



STATE EMERGENCY MANAGEMENT PLAN

Part 3: Guidelines and Frameworks

Annex G: RECOVERY ACTIVITIES



**Government
of South Australia**



SEMP STRUCTURE

The State Emergency Management Plan (SEMP) is a four-part plan containing a range of documents that further detail strategies for dealing with emergencies in South Australia. The parts are described in more detail below.

STATE EMERGENCY MANAGEMENT PLAN

PART 1: OVERVIEW

Provides a strategic overview of the state's arrangements for senior executive and community information.

PART 2: ARRANGEMENTS

Provides the overarching details of the arrangements and structures in place to prevent, prepare for, respond to and recover from emergencies.

PART 3: GUIDELINES AND FRAMEWORKS

Consists of the various guidelines and frameworks that have been developed to document known best practice for key aspects of emergency management. These guidelines and frameworks provide guidance regarding the development of arrangements, administrative functions and plans.

PART 4: PLANS

Consists of the standards required of the various levels of detailed plans for implementing the arrangements, including naming conventions, review guidance and templates. It also includes the suite of supporting plans for implementing the arrangements.

Figure 1: The South Australian State Emergency Management Plan is actually a series of documents split over 4 Parts with a number of accompanying annexes.

SEMP REVIEW

The SEMC shall ensure that the SEMP is subject to a full review every five years. Ongoing updates and continual improvement is to occur in the interim period. Updates will be considered as below.

SEMP UPDATES

Proposals to amend, review or update the SEMP are managed by the State Emergency Management Committee Secretariat within the Department of Premier and Cabinet.

Inquiries should be directed to:

State Emergency Management Committee Secretariat

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RECOVERY ACTIVITIES

Response to Recovery

Recovery processes start while response activities are in progress, gaining momentum as the response phase nears completion. To enable assessment of recovery activities required, the State Recovery Office will be represented when the State Emergency Centre is activated. Gaining a clear understanding of the damage – including an assessment of impacts, and an assessment of local capability to manage - is critical to the establishment of priorities and resource allocation.

State Recovery Committee

During an emergency event, special meetings of the State Recovery Committee may be called. The membership of this 'event specific' committee will reflect the nature of the event and the dimensions of recovery; and will include local representation, for example the local Mayor or council Chairperson. The Control Agency will be represented at event-specific SRC meetings.

State Recovery Committee Finance Sub Committee

During an event, the finance sub committee will coordinate collection of financial impacts. This is both for internal reporting purposes and for potential reimbursement through submission to the Australian Government under the Natural Disaster Relief and Recovery Arrangements (NDRRA). The sub committee will also provide advice to the SRC on approval requirements for recovery expenditure proposals.

As the body responsible for submissions under the NDRRA, the sub-committee will liaise with the Australian Government NDRRA officials to ensure the State complies with the requirements for reporting emergency events, establishing joint assistance programs with the Australian Government and maximising South Australia's benefit from the arrangement.

Assistant State Coordinator – Recovery

Under Section 16 of the Act the State Coordinator must, as soon as practicable after a declaration, appoint an Assistant State Co-ordinator to exercise powers and functions in relation to recovery operations.

The functions and powers of the Assistant State Coordinator – Recovery are delegated by the State Coordinator or assigned to the Assistant State Coordinator by SEMC with the approval of the State Coordinator.

State Recovery Office

During an emergency, the State Recovery Office provides management and administrative support to the assigned recovery leaders and consultative bodies at commonwealth, state and local levels. This includes leadership, coordination, advocacy and support roles in recovery operations in all areas of the State.

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Duty Minister

Depending on the scale of the event, the Premier may appoint a Duty Minister/s to directly represent the Government within the affected community and facilitate Government assistance to the affected area.

Public Information during the Recovery Phase

Communication with the public needs to be timely, locally relevant, appropriate, accessible in a range of formats and will be dependent upon the location and scale of the recovery operation. Communication with the public may include one or more of the following methods:

- Websites
- Social media
- Telephone Hotlines
- Newsletters and Factsheets
- Community Meetings and Forums
- Community Outreach programs.

Websites

Following an event, information and advice will be coordinated by the State Recovery Office and posted on the SA Government website (www.sa.gov.au).

Recovery Call Centre

If required to provide information and advice on recovery activities, a recovery call centre will be activated using the State Emergency Information Call Centre Capability. The activation process is outlined in the Operational Agreement between the SA Fire and Emergency Services Commission and the Department for Communities and Social Inclusion.

Newsletters and Factsheets

Newsletters and factsheets will be produced and widely distributed in the affected community (see 'Media Management' below). A copy of newsletters and factsheets may be published in the local newspaper. The frequency with which newsletters and factsheets are produced may diminish as recovery activities progress.

Community Meetings

Depending on the scale of the event, local community meetings may be held to provide and gather information on a range of issues in one arena.

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Special Needs Groups

A range of special needs groups may be present in a disaster affected community, for example:

- those for whom English is not their first language
- those with accessibility and /or mobility needs
- those who are living in remote areas.

Consideration must be given to these special needs groups in the development of public communication messages.

VIP Visits

Visits by VIPs, such as the Premier or Ministers/ Duty Ministers, can provide a valuable boost to those affected and those involved in recovery activities. Where possible, VIPs will be briefed prior to the visit. Briefings will be prepared by the State Recovery Office.

Media Management during Recovery

Following an emergency event, the Department for Communities and Social Inclusion Media and Communications Unit will assign staff depending on the scope, size and duration of the event. Functions of assigned staff will include:

- liaising with journalists (including arranging and managing interviews, and co-ordinating media conferences, if necessary)
- liaising with other agencies, organisations and ministerial staff to produce appropriately approved material, media releases and reports
- organising advertising, checking branding, facilitating translations if needed, and writing newsletters and fact sheets.

These roles may be provided centrally and also in the disaster affected area, and may be supported by the Public Information Functional Support Group. In a prolonged event, Chief Executives from other state agencies may be called upon to assist in the provision of media management tasks.

State Recovery Centre

The State Recovery Centre may be activated at the request of the State Recovery Coordinator to coordinate recovery operations following an emergency event.

The State Recovery Centre supports the State Recovery Coordinator and facilitates liaison with other agencies through the Functional Support Groups. Functional Support Groups will provide personnel to work within the State Recovery Centre as required. The Centre also provides assistance and support to local recovery operations.

Activation and operation of the State Recovery Centre will be as per the State Recovery Operations Manual, held by the State Recovery Office.

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Local Recovery Coordinator

Depending on the scale of the event, the State Recovery Coordinator may appoint a Local Recovery Coordinator. The Local Recovery Coordinator will operate as near as practicable to the affected area to lead the following activities:

- Establish local recovery structures including recovery coordination and a local recovery committee
- Ensure that regular reports are provided to the Assistant State Coordinator – Recovery and/ or Chair of the SRC
- Ensure that effective communication processes with the public are in place.

Local Recovery Committee

To ensure recovery activities are locally driven and reflective of local needs, a Local Recovery Committee may be established as soon as practicable following an event. The Local Recovery Committee will be supported by the SRC and State Recovery Office.

Management of Spontaneous Volunteers

The Department for Communities and Social Inclusion has an arrangement in place with Volunteering SA-NT to manage the coordination of spontaneous volunteers. The Director, State Recovery Office, will activate these arrangements when the need to register and manage spontaneous volunteers is evident.

People who wish to volunteer following a disaster can register via the Volunteering SA-NT website www.volunteeringsa-nt.org.au , by telephoning the dedicated phone number or face to face in the local community (when available).

Donations

Following an emergency event, there is a desire among the general population to donate goods and money to the disaster affected community. Unless very specific goods are required to assist the recovery operations, the public will always be encouraged to donate money in preference to goods.

Community officials and the media should check with the State Recovery Coordinator before initiating public appeals.

The Department for Communities and Social Inclusion has an arrangement with St Vincent de Paul to manage donated goods in disasters. The State Recovery Office will activate the arrangements as soon as it is evident that it is needed.

State Emergency Relief Fund

The Emergency Management Act 2004, Section 37 states that:

‘Any money received by the Minister for the relief of persons who suffer injury, loss or damage as a result of a declared emergency or proclaimed situation, or otherwise to

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assist communities adversely affected by the impact of a declared emergency or proclaimed situation (in response to a public appeal), must be paid into the fund.

The State Emergency Relief Fund (SERF) committee has been established, by the Minister, to administer this fund. The committee ensures appropriate and fair disbursement of publicly donated monies, subject to the directions of the Governor. Following an event, additional members are appointed to the committee to include local representation and relevant expert knowledge. The committee will be named according to the event, for example the Virginia Floods SERF Committee. The Minister responsible for the SERF is the Minister for Communities and Social Inclusion.

Community Development

Community development programs support the affected community in working towards achievable and sustainable outcomes, which the community has identified as priorities.

Depending on the event, the appointment of one or more Community Development Workers may be beneficial to facilitate a range of activities which will enhance the recovery of both individuals and the broader community.

If it is determined that a Community Development Worker is to be appointed, the State Recovery Office will coordinate this process. The appointment should be made as soon as possible to ensure that effective partnerships and working relationships are built with the community.

Enhanced Governance Arrangements for Recovery from a Significant Incident

In the event of a significant emergency, enhanced recovery governance might be required to manage long term operations and ensure broad-scale community engagement.

In this event, the Emergency Management Council will consider the requirements for, the nature and implementation of any governance enhancements in consultation with the State Coordinator and the State Recovery Coordinator.

A model will be established for long term recovery, which might be based on a new (statutory) authority, a new administrative unit or a unit under the aegis of an existing department. The term of the model will be specified.

Enhanced governance - aspects of performance

Enhanced governance will recognise the following aspects of performance in demonstrating effective long term recovery.

- Legislative foundation
- Connection to Government and government objectives
- Visible leadership profile
- Authority to act in accordance with recovery goals

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- Identified resources and operational arrangements
- Clear strategic direction
- Financial accountability and performance framework
- Community connectedness and engagement
- Risk management processes.

Enhanced governance considerations

The decision to put in place enhanced governance arrangements will have regard to the following factors:

- **Event type:** certain event types generate high level of community outrage or complexity in recovery that demand a model of governance outside of the normal emergency management response. Examples include terrorism, events involving vulnerable groups or those considered extraordinary or unknown in the history of South Australia
- **Loss of life:** although all loss of life is tragic, there might be a point at which the loss of life is considered extraordinary and demanding of an enhanced recovery model
- **Multiple sites:** an event that simultaneously affects multiple high demand sites might require a model of governance outside of the normal emergency management response. This could include an event that crosses state jurisdictional boundaries or that involves many local government councils
- **Long term effort:** if recovery is anticipated to require significant intervention over a long term i.e. greater than two years an enhanced model of governance might be considered
- **Partnering:** if the corporate sector or federal government is a significant funding, operational or policy partner there might be a case for enhanced governance
- **Nature of intervention:** if recovery intervention is expected to significantly impinge upon community and personal rights, freedoms or normal decision making processes there might be cause for considering enhanced governance models. Examples include land use planning or permanent evacuation as well as where anti-competitive decision-making, funded services or situations in which significant direct compensation might be required.

Enhanced governance integration

Recovery operations commenced following a declaration under the Act will be integrated within any enhanced governance model with a clear transition of accountability and extension of appropriate powers under the Emergency Management Act.

Enhanced governance statutory powers

Where required, additional statutory instruments that describe powers supporting long term recovery initiatives will be considered by the Emergency Management Council and Cabinet.

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Rundown of Recovery Phase

In conjunction with the Local Recovery Committee (if established) the State Recovery Coordinator will determine when recovery activities are to be scaled down or ceased.

Commemorations and memorial events may be planned, in consultation with the local disaster affected community.

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