager or Deputy before goods are left at centre							
Offer #	Name of Donor	Organisation	Email	Phone	Description of service or goods offered	Quantity	New or Used condition?	Can donor transport goods to centre?	Has Centre Manager/Deputy given approval/acceptance of offer?	Has person been advised of acceptance of offer?
1	Brian Smith	Sleep eezy mattresses	sleepym@gmail.com	0400 123 123	Double bed foam mattresses	22	New	Yes	Yes	Yes
2	Debbie Brown		deb123@gmail.com	0400 222 222	Homemade lemon slice	60 serves	New	Yes	Yes	Yes
3										
4										
5										
6										
7										
8										
9										
etc.										

12.12 APPENDIX 12 - COVID-Safety Evacuation/Recovery Centre checklist

Stage	Action	Accountability	
ADVANCE PREPARATION	Stay informed about the COVID-19 situation in Tasmania. • Coronavirus website: www.coronavirus.tas.gov.au • Tasmanian Public Health Hotline: 1800 671 738	IMT	☐
	Develop a COVID-19 Outbreak Management Plan and practise scenarios with staff in the event that an evacuee exhibits COVID-19 signs or symptoms https://coronavirus.tas.gov.au/business-and-employees/covid-19-case-and-outbreak-management	MRC	☐
	Appoint a person to contact/liaise with the Health Liaison Officer/team if an evacuee exhibits COVID-19 signs or symptoms Contact: • Tasmanian Public Health Hotline: 1800 671 738	MEH	☐
	Identify and appoint key roles, consider staff ability/vulnerability/ willingness to staff an evacuation centre if there happens to be COVID-19 positive cases and elevated risks of community transmission	MRC	☐
	Consider if evacuation centre personnel can be allocated to teams that do not mix during work or after hours (in an escalated COVID-risk scenario)	MRC	☐
	Consider documentation required to undertaken contact tracing in the event of a positive case, e.g., sign-in and sign-out registers for evacuees, staff, NGO personnel and volunteers, staff rosters, visitor sign-in. Consider registering the centre with the Check in TAS App https://www.health.tas.gov.au/covid19/check_in_tas	MC	☐
	Prepare COVID-Safety Starter Kits; and educate key staff on use https://coronavirus.tas.gov.au/resources	DMC MR	☐
	Practise scripts for registration staff to use to screen evacuees on arrival (as provided on Evacuation Registration App)	MRC	☐
	Review and practise protocols to manage and redirect different groups of evacuees to alternative places of shelter	MC	☐
	Consider the purchase of no-touch rubbish bins for evacuation centre use	MC	☐
	Purchase and/or have on hand all necessary supplies to ensure PPE, hand hygiene and cleaning procedures can be implemented at short notice and workers are instructed in their use	DMC	☐

	https://coronavirus.tas.gov.au/business-and-employees/personal-protective-equipment-temporary-supply-register		☐
	Prepare an inventory (with contacts and procedures for resupply) of available PPE (minimum: gloves, masks, gowns)	DMC	☐
	Guidance on how to wear a mask is available at https://www.health.gov.au/resources/videos/how-to-weara-mask Example guidance on the use of PPE is available here	MEH	☐
WHEN CENTRE IS ON STANDBY	Review and implement the 2m^2 rule: • Determine the maximum room occupancy and place signage on doors to indicate how many people are allowed in each room • Using this rule, place heavy duty tape on floor to encourage the 2m^2 rule: • Meet & Greet /registration areas • Bedding/sleeping areas • Dining and waiting areas • Agency support areas Consider tables in front of desks as additional distancing barrier	ECM	☐
	Place liquid soap supplies, paper towel, tissues and hand sanitiser (minimum 80% alcohol) in toilets, bathrooms, kitchen and laundry facilities	ECM	☐
	Place signage to encourage correct handwashing procedures with liquid soap and water where possible, with emphasis on before and after eating	ECM	☐
	Place signage on cough etiquette	ECM	☐
	Place hand sanitiser (minimum 80% alcohol) at entry/exit of centre and in all rooms (minimum)	ECM	☐
	Separate tables/seating to ensure physical distancing	ECM	☐
	Declutter areas and remove excess furniture that is not in use	ECM	☐
	Print out FAQ and current information about COVID-safe behaviours	ECM	☐
	Post hard copy, current information about COVID-safety on noticeboards. Prepare electronic messaging on TV screens.	ECM	☐
	Schedule daily briefing time and format for staff/volunteers and for evacuees	ECM	☐
	Print out sign-in, sign-out register, allowing space for names and contact phone numbers (preferably mobile)	ECM	☐
	Encourage all key staff/volunteers to download the COVID Safe app	ECM	☐

	https://www.health.gov.au/resources/apps-and-tools/covidsafe-app		
	Familiarise evacuation centre management staff with procedures and key contacts for the redirection of COVID isolating or quarantining cohorts, people exhibiting COVID19 signs and symptoms, testing arrangements	ECM	☐
	Arrange supplies of bottled water (drinking)	ECM	☐
	Install Contact Tracing QR code posters at entrances	ECM	☐
STAFF TRAINING, EDUCATION AND SUPERVISION	Train key staff in the use of the Evacuation Registration Application, including: • clear and simple communication of the purpose of the personal information protection disclaimer (data sharing for relief and recovery service provision and potential COVID-19 contact tracing) • importance of the five pre-registration screening questions • contacts, processes and procedures for directing quarantining people or COVID-positive cases to alternative shelter arrangements	MRC	☐
	Allocate and communicate centre management responsibility for ensuring compliance with COVID-19 controls at all times	ECM	☐
	Document and implement protocols around appropriate use of PPE	MRC	☐
	Provide relevant SOPs and Policies at the Evacuation Centre •	MRC	☐
	Educate key staff about COVID-safe behaviours and measures to minimise potential virus transmission (hand hygiene, use and disposal of PPE, environmental cleaning, waste handling and disposal)	MEH	☐
	Require all personnel (staff, volunteers, contractors) to stay home if they are not feeling well, even if they consider their symptoms are minor	ECM MC MRC	☐
	Appoint PPE monitors to ensure PPE is used and removed appropriately	MEH	☐

	Instruct staff/volunteers/contractors to be rigorous in ensuring they sign in and out at the beginning and end of each shift/visit	ECM	☐
	Consider if any staff/volunteers/contractors work across multiple sites and any risks relevant to the prevailing scenario	MRC	☐
	Engage security and train how to enforce restrictions and COVID-19 related protocols.	MRC	☐
Cleaning and Waster Removal	Appoint cleaning monitors (staff) to educate and supervise personnel (staff, volunteers, contractors) in cleaning and waste removal	MEH	☐
	Ensure Safety Data Sheets for cleaning products are available – refer to WorkSafe Tasmania's *Preparation of safety data sheets for hazardous chemicals: Code of Practice*	MEH	☐
	Document and display cleaning schedules that specify how and how often cleaning and disinfecting is to be undertaken, ensuring they are signed off as and when completed by the cleaning provider	DMC	☐
	Appoint a cleaning provider, allocate cleaning roles and responsibilities and ensure cleaning staff are aware of COVID-safety requirements and schedules	DMC	☐
	Allocate waste removal roles and responsibilities and ensure waste disposal contractors are aware of COVID safety requirements	ECM	☐
	Develop a cleaning schedule for high-use areas and promote regular cleaning and disinfection of frequently touched surfaces (door handles, tabletops, light switches, desks, computers)	DMC	☐
	Develop a cleaning schedule for cleaning and disinfecting less frequently used surfaces (such as walls, blinds)	DMC	☐
	All used PPE to be removed according to protocols and double-bagged at all times on disposal	ECM	☐
	Establish and document procedures for the safe disposal of contaminated waste	MEH	☐
REGISTRATION	Display signs at site entrances/exits, instructing people what to do if they are subject to a COVID-19 quarantine/isolation direction or if they have symptoms associated with COVID-19	ECM	☐
	All personnel greeting evacuees on arrival to be provided with and trained in the use and disposal of scenario appropriate PPE (eg. masks, gloves, gowns, face shields)	MEH	☐

	Screen evacuees on arrival (COVID-19 Liaison Officer) – signs and symptoms, temperature checks	MEH	☐
	Encourage all evacuees to download the COVID Safe app	ECM	☐
PHYSICAL DISTANCING	Wherever practical, keep 1.5m distance between staff/volunteers/evacuees, including during briefing/information sessions	ECM	☐
	Stagger centre management team/volunteer meal breaks to reduce the number of people using break rooms at one time	ECM	☐
KITCHEN FACILITIES AND FOOD	Use disposable cutlery/crockery wherever possible – if not feasible, encourage the allocation of crockery/cutlery sets for personal (not communal) use, with each person responsible for cleaning and keeping their own sets separate from those of others	ECM	☐
	No personal food supplies to be kept in shared kitchen facilities whenever possible – if unavoidable (baby food, etc), then personal food supplies must be clearly labelled in sealed food containers and separately bagged for personal use only	ECM	☐
	Avoid shared food or food containers – for example, shared packets of biscuits, chips, chocolate	ECM	☐
	Place signage to encourage handwashing with soap and water wherever possible, with an emphasis on before and after eating	ECM	☐
CARE OF ANIMALS	Place signage to encourage handwashing with soap and water wherever possible, with an emphasis on before and after handling animals	ECM	☐

Adapted from the City of Hobart's Covid Safe Evacuation Centre Management Plan V1.

12.13 APPENDIX 13 - Recovery further reading

The following is a list of documents that may provide further advice and guidance for council and the community involved in community recovery.

Resource	Description	Link
Animal Welfare	Survival planning for your animals	https://dpipwe.tas.gov.au/biosecurity-tasmania/animal-biosecurity/animal-welfare/animals-and-bushfire/animals-and-bushfire-planning
AIDR – Knowledge Hub	Recovery resources: handbooks, National principles for disaster recovery etc.	https://knowledge.aidr.org.au/
ARC - resources for agencies	Evacuation Centre Field Guide & other resources to assist agencies across preparedness, response and recovery	https://www.redcross.org.au/get-help/emergencies/resources-about-disasters/help-for-agencies
Managing Exercises: A handbook for Tasmanian Government agencies	Provides useful guidance and templates to support evaluations and debriefs	https://d2kpbjo3hey01t.cloudfront.net/uploads/2018/10/TAS-Gov-Managing-Exercises-Handbook.pdf
People at Increased Risk in an Emergency	A guide for Tasmanian government and non-government community service providers who support the community during emergencies	https://tascoss.org.au/calendar/people-at-increased-risk-in-an-emergency-guide/
Queensland Evacuation Centre Planning Toolkit	A guide to assist with planning and preparing for the activation of evacuation centres and their effective management	https://www.disaster.qld.gov.au/dmg/st/Documents/H1193-RED671-QLD-Planning-Toolkit.pdf
Queensland Evacuation Centre Field Guide	Guidance to support personnel working in evacuation centres	https://www.disaster.qld.gov.au/dmg/st/Documents/RG1272-Queensland-Evacuation-Centre-Field-Guide.pdf
TasALERT recovery resources	A range of fact sheets to assist the community during their recovery	http://alert.tas.gov.au/recovery/Pages/RecoveryResources.aspx
Working together in Recovery	A practical recovery collaboration guide for the not-for-profit and public sectors	http://www.dpac.tas.gov.au/__data/assets/pdf_file/0010/478324/Working_Together_in_Recovery_ElectronicISBN.pdf
Queensland Evacuation Centre Planning Toolkit	A guide to assist with planning and preparing for the activation of evacuation centres and their effective management	https://www.disaster.qld.gov.au/dmg/st/Documents/H1193-RED671-QLD-Planning-Toolkit.pdf
Queensland Evacuation Centre Field Guide	Guidance to support personnel working in evacuation centres	https://www.disaster.qld.gov.au/dmg/st/Documents/RG1272-Queensland-Evacuation-Centre-Field-Guide.pdf

13. ASSOCIATED DOCUMENTS

Legislation		
	Title	Agency
State	Emergency Management Act 2006	SES
Municipal	Local Government Act 1993	Tasmanian Government
	Land Use Planning and Approvals Act 1993	Tasmanian Government
Plans/Agreements		
	Title	Custodian
State	Tasmanian Emergency Management Arrangements	SES
	Tasmanian State Recovery Plan	DPAC
Municipal	Clarence Municipal Emergency Management Plan	Clarence City Council
Other Related Documents		
	Title	Enquiries
National	Handbook 2 – Community Recovery	AIDR
National	Applying the Principles checklists - National Principles for Disaster Recovery	AIDR
National	Communicating in Recovery Guide	ARC
State	People at Increased Risk in an Emergency - guide	SEMC
Municipal	Emergency Contacts	Clarence City Council
	Recovery Kit Checklist	Clarence City Council