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# NSW WELFARE SERVICES FUNCTIONAL AREA SUPPORTING PLAN

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## **To the NSW State Disaster Plan**

Endorsed by NSW State Emergency Management Committee  
September 2010

*NSW emergency management plans are updated regularly and accordingly printed plans may be out of date. The current plan is always available at [www.emergency.nsw.gov.au](http://www.emergency.nsw.gov.au).*

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# Part 1 - Introduction

## General

101. This Plan is the Welfare Services Functional Area Supporting Plan (Plan) to the State Disaster Plan (Displan) developed pursuant to the *State Emergency and Rescue Management Act 1989* (as amended). This Plan may be implemented during response and recovery emergency operations and details the management arrangements adopted by the Department of Human Services (Community Services) to coordinate community welfare services in accordance with the *Community Welfare Act 1987*, the *State Emergency and Rescue Management Act 1989*, and the welfare services function under Displan.

## Scope

102. This Plan provides for both government and non-government organisations to work in a coordinated manner to provide welfare services during an emergency. This Plan outlines the agreed roles and responsibilities.

103. This Plan provides for the mobilisation of agencies and resources within the Welfare Services Functional Area for the conduct of emergency preparedness, response and recovery operations to assist people affected by emergencies, no matter what the cause of the emergency. Types of emergencies include natural disasters and human made disasters that require a significant and coordinated response.

## Aim

104. The aim of this Plan is to describe and detail preparedness measures and arrangements for the provision of welfare services during response to and recovery from emergencies in New South Wales (NSW).

## Role of Welfare Services Functional Area

105. The role of the Welfare Services Functional Area is outlined in Displan and detailed in this Plan. Welfare services include the provision of key welfare services to meet the immediate needs of disaster affected people and the provision of Disaster Relief Grants for eligible applicants.

106. Welfare Services are coordinated by Department of Human Services (Community Services) who is assisted by the welfare services non government Participating Organisations. Key welfare services are:

- a. **Immediate financial assistance** – The provision of immediate financial assistance to disaster affected people who are without or who cannot access the financial resources to assist themselves to meet their immediate needs of food, clothing and shelter. Immediate financial assistance is provided when in-kind services are not available or appropriate.  
Coordinator - Community Services
- b. **Emergency accommodation** - The provision of emergency accommodation (through commercial accommodation providers) services to disaster affected people and to Welfare Services Functional Area agency workers.  
Coordinator – Adventist Development and Relief Agency (ADRA)
- c. **Catering** - The provision of emergency refreshments, meals and food hampers to disaster affected people.  
Coordinator – The Salvation Army
- d. **Clothing and personal requisites** - The provision of clothing, blankets and personal items to disaster affected people.  
Coordinator - St. Vincent de Paul Society
- e. **Personal support** - The provision of personal support to disaster affected people.  
Coordinator – The Australian Red Cross (NSW)
- f. **Disaster relief grants** – The provision of financial assistance to eligible disaster affected people as a contribution towards essential household items and structural repairs. Eligibility criteria include low income and assets, no insurance, and the affected property being the applicant’s primary place of residence.  
Coordinator – Community Services

107. Welfare services can be delivered through:

- a. Evacuation centres –The centre has a range of agencies (both government and non government) present to provide support to affected people (including stranded travellers) and their companion animals after evacuation from an area. Local Emergency Management Committees are responsible for the identification of potential evacuation centres during planning for inclusion in local plans. The centres are set up at the request of a combat agency or an Emergency Operations Controller (EOCON) and coordinated by Community Services during the response phase of an emergency.
- b. Assistance and Information Points – a nominated place that disaster affected people can attend to access information about the disaster or to request assistance, in the absence of, or prior to the establishment of a recovery centre. Assistance and Information Points are set up by Community Services.

- c. Disaster Welfare Assistance Line – a public inquiry line for people seeking information and advice on disaster welfare assistance managed by Community Services.
- d. Personal Support Outreach - Outreach programs provide personal support and recovery information to affected households and assist in identifying people who require additional assistance in their recovery. Outreach is coordinated through Community Services and delivered by the Red Cross.
- e. Recovery centres –Recovery centres are one-stop shops that centralise Local, State and Commonwealth government and non-government services to people affected by disasters. They minimise travel and inconvenience for disaster affected people, and provide a point of focus and belonging, especially for those dislocated from their community environment. The SERCON is responsible for authorising the establishment of a recovery centre, which may be on the request of the Recovery Committee. Recovery centres are established by the Engineering Services Functional Area.

#### **SES resupply of flood isolated properties – Personal Hardship and Distress**

108. NSW State Emergency Service (SES) coordinates resupply to communities and properties that have been isolated due to flooding. Where isolated households are suffering financial hardship and are unable to meet the cost or unable to access finances to pay for resupply of essential grocery items, SES may refer these households to Community Services. If financial hardship circumstances are verified, Welfare Services will organise supply of essential grocery items to be purchased and packaged for delivery by SES (refer to protocol at **Annex B**).

#### **Disaster Welfare Assistance for isolated/quarantined households**

109. Other types of emergency operations such as Human Influenza Pandemic and exotic animal disease operations may also result in households being isolated or quarantined by the Combat Agency or EOCON. Community Services may assist with the purchase of essential grocery items where the isolated or quarantined household is unable to meet the cost, can't access finances, or can not access family and friends to assist with resupply of essential grocery items. This request will be via the Combat Agency or EOCON and for the period of isolation/quarantine.

## Airport Reception Centres

110. Airport reception centres may be established when an airport or aviation emergency has occurred or when a repatriation operation is occurring. The NSW Police Force will control and coordinate airport reception centres. Welfare services provided at the reception centre can include: personal support, immediate assistance and provision of information.

## Concept of Operations

111. The Welfare Services Functional Area Coordinator (WelfAC) may be requested to provide welfare services in support of an emergency operation controlled by an Emergency Operations Controller, a Combat Agency or the State Emergency Recovery Controller.
112. During an emergency response and/or recovery operation, requests for welfare services support are made through the relevant State or Regional Welfare Services Functional Area Coordinator or delegate who will activate the appropriate agencies to fulfil the request.

## Part 2 – Planning and Preparation

### Planning Requirements

#### Welfare Services planning arrangements

201. The arrangements outlined in this Plan are reflected at a Community Services regional level. The regional arrangements cover the emergency management districts or parts thereof contained in that Community Services region and include how welfare services will be delivered at a local level.

#### Emergency Management Committees

202. Welfare Services Functional Area representatives attend the State and District Emergency Management Committees and contribute to emergency management planning.

#### Review of State Welfare Services Functional Area Supporting Plan

203. The State Welfare Services Functional Area Coordinator is to ensure this Plan is reviewed at least every five years or when relevant aspects require review following emergency operations or changes to legislation.

### Welfare Services Functional Area Committees

#### State Welfare Services Functional Area Committee

204. The State Welfare Services Functional Area Coordinator establishes the State Welfare Services Functional Area Sub Committee to the State Emergency Management Committee (SEMC), which is known as the State Welfare Services Committee (SWSC).
205. The SWSC comprises the principal government and non government agencies that form the planning and working elements of the Welfare Services Functional Area Supporting Plan to the Displan. The committee meets a minimum of three times a year.
206. The purpose of the SWSC is to assist the State WelfAC in the planning of Welfare Services support and resources to emergency response and recovery operations and to provide advice to the SEMC regarding welfare services related issues. The Terms of Reference for the SWSC are at **Annex C**.
207. The SWSC may also meet in response to significant operations and contribute to an efficient and effective delivery of welfare services.

## Regional Welfare Services Functional Area Committees

208. Regional Welfare Services Committees are formed throughout the state, based on the Community Services regional boundaries (**See Annex D**). These committees will meet at least twice per annum. The committee may be required to meet in addition to the scheduled meeting times to discuss emergency operation issues.
209. The purpose of the Regional Welfare Services Committee is to establish, maintain and provide regional welfare services in response to an emergency.

## Training

210. Participating Organisations are to develop training programs for their volunteers and organisation in order to provide the key welfare services outlined in this Plan.
211. The Welfare Services Functional Area will plan for and conduct training and exercises to rehearse the coordination of the welfare services response and to test the effectiveness of support arrangements between all involved agencies.
212. General emergency management training is provided by Emergency Management NSW.



## Part 3 – Roles and Responsibilities

### Organisations and Key Positions

#### Department of Human Services, Community Services

301. The Agency is responsible for:

- a. coordinating the delivery of welfare services to individuals and families in times of emergencies
- b. formalising arrangements with Participating and Supporting Organisations
- c. appointing the Welfare Services Functional Area Coordinators at state and regional levels
- d. administering the personal hardship and distress components of the NSW Disaster Relief Assistance Scheme established to provide financial assistance to disaster affected people
- e. providing a Welfare Services Liaison Officer to emergency operation centres/combat agency control centres during operations
- f. operating the Community Services Disaster Welfare Assistance Line for welfare services assistance.

### State Welfare Services Functional Area Coordinator

302. Responsible for welfare services preparation for, response to, and recovery from emergencies in the State. The tasks of the State Welfare Services Functional Area Coordinator (State WelfAC) include:

- a. maintaining, coordinating and implementing the NSW Welfare Services Functional Area Supporting Plan
- b. representing the Welfare Services Functional Area on the State Emergency Management Committee
- c. representing the Welfare Services Functional Area on the State Disaster Recovery Advisory Group
- d. establishing, maintaining and chairing the State Welfare Services Committee
- e. appointing a Deputy who assumes the full responsibilities of the State Welfare Services Functional Area Coordinator in his/her absence

- f. providing an annual report of Welfare Services Functional Area activities and preparedness for inclusion in the State Emergency Management Committee Annual Report
- g. ensuring arrangements are in place for the provision of a Welfare Services Liaison Officer to the appropriate emergency operations centres during emergencies as requested
- h. activating the State Welfare Services Coordination Centre as required
- i. maintaining partnerships and formalising arrangements with participating and supporting organisations, and other government and non-government agencies.

## **Regional Welfare Services Functional Area Coordinators**

303. The Regional Welfare Services Functional Area Coordinator (Regional WelFAC) is responsible for welfare services preparation for, response to, and recovery from emergencies in the region. The tasks of the Regional WelFAC reflect those of the State WelFAC outlined at paragraph 302 but at a regional level.

## **Participating Organisations**

304. Participating Organisations are those non government organisations providing key welfare services who have given formal notice to Community Services that they are willing to participate, and commit resources in the management of emergencies, once formally requested and as appropriate to the emergency operation.

305. A Memorandum of Understanding (MoU) between Community Services and the Participating Organisations outlines the roles and responsibilities for the provision of key welfare services in an emergency. The Participating Organisations are:

- a. ANGLICARE
- b. ADRA (Adventist Development and Relief Agency)
- c. Australian Red Cross
- d. The Salvation Army
- e. St Vincent de Paul Society.

306. The Participating Organisations will:

- a. nominate representatives to be members of the State and Regional Welfare Services Committees, authorised to speak on the organisation's behalf

- b. develop plans and guidelines for the delivery of the organisation's agreed key welfare service including arrangements with supporting organisations within their area
- c. operate through their normal chain of authority, augmenting staff and reallocating functions as necessary to cope with emergencies
- d. support other Participating Organisations in the delivery of welfare services by providing volunteers to assist these agencies when requested by the WelfAC
- e. fulfil other tasks as outlined in the Memorandum of Understanding
- f. provide reports on the costs, activities and operations undertaken in relation to Welfare Services Functional Area preparedness and response activities.

### **Participating Organisation State Coordinators**

307. Participating Organisations are to appoint a State Coordinator whose tasks include:

- a. coordinating and implementing the arrangements outlined in this plan for the key services detailed in the Community Services Disaster Recovery Services Memorandum of Understanding (MoU)
- b. representing on the State Welfare Services Committee
- c. nominating a Deputy State Coordinator who assumes full responsibilities in the absence of the State Coordinator
- d. providing the latest information and advice on development of key welfare service responsibilities
- e. preparing, in consultation with the State Welfare Services Functional Area Coordinator, standing operating guidelines to coordinate the respective key service support throughout the state and to interface with other welfare services agencies
- f. developing strategies to ensure an effective response to emergency operations in NSW, and
- g. nominating Regional Coordinators.

## Participating Organisation Roles

### Anglicare

308. ANGLICARE will:

- a. provide general support services to Community Services and other Welfare Services Participating Organisations. ANGLICARE volunteers provide support to other Participating Organisations who require increased capacity during an emergency operation.

### ADRA

309. ADRA will:

- a. provide emergency accommodation services (through commercial motel and hotel venues) to disaster affected people and, by arrangement with the State WelfAC, emergency accommodation for Welfare Services Functional Area agency workers.

### Australian Red Cross (NSW)

310. The Red Cross will:

- a. provide personal support services to disaster affected people including care and comfort, information, referral, interpersonal help and other measures such as outreach.

### St Vincent de Paul Society

311. St Vincent de Paul Society will:

- a. provide clothing, blankets and other personal requisites where required, to disaster affected people.

### The Salvation Army

312. The Salvation Army will:

- a. provide/coordinate catering services to disaster affected people and Welfare Services Functional Area agency workers. Provision of catering services may be available to combat agencies where Community Services determines that capacity and resources are available (**refer to protocol at Annex E**).

## **Supporting Organisations**

313. Community Services has arranged and maintains agreements with various supporting organisations who have agreed to provide appropriate resources, technical and specialist advice and welfare support during emergencies. Supporting Organisations include, but are not limited to:

### **Department of Human Services Supporting Organisations**

314. A number of agencies within the Department of Human Services contribute to the effective provision of welfare services to disaster affected people.

### **Department of Human Services - Ageing, Disability and Home Care (ADHC)**

315. Supporting arrangements with ADHC outline the provision of ADHC assistance to support Community Services welfare services functional area responsibilities. ADHC will, when requested:

- a. provide services for frail aged people or people with disabilities attending an evacuation centre who have been assessed as requiring specialist support services to ensure their safety and well being
- b. coordinate the relocation of evacuees who can not be appropriately accommodated and supported in an evacuation centre, to more suitable accommodation
- c. provide services for evacuees who have been placed in emergency accommodation who have been assessed as requiring specialist support services.

### **Department of Human Services - Housing NSW (HNSW)**

316. Supporting arrangements with HNSW outline the arrangements for the provision of HNSW assistance to support Community Services welfare services functional area responsibilities. HNSW will, when requested:

- a. provide emergency temporary accommodation for HNSW tenants and other eligible evacuees who have contacted HNSW directly in an emergency
- b. provide emergency accommodation for people referred by Community Services who have ongoing accommodation needs, and remain unable to access alternative accommodation through any other means
- c. assist in sourcing emergency accommodation during large scale events.

## Other Supporting Organisations

### Centrelink

317. Australian Government services provided through the Commonwealth Department of Human Services (including Centrelink, Medicare Australia, CRS Australia, Australian Hearing and the Child Support Agency) include:
- a. provision of information about relevant Commonwealth services
  - b. ensuring services provided on behalf of Commonwealth agencies are maintained/restored
  - c. ensuring payments under the *Social Security Act 1991* and the *A New Tax System (Family Assistance) Act 1999* continue
  - d. administering Australian Government Disaster Recovery Payment (AGDRP) or other Commonwealth disaster assistance where activated
  - e. participation in recovery centres
  - f. participation in outreach teams.
318. Additional services may also be provided by the Department of Human Services jointly with Community Services, Welfare Services Functional Area where formally requested and activated under the Joint Service Delivery protocols, including but not limited to:
- a. as appropriate, staff with specialist skills to work with disaster affected individuals and communities (for example social workers, indigenous service officers)
  - b. as appropriate other services that may be required.

### **Jewish Emergency Management Plan (Operated under the auspices of the NSW Jewish Board of Deputies)**

319. Coordinate the provision of advisory services and support during any relevant emergency affecting the NSW Jewish community, including the provision of kosher food and personal support services.

### **Uniting Church in Australia NSW/ACT Synod**

320. Coordinate the delivery of chaplaincy services to people in evacuation and recovery centres in response to disaster events which result in significant loss of property and/or life or significant trauma for the affected community.

## Other Functional Areas

321. Other Functional Areas may assist the Welfare Services Functional Area when requested. In particular:

- a. Agriculture and Animal Services Functional Area (Primary Industries, Department of Industry and Investment) – provision of companion animal care at evacuation centres
- b. Engineering Services (NSW Public Works, division of Department of Services Technology and Administration) – provision of expert advice to assist in the assessment of applications for Disaster Relief Grants for essential structural repairs to homes.  
- coordination of Clean Up Assistance Programs for people referred by Community Services
- c. Health Services (NSW Health) – provision of medical support (including prescription medications), public and mental health services at evacuation centres
- d. Transport Services (NSW Transport and Infrastructure) – provision of transport assistance to evacuees.

## Part 4 – Control & Coordination

### Control

401. Control of the response phase of an emergency is always vested with an Emergency Operations Controller (EOCON) or a Combat Agency Controller at either local, district or state level. These arrangements are outlined in Displan. An EOCON or a Combat Agency Controller will request the support of the Welfare Services Functional Area if required.
402. The Emergency Operations Controller or Combat Agency Controller may manage the emergency from an emergency/agency operations centre. The Welfare Services Functional Area may be requested to provide a liaison officer to this centre.
403. The State Emergency Recovery Controller (SERCON) and Deputy State Emergency Recovery Controller (DSERCON) are responsible for controlling the recovery from an emergency in accordance with section 20B of the *SERM Act 1989*.
404. A Recovery Coordinator may be appointed for a recovery operation that requires an ongoing coordinated approach. Recovery Coordinators are the public face of the recovery operation, providing leadership to the Recovery Committee and coordinating the recovery effort in accordance with agreed recovery plans.

### Coordination

#### Coordination Arrangements

405. The management of the Welfare Services Functional Area is achieved at each emergency management level by:
  - a. State - The State Welfare Services Functional Area (State WelfAC) is the Community Services officer responsible for the monitoring, support and coordination of Welfare Services in the State
  - b. Region - The Regional Welfare Services Functional Area Coordinator (Regional WelfAC) is appointed by the Community Services Regional Director and is responsible for coordinating, monitoring and supporting welfare services in the Community Services region (**refer to Annex D** for regional boundaries)
  - c. Local - The Regional WelfAC is responsible for coordination of services to be delivered in all local government areas within the Community Services Region.



## Coordination Centres

406. The Welfare Services Functional Area will coordinate its operations via:
- a. **State Welfare Services Functional Area Coordination Centre**- This is the centre for the coordination of welfare services at the state level. It is activated at the State WelFACs request
  - b. **Regional Welfare Services Functional Area Coordination Centre** - This is a centre that may be established by a Regional WelFAC to coordinate the provision of welfare services within a Community Services region.

## Liaison

407. Liaison and cooperation between emergency service organisations and the Welfare Services Functional Area is essential. This is achieved through the provision of Welfare Services Functional Area Liaison Officers to emergency operations centres and the dissemination of Situation Reports as required.

## Emergency Response & Recovery Operations

### Activation

408. The arrangements in this plan can only be activated by State or Regional WelFACs. The State or Regional Welfare Services Functional Area Coordinator can implement the arrangements contained in this plan when requested by an Emergency Operations Controller, by the controller of a combat agency or by the State Emergency Recovery Controller.
409. Recognised stages of activation for Welfare Services in the response phase are:
- a. **ALERT** - On receipt of information about a possible event, a briefing is given to relevant welfare services agency representatives
  - b. **STANDBY** - On receipt of information about the significant risk of or the imminence of an event occurring, welfare services resources confirmed and ready to respond if required
  - c. **ACTIVATION** - On receipt of information that an event has occurred or there is an increased level of risk of an event, welfare services resources are deployed
  - d. **STAND DOWN** – on receipt of information that an event has finished or the risk has diminished, and that welfare services resources are no longer required, welfare services resources are stood down.

## Recovery

410. Disaster recovery is: “The coordinated process of supporting disaster affected communities in the reconstruction of the physical infrastructure and the restoration of emotional, social, economic and physical wellbeing” (Source: National Principles for Disaster Recovery, March 2008).
411. The arrangements outlined in this Plan reflect, Displan, the NSW Recovery Plan and National Principles for Disaster Recovery (March 2008). These principles are identified at **Annex F**.
412. The responsibility for the overall coordination of recovery operations in NSW rests with the SERCON/DSERCON, or as otherwise prescribed in hazard specific plans (source: Displan, Part 6).
413. Recovery Committees are the strategic decision making body for the recovery process. They provide visible and strong leadership and have a key role in restoring confidence to the community through assessing the consequences of the emergency and coordinating activities (such as rebuilding, restoring and rehabilitating the social, built, economic and natural environments of the affected community). The composition of this group will depend on the extent and nature of the impact and will be informed by impact assessments.
414. Where a disaster impacts on the welfare of individuals and households, the Welfare Services Functional Area will be represented on the recovery committee and recovery task groups as appropriate.
415. Services delivered through the Welfare Services Functional Area are available to disaster affected people regardless of whether a Recovery Committee is established.

## Communications

416. The Community Services Disaster Welfare Assistance Line is a central support and contact point for disaster affected people inquiring about welfare services advice and assistance. The Disaster Welfare Assistance Line has two levels of operation:
  - a. **General hours of operation** - 9 am to 5 pm weekdays
  - b. **Emergency hours of operation** – extended hours of operation during an emergency as required.
417. The Public Information and Inquiry Centre (PIIC) may be activated by the SEOCON to assist with general public inquiries. If the PIIC is activated in the initial stage of the emergency operation, the State WELFAC, in consultation with the SEOCON, may arrange for the Disaster Welfare Assistance Line to be diverted to the PIIC. A liaison

officer from the Welfare Services Functional Area may be requested at the PIIC if such a diversion is arranged.

## Part 5 - Administration

### Administration of Finance

501. Funding for the provision of welfare services will be conducted in accordance with guidelines and include:
- a. Community Services Disaster Welfare Services will collate expenditure associated with the Personal Hardship and Distress Assistance Scheme and seek reimbursement from NSW Treasury
  - b. Each Participating Organisation or Supporting Organisation by arrangement is to meet operational costs for an emergency and then seek reimbursement from Community Services Disaster Welfare Services when all costs are known.

## Part 6 - Annexes

### Annex A – Definitions and Acronyms

These definitions should be read in conjunction with those contained in Displan.

#### **Assistance and Information Point**

a nominated place that disaster affected people can attend to access information about the disaster or to request immediate assistance, in the absence of or prior to the establishment of a recovery centre.

#### **Combat Agency**

means the agency identified in Displan as the agency primarily responsible for controlling the response to a particular emergency. (Source: *State Emergency and Rescue Management Act 1989* (SERM Act)).

#### **Coordination**

means the bringing together of agencies and individuals to ensure effective emergency or rescue management, but does not include the control of agencies and individuals by direction (Source: SERM Act).

#### **Disaster affected person**

a person who is in need or distress, or whose property is lost or damaged as a result of a disaster (Source: *Community Welfare Act 1987*). In this Plan, this term has the same intent as “Victim” in Displan.

#### **Disaster**

means the same as emergency in this plan.

#### **Disaster Welfare Assistance Line**

Community Services operated public inquiry line for people seeking information and advice on disaster welfare assistance.

#### **Displan**

means the New South Wales State Disaster Plan. The object of Displan is to ensure the coordinated response to emergencies by all agencies having responsibilities and functions in emergencies (Source: SERM Act).

#### **District Emergency Management Committee**

means the committee constituted under the *State Emergency and Rescue Management Act, 1989* (as amended), which at District level is responsible for preparing plans in relation to the prevention of, preparation for, response to and recovery from emergencies in the District (District Displan) for which it is constituted. In the exercise of

its functions, any such Committee is responsible to the State Emergency Management Committee (Source: SERM Act).

**District Emergency Operations Controller (DEOCON)**

means the Region Commander of Police appointed by the Commissioner of Police, as the District Emergency Operations Controller for the Emergency Management District (Source: Displan).

**Emergency**

means an emergency due to an actual or imminent occurrence (such as fire, flood, storm, earthquake, explosion, terrorist act, accident, epidemic or warlike action) which:

- (a) endangers or threatens to endanger, the safety or health of persons or animals in the State; or
- (b) destroys or damages, or threatens to destroy or damage, any property in the State, being an emergency which requires a significant and co-ordinated response.

For the purposes of the definition of emergency, property in the State includes any part of the environment of the State. Accordingly, a reference in the Act to:

- (a) threats or danger to property includes a reference to threats or danger to the environment, and
  - (b) the protection of property includes a reference to the protection of the environment
- (Source: SERM Act).

**Emergency Accommodation**

in this plan means accommodation provided to disaster affected people, in commercial venues such as motels and hotels.

**Emergency Management District (District)**

the State is divided into such districts as the Minister may determine by order published in the Gazette. Any such order may describe the boundaries of a district by reference to local government areas, maps or otherwise (Source: SERM Act).

**Emergency Operations Centre**

means a centre established at State, District or Local level as a centre of communication and as a centre for the coordination of operations and support during an emergency (Source: SERM Act).

**Evacuation Centre**

is a centre set up to meet the immediate needs of disaster affected people following evacuation from an emergency situation, this may include travellers (commuters and tourists), who are unable to complete their journey.

**Emergency Operations Controller**

a generic term used to refer to the relevant level of Local, District or State Emergency Operations Controller with reference to a particular operation.

**Immediate Assistance**

in this plan means the basic requirements that a disaster affected person can not resource themselves, such as food, personal requisites and shelter.

**Liaison Officer (LO)**

in this plan means a person, nominated or appointed by an organisation or functional area, to represent that organisation or functional area at a control centre, emergency operations centre, coordination centre or site control point, a liaison officer maintains communications with and conveys directions/requests to their organisation or functional area, and provides advice on the status, capabilities, actions and requirements of their organisation or functional area (Source: Displan).

**Local Emergency Operations Controller**

means a Police officer appointed by the District Emergency Operations Controller as the Local Emergency Operations Controller for the Local Government Area (Source: Displan).

**Local Government Area**

means an area within the meaning of the *Local Government Act 1993* and includes a combined local government area as referred to in section 27 of the *State Emergency and Rescue Management Act, 1989* (as amended) (Source: SERM Act).

**Participating Organisation – Welfare Services**

in this plan, means those organisations providing key services who have given formal notice to Community Services, that they are willing to participate and to commit resources in the management of emergencies, once formally requested and as appropriate to the emergency operation.

**Preparation**

in relation to an emergency includes arrangements or plans to deal with an emergency or the effects of an emergency (Source: SERM Act).

**Prevention**

in relation to an emergency includes the identification of hazards, the assessment of threats to life and property and the taking of measures to reduce potential loss to life or property (Source: SERM Act).

**Recovery**

is the coordinated process of supporting disaster affected communities in the reconstruction of the physical infrastructure and restoration of emotional, social,

economic and physical well-being (Source: National Principles for Disaster Recovery, March 2008).

**Recovery Centre**

One-stop-shop that centralises Local, State and Commonwealth Government and non-government services to people affected by disaster (Source: NSW Recovery Plan).

**Region**

means an area of the state established by Community Services for administrative management purposes.

**Regional Welfare Services Functional Area Coordinator**

means the officer appointed by Community Services as the Welfare Services Functional Area Coordinator for all Emergency Management Districts or parts thereof contained within a Community Services regional boundary.

**Response**

in relation to [the stages of] an emergency includes the process of combating an emergency and of providing immediate relief for persons affected by an emergency (Source: SERM Act).

**State Emergency Management Committee**

means the committee constituted under the *State Emergency Management Act, 1989* (as amended, as the principal committee established under this Act for the purposes of emergency management throughout the State, and, in particular, is responsible for emergency planning at State level (Source: Displan).

**State Emergency Operations Controller (SEOCN)**

the person appointed by the Governor, on the recommendation of the Minister, responsible, in the event of an emergency which affects more than one District, for controlling the allocation of resources in response to the emergency. The State Emergency Operations Controller is to establish and control a State Emergency Operations Centre (Source: SERM Act).

**State Emergency Recovery Controller (SERCON)**

The State Emergency Recovery Controller (SERCON) is responsible for controlling the recovery in accordance with section 20 B of the SERM ACT 1989.

**State Welfare Services Functional Area Coordination Centre (SWSCC)**

the operations centre for the coordination of the Welfare Services at the state level, which is permanently located in Ashfield.



**State Welfare Services Functional Area Coordinator**

means the officer appointed by Community Services as the Welfare Services Functional Area Coordinator for New South Wales.

**State Welfare Services Committee**

is the State Welfare Services Functional Area Sub Committee, which is a sub committee to the State Emergency Management Committee.

**Supporting Organisation Welfare Services**

in this plan, means those organisations (government or otherwise), who have indicated a willingness to participate and provide specialist support resources to Community Services during emergency operations.

**Welfare Services**

means the services provided to assist in the relief of personal hardship and distress to individuals and families who have been affected by disaster.

## Acronyms or Abbreviations

ADHC	Ageing, Disability and Home Care
ADRA	Adventist Development and Relief Agency
AGDRP	Australian Government Disaster Recovery Payment
AIP	Assistance and Information Point
DEOCON	District Emergency Operations Controller
DEMO	District Emergency Management Officer
Displan	NSW State Disaster Plan
DSERCON	Deputy State Emergency Recovery Controller
DRO	Disaster Recovery Officer
EOCON	Emergency Operations Controller
HNSW	Housing NSW
MoU	Memorandum of Understanding
Regional WelfAC	Regional Welfare Services Functional Area Coordinator
SEMC	State Emergency Management Committee
SEOCON	State Emergency Operations Controller
SERCON	State Emergency Recovery Controller
SERM Act	State Emergency and Rescue Management Act 1989
SVdP	St Vincent de Paul Society
SWSC	State Welfare Services Committee
WelfAC	Welfare Services Functional Area Coordinator
WSFA	Welfare Services Functional Area

## **Annex B – SES Resupply Referral Protocol to Community Services for Flood Operations**

### **Overview of Resupply**

Resupply is the transport of supplies to isolated properties and/or communities during prolonged flood events. Resupply is a function of the SES.

When isolation of a whole community occurs SES assists in the transport of supplies from the designated loading points to local storekeepers, where households and businesses can purchase essential items.

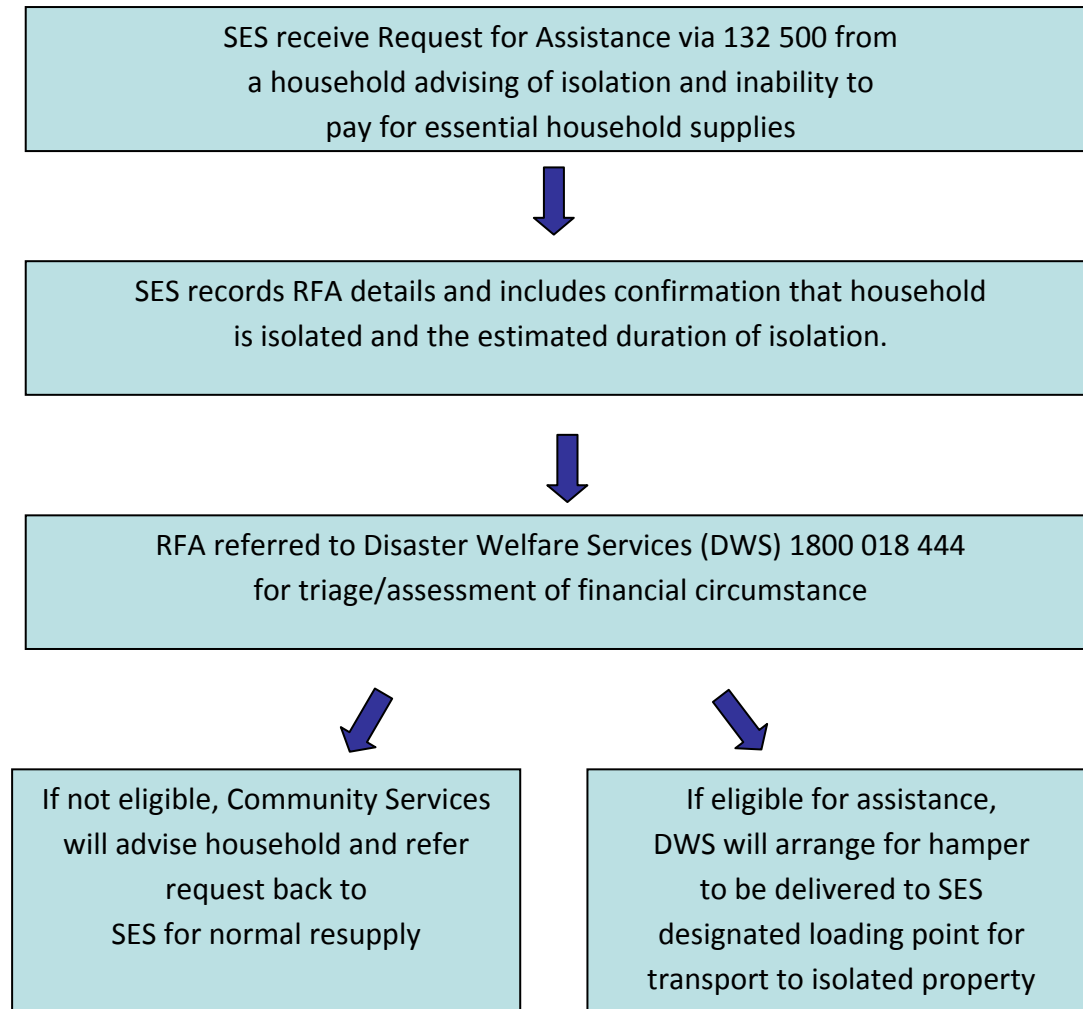
Isolated households may place resupply orders through their supplier directly (preferred); through a friend or family member or through the SES.

The majority of resupply requests will be for households and businesses that have the ability to purchase the essential grocery items and only require assistance from SES to deliver the items.

Some households will not have the ability to purchase essential grocery items due to financial hardship. SES may refer these households to Welfare Services. Where financial eligibility criteria are met, Welfare Services will assist with the purchase of essential grocery items. Welfare Services or their partner agency the Salvation Army will deliver the essential grocery items to the SES nominated point for transport.

## Protocol

Whilst each flood event is different, the agreed referral process for those requiring Welfare Services assistance for resupply is:



## **Annex C – State Welfare Services Committee Terms of Reference**

### **Background**

The State Welfare Services Functional Area Coordinator (WelfAC) establishes the Welfare Services Functional Area Committee as a sub committee to the State Emergency Management Committee.

The committee comprises of the principal government and non government agencies that form the planning and working elements of the Welfare Services Functional Area Supporting Plan to the Displan.

The purpose of the Welfare Services Functional Area Committee is to establish, maintain, and provide welfare services in response to an emergency and to provide advice and strategic direction to the SEMC regarding welfare services related issues. The committee will be known as the State Welfare Services Committee (SWSC).

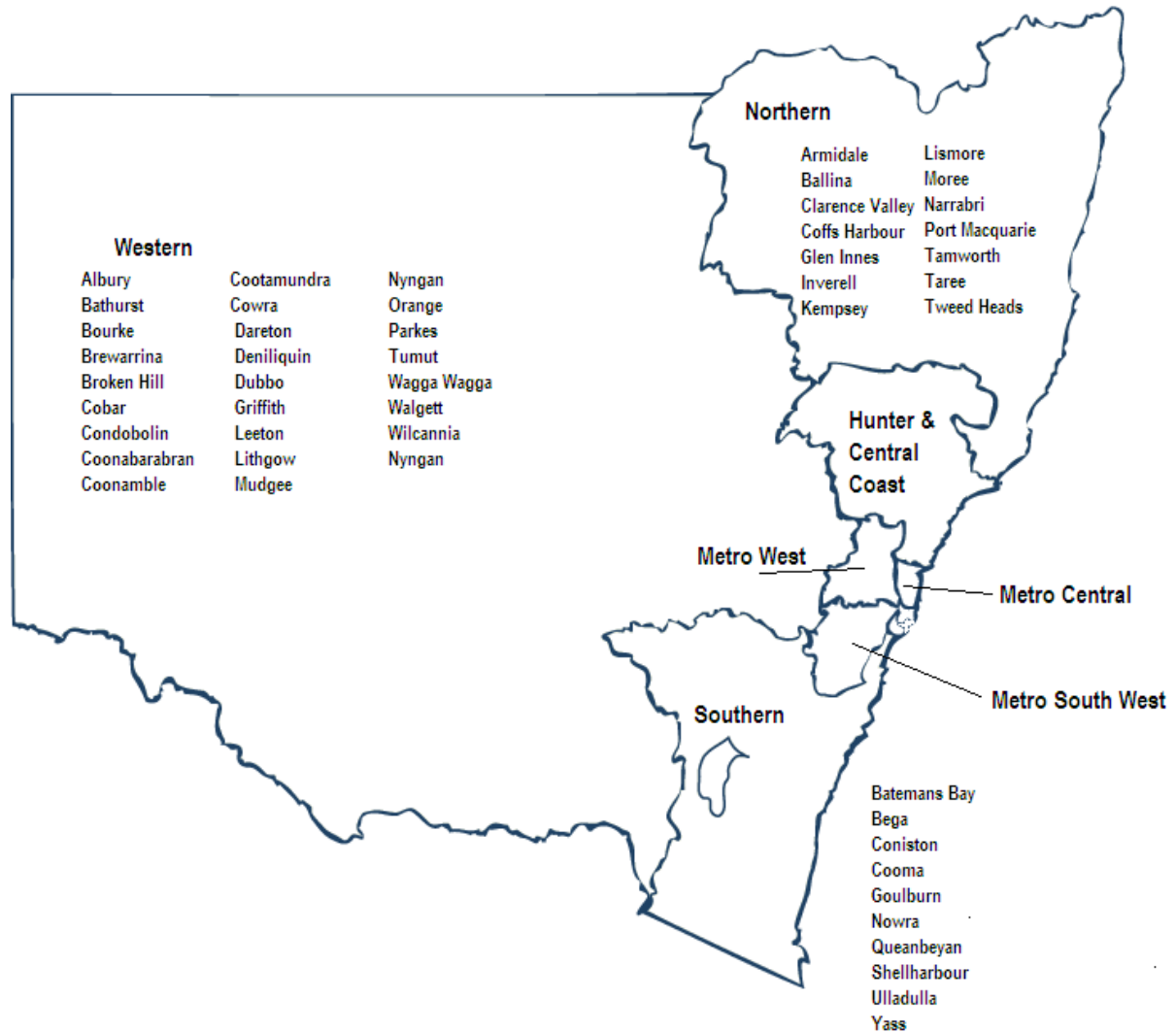
### **Terms of Reference**

The Terms of Reference for the State Welfare Services Committee are:

- a. provide strategic advice to the SEMC on welfare services issues
- b. identify emerging issues and potential gaps in welfare services arrangements
- c. oversight the development of policies and systems for the coordination of Welfare Services Function Area resources
- d. oversight and monitor Welfare Services training for individuals in the participating and supporting agencies of the Welfare Services Functional Area
- e. oversight and monitor Welfare Services Functional Area involvement in emergency management exercises and training
- f. oversight and contribute to the development and communication of educational material on relevant Welfare Services Functional area policies and services
- g. advise on the efficient use of agency resources in relation to the delivery of the Welfare Services role
- h. contribute to the planning for the delivery of welfare services to disaster affected people
- i. provide advice to the State WelfAC on the delivery of agency resources in an emergency.

# Annex D – Map of Community Services Regions

## Community Services Regions and Locations of Community Services Centres



**Hunter & Central Coast**

- Cessnock
- Charlestown
- Edgeworth
- Gosford
- Maitland
- Mayfield
- Muswellbrook
- Raymond Terrace
- Wyong

**Metro Central**

- Burwood
- Central Sydney
- Chatswood
- Eastern Sydney
- Epping
- Lakemba
- St George
- Sutherland

**Metro South West**

- Bankstown
- Bowral
- Campbelltown
- Fairfield
- Ingelburn
- Liverpool

**Metro West**

- Auburn
- Blacktown
- Hawkesbury
- Katoomba
- Mt Druitt
- Parramatta
- Penrith
- St Marys

## **Annex E – Salvation Army Emergency Services Catering for Combat Agencies**

### **Principles**

Consistent with the State Disaster Plan, the primary function of the Salvation Army Emergency Services (SAES) under its MoU with the Welfare Services Functional Area is to provide catering services to disaster affected people.

This includes the provision of catering services to staff and volunteers who are providing services to disaster affected people at evacuation and recovery centres. On request and where time and resources permit, the SAES may provide catering services to combat agencies.

Combat agencies such as State Emergency Service and Rural Fire Service are responsible for the provision of catering services to their personnel for at least the first 24 hours of an emergency.

The SAES catering service provides complete meals at a specified cost per meal. The SAES does not provide “back up support” to other agency catering arrangements.

Where a combat agency requests the assistance of SAES Catering Services, the combat agency is responsible for all catering costs incurred.

The Welfare Services Functional Area is responsible for ensuring that the SAES Catering Services asset is able to carry out its primary function of providing catering services to disaster affected people at all times.

### **Protocol**

After the first 24 hours of an emergency, a combat agency or Emergency Operations Controller (EOCON) may make a request to the Welfare Services Regional Coordinator for the assistance of the Salvation Army catering service.

The Welfare Services Regional Coordinator, in consultation with the SAES Divisional Coordinator will assess the current and anticipated catering resources required to service disaster affected people. Where time and resources permit, catering services may be provided to the combat agency.

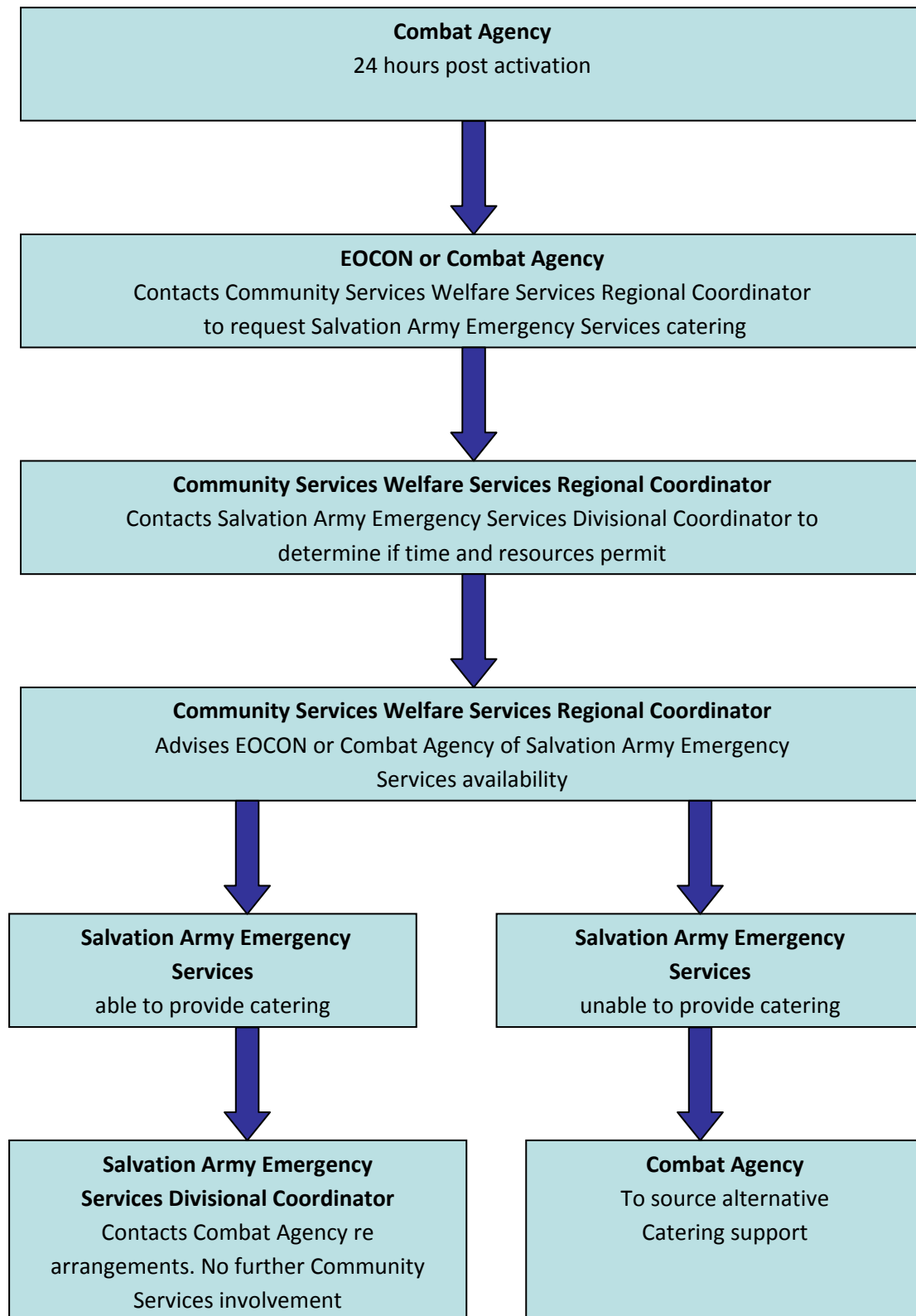
The Welfare Services Regional Coordinator will advise the combat agency or EOCON of the Salvation Army's capacity to respond to the request for catering services.

Where the SAES is able to provide catering services, the SAES Divisional Coordinator, will contact the combat agency or EOCON and liaise directly with them with regard to the arrangements.

The Salvation Army will invoice the combat agency for all catering costs incurred. The combat agency is responsible for making payment directly to the Salvation Army.

The protocol is outlined in the following flow chart.





*Note – this protocol was endorsed by the Salvation Army and Combat Agencies. It was also endorsed at the March 2008 State Emergency Management Committee meeting.*

## Annex F – National Disaster Recovery Principles

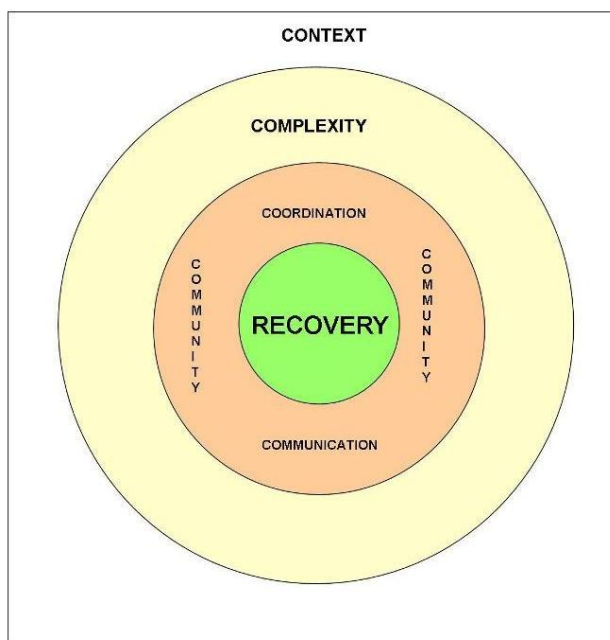
### The National Disaster Recovery Principles

Disaster recovery is part of emergency management, which includes the broader components of prevention, preparedness and response. Planning for recovery is integral to emergency preparation and mitigation actions may often be initiated as part of recovery.

Disaster recovery includes physical, environmental and economic elements, as well as psychosocial wellbeing. Recovery can provide an opportunity to improve these aspects beyond previous conditions, by enhancing social and natural environments, infrastructure and economies – contributing to a more resilient community.

Successful recovery relies on:

- understanding the **context**
- recognising **complexity**
- using **community**-led approaches
- ensuring **coordination** of all activities
- employing effective **communication**
- acknowledging and building **capacity**.



**Figure 1: The national principles for disaster recovery**  
(Excerpt from *National Disaster Recovery Principles*, March 2008)