

1. RECOVERY DEFINITION

The impacts of possible hazards / activities listed in EMPLAN CMGs may require Local Recovery coordination.

Recovery must be seen as a **locally lead event**. The definition of Recovery is the *“process of returning an affected community to its proper level of functioning after an emergency”*. (Source: State Emergency and Rescue Management Act 1989, Section 5(d))

This involves the reconstruction of the physical infrastructure and the restoration of emotional, social, economic and physical wellbeing.

The use of Local capacity first is the underlying principle to meet the needs of individuals and the community after an emergency, through linking affected individuals into existing services provided by agencies and business.

Recovery is a whole of government activity and may require participation and involvement of all government agencies depending on the nature of the impact. Where necessary, additional resources may be provided to bolster local capacity.

The Natural Disaster Relief and Recovery Arrangements (NDRRA) Determination is a Commonwealth Government instrument which provides a financial safety net to States and Territories, enabling expenditure above certain thresholds to be reimbursed if relevant criteria are met.

The NSW small disaster criterion is a minimum of \$240,000 public infrastructure damage, response and recovery costs. Where this threshold has been met, a Natural Disaster Declaration may be made, which opens avenues for financial support and the potential for formal recovery.

More information can be found at www.emergency.nsw.gov.au Refer to the *NSW Disaster Assistance Guidelines*

2. CONTROL

- Local Council chairs the Local Recovery Committee, where a Recovery Coordinator is not appointed.
- The Combat Agency or lead agency for the event provides appropriate representation to the Local Recovery Committee.
- If a Recovery Coordinator is appointed by the Minister they assume responsibilities as set out in NSW Recovery Plan.

3. COMMAND / CO-ORDINATION

- The SERM Act establishes the role of State Emergency Recovery Controller (SERCON) and identifies the position is held by the Secretary of the Department of Justice (or delegate)
- Department of Justice, Office of Emergency Management is the main coordinating agency
- Local Council plays a key role in leading and managing local recovery, providing services and assistance to the community and advice to State Government.
- A Recovery Centre or Recovery Coordination Centre may be established to facilitate planning and delivery of recovery services.
- The nominated Recovery Centre is located at the (LGA ...Name) (Address). Refer to the *Local Recovery Toolkit, Guideline 2* (NB Consider multiple options in case suggested venues are impacted by the disaster.)

4. TRIGGERS

Significant damage to homes and infrastructure impacting a broad section of the community (incl. built, natural, economic and social environments).

LEMC agrees to the need for formal recovery and establishes a Local Recovery Committee Refer to the *Local Recovery Toolkit, Guideline 1*

LEOCOCN conducts a Handover Briefing and provides a Response Summary Report from the EOC to the Recovery Committee / SERCON.

5. STRATEGIES

Strategy	Considerations
Develop appropriate information sharing networks	Identify and utilise existing communications, local networks and forums to ensure appropriate community & stakeholder engagement.
Coordinate multi-agency team approach to property inspections and Rapid Damage / Impact Assessments	Aim to reduce the level of impact on victims. After area is rendered safe, organise access to facilitate a multi-agency assessment to conduct property Inspections, surveys etc.
Recovery Meetings	Establish the appropriate size Local Recovery Committee and Sub-Committees. Collate and maintain contact list of members and other interested parties for communications. Allocate Secretariat functions and ensure Agendas are set and Minutes are taken. Refer to the <i>Local Recovery Toolkit, Guideline 1</i>
Recovery Committee Functions	Recovery Committee / Sub-Committee should include representation from relevant stakeholders, e.g. Chamber of Commerce re economic needs, EPA re environmental issues, community support services re social needs and Engineering Services re impacts to the built environment. Refer to the <i>NSW Recovery Plan</i> Refer to the <i>Local Recovery Toolkit, Guideline 1</i>
Recovery Needs Assessment	Prepare, Conduct & Review Recovery Needs Assessment regularly as the event unfolds and community needs change. Liaise with community partners to ensure broadest possible access to the impacted community.
Develop Communication and distribution strategies	Consider best format, e.g. Newsletter, Community Noticeboard, Email etc. Ensure all agencies have the chance to contribute their information into a quality communication tool. Refer to the <i>Local Recovery Toolkit, Guideline 4</i>
Donations Coordination (NB This may not apply to every recovery)	Refer to the <i>Local Recovery Toolkit, Guideline 6 & Contact OEM, Response & Recovery</i> NB This may require strategic public communication to manage appropriately. If required, elect a small committee to oversee this work. If coordinating donated goods it may be necessary to identify a warehouse (possible address) It will be essential to ensure to promote broadly what items will provide the highest benefit. Set up an Appeals process if required.

6. POSSIBLE ACTIONS

Item	Responsibility	Actions / Details
Disaster Victim Registration	NSWPF / LEOCON	Provide all information to Welfare FAC & PIIC (if activated) May include activation of Register.Find.Reunite. by NSWPF and in partnership with Red Cross. Promote contact numbers for registration as appropriate.
Response Summary Report	LEOCOCN & lead Combat Agency	Report presented to the Local Recovery Committee outlining actions to date, identifying outstanding actions and resources allocated to emergency response and associated exit strategies, any potential secondary hazards or impacts. Agreed timings of Response conclusion. Copy to SERCON
Evacuation Centres	Welfare Services FAC <i>Refer to the Welfare Services Functional Area Supporting Plan</i>	Evacuation Centres activated once the WELFAC has sought conformation via the REMO. WELFAC continues to manage facility & organise (with FaCS) financial assistance as required NSW Health coordinates services as required DPI Assists with the care of pets and companion animals ADRA organises and maintains accommodation to affected community as required Red Cross provides personal support as required and support per MOU As requested by WELFAC, the Uniting Church may activate the Chaplaincy Service to provide support
Natural Disaster Assessment Form (application for a Natural Disaster Declaration)	Council	List any damage to “essential public assets” as defined by the NDRRA Determination www.disasterassist.gov.au/ e.g. Public schools; Public hospitals; Public housing; Roads & Road infrastructure, (road signs, guard rails & traffic lights); Bridges; Tunnels; Footpaths; Culverts; Levees; State Government offices; Local Government offices; Stormwater infrastructure; Prisons / correctional facilities & Police stations. Generally NOT included in “essential public assets” are: Sporting / recreational / community facilities (e.g. playgrounds & assoc. facilities); Religious establishments (e.g., churches, temples & mosques) & Memorials. Report to be provided to Chairperson LEMC / Recovery Committee and Minuted Submit to OEM to support Natural Disaster Declaration naturaldisasters@mpes.nsw.gov.au
Impact Assessment	LEOCOCN / lead Combat Agency	The Impact assessment is required to commence within 24hrs of impact to determine type and extent of damage to the community with the view to recommend the establishment of a Recovery Committee or Not.
Transport for NSW	Roads & Maritime Services	Facilitate NDRRA Funded projects for damaged roads & road bridges www.rms.nsw.gov.au/business-industry/partners-suppliers/lgr/grant-programs/natural-disasters.html Facilitate transport (bus) for Recovery Assessment Teams
Utilities & services	Service Providers Functional Areas	Incl. Power, Fuel, Gas, Water, Sewerage, Telecommunications etc. Service providers work towards the restoration of services as soon as possible and Functional Area Coordinators provide regular updates to the Recovery Committee / Sub-Committee (as appropriate) EUSFAC – Power, fuel, gas plus water & sewerage (urban) / ESFAC – Water & Sewerage (regional & rural) TELCOFAC – Telecommunications
Communications Plan	Recovery Committee (as delegated by)	Identify & utilise existing local networks and forums to ensure appropriate community & stakeholder engagement. Refer to Part 7 and the <i>Local Recovery Toolkit, Guideline 4</i> Seek advice from SERCON as required, and copy report to SERCON Consider Interpreter / Translation services for written notices
Public Health & Wellbeing	Health Services FAC	Coordinate health services (e.g. mental health services, provision of advice on managing health risks) as required
Recovery Needs Assessment	Recovery Committee (as delegated by)	Recovery Needs Assessment includes consideration, interpretation and analysis of social, built, economic and natural impacts to a community or communities.
Historical Assets	Council	Assess cultural & heritage infrastructure damage and advise SERCON and OEM
Insurance Assessment	Recovery Committee SERCON	Ensure prompt response from ALL Insurance providers SERCON & Recovery Coordination Team to liaise with Insurance Council of Australia
Building Assessments	Engineering Services FAC	Ensure prompt response of Engineering Assessments
Asbestos Clean-up	NSW Hazardous Materials / Chemical, Biological, Radiological, Nuclear Management Plan (Sub Plan) NSW Asbestos Emergency Plan Engineering Services (NSW Public Works)	Activation of plans may be actioned by the SEOCOCN or SERCON following identification of asbestos contamination. Once activated, the SEOCOCN / SERCON (via Recovery Coordinator if appointed) Recovery Committee / works with all stakeholders to ensure the safe clean-up of asbestos materials and provision of clear public communication as required. Engineering Services to manage make safe and coordinate asbestos clean-up by insurance industry Refer to the supporting information listed in Section 8 and Plans at www.emergency.nsw.gov.au
Waste Removal	Council EPA	May be required to organise extra services and waivers to support the community. Council may be eligible to seek an exemption from the Waste & Environment Levy
Property Identification	Council	Properties may have to be re-identified and registered as affected by the impact (flood or fire).
Recovery Centre	SERCON Engineering Services <i>Refer to the Local Recovery Toolkit, Guideline 2</i>	SERCON, in consultation with Recovery Coordinator to assess need for and size of Recovery Centre(s) Engineering Services establish Recovery Centre(s) as required (for fitout / IT infrastructure etc.) Recovery Committee / SERCON / Recovery Coordination Team will identify services required to attend Recovery Centre (e.g. Welfare Services, Red Cross, Housing, ADRA, Rural Financial Counsellors etc.) Ensure Security is established and maintained.
Student Displacement	Recovery Committee & School Principals Transport Services FAC	Organise placement of students into other schools or alternative arrangements. Organise transport to and from facilities
Primary Production NDRRA Assessment	DPI	Industry assessment to OEM Process applications for assistance loans & grants Provide specialist advice to primary producers e.g. Hail damage to crops what are the alternatives?
Tourism	Tourism Industry Council	Re-establish, advertise and promote when people can visit again.
Exit Information	Recovery Chairperson	Advise Community of Exit Strategies listing where the public can continue to obtain services
Final Recovery Report	Each Agency	Written report to the Recovery Committee Chair detailing actions taken, lessons identified, & recommended mitigation measures.

7. COMMUNICATION STRATEGIES	8. SUPPORTING DOCUMENTS
<p>Refer to the <i>Local Recovery Toolkit, Guideline 4</i></p> <p>Identify & list your local information sharing networks and strategies to distribute information in and out e.g.</p> <p><i>Amend the following list as required</i></p> <p>LEMC Recovery Committee Community Hubs, Neighbourhood Centres Aboriginal Community Working Party General Practitioners Community Pharmacies Primary Producer networks Community Care Networks Community Services Education Department Council Local TV & Radio Post Offices Social Media Cater for Multi-Lingual groups / cultures</p>	<p>Council EMOS web address www.emos.nsw.gov.au</p> <ul style="list-style-type: none"> LGA EMPLAN & CMG's <p>Recovery Plans, Tools & Templates, Guidelines & Disaster Assistance documents: www.emergency.nsw.gov.au/emsector/local-government/publications-resources.html</p> <p>Acts listed: www.legislation.nsw.gov.au</p> <ul style="list-style-type: none"> SERM Act Part 2, Division 1, Subdivision 5, Section 20B Community Welfare Act 1987 Protection of the Environment Operations Act 1997 <p>Asbestos Emergency Management (additional references)</p> <ul style="list-style-type: none"> Warrumbungle Shire Council Emergency Asbestos Management Plan www.warrumbungle.nsw.gov.au Asbestos Blueprint November 2011 www.workcover.nsw.gov.au NSW Asbestos Emergency Plan https://www.emergency.nsw.gov.au/publications/plans/sub-plans/asbestos.html

9. RECOVERY SERVICES (may occur within Recovery Centres or as part of broader recovery strategies)

Service	Agencies	Actions / Details
NDRRA Funding / NSW Disaster Assistance Guidelines	Department of Justice, Office of Emergency Management (responsible for NSW DAG)	NSW DAG provides advice to people, businesses, agencies and council of NDRRA funding applications and criteria Go to: www.emergency.nsw.gov.au
Welfare Agencies	WelfAC (with partners: FaCS, ADRA, Red Cross, Salvation Army, Uniting Church, Anglicare) Community Partners	Set-up and Manage Evacuation Centre(s) Personal Hardship financial assistance (to eligible community members) Prepare community survey and outreach to assess community needs Organise short and long term accommodation Red Cross – personal support, care, comfort and outreach. DVR Administration: "Register.Find.Reunite" Program. Anglicare – provide material aid (.....) local purchases funded through FaCS ADRA Care – known short-term accommodation support. Salvation Army - catering Uniting Church – Chaplaincy service
NSW Department of Industry	Dept. Primary Industries Rural Assistance Authority State & Regional Development & Tourism Local Land Services	Confirm damage assessments of primary production, associated businesses and plant and animal welfare issues. Compile information to support NDRRA application. Assess rural financial losses to support NDRRA application. Provide information about Natural Disaster Declarations and support rural producers and small businesses to apply for assistance. Stock, Fodder & Bio-security management. Small Business support, Provide advice on Insurance and Funding issues. Provide advice and assist Primary Producers with NDRRA Funding Applications
Health NSW	Mental Health Environment Health	Organise assessments and ongoing outreach programs to engage with affected community both short and long-term. Continue to monitor & assess areas affected & advise of any environmental health issue.
Dept. Finance, Services & Innovation	NSW Fair Trading Engineering Services (NSW Public Works)	Monitor reconstruction and provide Consumer Warnings, Licence Checks, Inspections, Rental Bonds & Complaints Responsible for the set-up of the Recovery Centre(s). Assists with the administration of NSW DAG eligible projects. Project Management & structural engineering assessments Asbestos Clean-up – Manage make safe and coordinate asbestos clean-up by insurance industry
Transport NSW	Roads & Maritime Services	Support Evacuation Centre transport arrangements May provide assistance for restoration of essential State, Regional & Local roads.
Community engagement	Local Recovery Committee and Council	Establish Recovery Committee if required and implement Communications strategies. Council to provide suitable administration support & facilities.
Security	NSW Police	NSW Police to ensure adequate Security Services are established
Financial	Centrelink (Federal)	Can provide mobile service, crisis payments & debit cards
Legal & Advocacy	Legal Aid	Provide Advice on legal and insurance issues,
Insurance Council of Aust.	Recovery Coordinator	Liaise with Insurance Council to ensure all Insurance Companies are represented locally

10. EXIT STRATEGIES (once the Recovery Committee has been dissolved and the formal recovery activities withdrawn, it is essential that there is a handover to relevant agencies to ensure the ongoing provision of services within the community and this is then communicated to the Public) (Below captures where have all the service providers gone)

Service	Agency	Continued Service			
		Name	Address	Phone	Hours
NDRRA Funding	Office of Emergency Management	SERCON	Sydney	02 9212 9200	9am-4pm
Recovery Coordinator appointed					
Local Recovery Chairperson					
Welfare Services	Dept. Family and Community Services Ageing, Disability & Home Care Red Cross Anglicare ADRA Care Salvation Army Uniting Church Housing NSW				
Trade & Investment	Primary Industries Rural Assistance Local Land Services State & Regional Development & Tourism				
Health NSW	Mental Health Environment Health				
Education Dept.	All Local Schools				
Dept. Services, Technology & Administration	Office of Fair Trading Public Works				
Transport NSW	Roads & Maritime Services				
Utilities	Power Gas Water Sewerage				
Financial	Centrelink				
NSW Police Force	Police Station	LEOCON,			
Legal & Advocacy	Legal Aid				
Insurance Council of Australia.	Insurance Companies				
Recovery Committee	Chairperson				
Telecommunications	TELCOFAC	Duty Officer		0447 679 476	24/7

11. NOTES

Ensure any community initiated recovery activity is understood and recognised prior to the establishment of externally provided (i.e. state level) recovery services
 Any change of Leadership through sickness or accident has to be managed carefully ensuring business continuity, public trust and confidence in the Recovery Committee getting the job done.
 Don't allow services to withdraw too early as this has long term impacts especially on people affected. (emotionally and physically)

Remember: Recovery agencies have been criticised heavily for saying they are going to do something and for some reason they leave town never to be seen or heard of again.

Endorsed	LEMC Chair	LEOCON (date)
Date	Approved LEMC Meeting (date)	Version: CRG 001 (date) KW 30/3/16