



LOCAL EMERGENCY MANAGEMENT PLANS

GENERAL PLAN



2018

Public Version

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Mandurah LEMC	All members (Refer to Appendix 1)	1	1

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This plan is available on the City of Mandurah website www.mandurah.wa.gov.au and is available for viewing at the City facilities outlined above.

Amendment Record

Amendment		Details	Amended by
No.	Date		
1	April 2015	Complete review and reissue	M Giardini
2	September 2015	Wording changes	N Dekker
3	November 2015	Facility info & wording changes	M Giardini
4	September 2016	Align to new SEMC documents	N Dekker
5	August 2017	Update Department of Communities information (formerly CPFS)	S Edwards
6	June 2019	New MARC Welfare Centre Floorplan added Public Information updated (include emergency apps) BEN signage reference Public Information reference to Communicating in Recovery Guidelines Renewal of MoU (1.16)	A Bevan
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9			
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12			

Glossary of Terms

Refer to the current Australian Emergency Management Glossary for full list of terms.

Combat Agency	That organisation which, because of its expertise and resources, is responsible for performing a task or activity such as firefighting, rescue, temporary building restoration, evacuation, containment of oil spill, monitoring of radioactive materials, etc. An emergency operation may involve a number of Combat Agencies.
Command	The direction of members and resources of an organisation in the performance of the organisation's role and tasks. Authority to command is established in legislation, policy statements, cabinet minutes and/or by agreement within an organisation. COMMAND relates to ORGANISATIONS and operates VERTICALLY within an ORGANISATION.
Community Emergency Risk Management	A systematic process that produces a range of measures which contribute to the wellbeing of communities and the environment.
Control	The overall direction of emergency management activities in a designated emergency. Authority for control is established in legislation or in an emergency management plan and carries with it the responsibility for tasking and co-ordinating other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally, across organisations.
Control Centre	A facility where the Incident Controller is located and from which the control and management of emergency operations is conducted. It is usually prefixed by the nature of the emergency, eg. Fire Control Centre, Cyclone Control Centre, Forward Command Unit etc
Controlling Agency	An agency nominated to control the response activities to a specified type of emergency.

Coordination	The bringing together of organisations and elements to ensure an effective response, primarily concerned with the systematic acquisition and application of resources (organisation, manpower and equipment) in accordance with the requirements imposed by the threat or impact of an emergency
Emergency	<p>An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which is beyond the resources of a single organisation or which requires the co-ordination of a number of significant emergency management activities.</p> <p><i>Note: The terms ‘emergency’ and ‘disaster’ are used nationally and internationally to describe events which require special arrangements to manage the situation. “Emergencies’ or ‘disasters’ are characterised by the need to deal with the hazard and its impact on the community. The term ‘emergency’ is used on the understanding that it also includes any meaning of the word ‘disaster’</i></p>
Emergency Coordination Centre	A facility, where the area coordinator is located and from which coordination of all support to the Incident Controller is managed. There are four types of coordination centres: State, Regional, Local and Forward Coordination Centres.
Emergency Management	Is a range of measures to manage risks to communities and the environment. It involves the development and maintenance of plans to prevent or mitigate, prepare for, respond to, and recover from emergencies and disasters in both peace and war.
Emergency Risk Management	A systematic process that produces a range of measures which contribute to the well-being of communities and the environment.
“Function” Support Coordinator	That person appointed by an organisation or committee to be the Coordinator of all activities associated with a particular support function, e.g. Welfare Coordinator, Medical Coordinator etc. and includes coordinating the functions of other organisations that support that particular function, e.g. Red Cross in the State Welfare Plan.
Hazard	A situation or condition with a potential for loss or harm to the community or the environment.

Hazard Management Agency	That organisation which, because of its legislative responsibility or specialised knowledge, expertise and resources is responsible for ensuring that all emergency management activities pertaining to the prevention of, preparedness for, response to and recovery from a specific hazard are undertaken. Such organisations are either designated by legislation or detailed in State level emergency management plans.
Incident	An emergency event or a series of events which requires a response from one or more statutory response agencies.
Incident Area	The area defined by the Incident Controller for which they have responsibility for the overall management and control of an incident.
Incident Controller	The person designated by the relevant controlling agency responsible for the overall management and control of an incident within an incident area and the tasking of agencies in accordance with the needs of the situation.
Incident Support Group	A group of agency/organisation liaison officers, including the designated Emergency Coordinator, convened and chaired by a person appointed by the controlling agency to provide agency specific expert advice and support in relation to the operational response to an incident.
Incident Management Team	The group of incident management personnel comprised of the Incident Controller, and the personnel appointed to be responsible for the functions of the AIIMS structure.
Local Emergency Management Committee	A committee established under section 38 of the <i>Emergency Management Act 2005</i> .
Operation	An <i>Incident</i> or multiple <i>Incidents</i> which impact, or is likely to impact, beyond a <u>localised</u> community or geographical area
Operations Area	That area, defined by the <i>Operations Area Manager</i> , incorporating the entire community or geographical area impacted or likely to be impacted, by an <i>Operation</i> and incorporating a single or multiple <i>Incident Areas</i> .

Operations Area Management Group	The group that may be convened by an <i>Operations Area Manager</i> , in consultation with the relevant <i>District Emergency Coordinator(s)</i> , to <u>assist</u> in the overall management of an <i>Operation</i> . The OAMG includes representation from key agencies involved in the response.
Operations Area Manager	That person designated by the <i>Hazard Management Agency</i> , responsible for the overall management of an <i>Operation</i> and provision of strategic direction to agencies and <i>Incident Manager(s)</i> in accordance with the needs of the situation
Risk	A concept used to describe the likelihood of harmful consequences, arising from the interaction of hazards, communities and the environment.
State Emergency Coordination Group	A group that may be established at State level, by the State Emergency Coordinator, at the request of, or in consultation with, the Hazard Management Agency, to <u>assist</u> in the provision of a coordinated multi-agency response to and recovery from the emergency. It is the operational arm of the State Emergency Management Committee and includes representation, at State level, from key agencies involved in the response and recovery for the emergency.
State Emergency Management Committee	<p>Chaired by the Commissioner of Police, as State Emergency Coordinator, with the Chief Executive Officer of the Fire and Emergency Services Authority as deputy Chair. The Executive Director, DFES Emergency Management Services, is the SEMC Executive Officer. The SEMC is comprised of an executive and four functional groups whose membership includes those organisations essential to the State's emergency management plans. The chair of each of the functional groups is also a member of the SEMC Executive group. The functional groups are:</p> <ul style="list-style-type: none"> • Emergency Services Group • Public Information Group • Lifelines Services Group • Recovery Services Group
Support Organisation	That organisation whose response in an emergency is either restore essential service (eg Western Power, Alinta Gas, WA Water Authority, Main Roads Department etc) or to provide such support

functions as welfare, medical and health, transport, communications, engineering etc.

Acronyms

AIIMS	Australasian Inter-service Incident Management System
BOM	Bureau of Meteorology
BFS	Bush Fire Service
CA	Controlling Agency
COM	City of Mandurah
DC	Department of Communities
DAFWA	Department of Agriculture and Food WA
DEMC	District Emergency Management Committee
DFES	Department of Fire and Emergency Services
DOT	Department of Transport
DOW	Department of Water
DPAW	Department of Park and Wildlife (formerly DEC and CALM)
ECC	Emergency Coordination Centre
EM	Emergency Management
EMA	Emergency Management Australia
ERM	Emergency Risk Management
FES	Fire & Emergency Services
FRS	Fire and Rescue Service
HMA	Hazard Management Authority
ISG	Incident Support Group

LEC	Local Emergency Coordinator
LEMP	Local Emergency Management Plans
LEMC	Local Emergency Management Committee
LERC	Local Emergency Recovery Coordinator
LG	Local Government
NGO	Non-Government Organisation
OAM	Operations Area Manager
OASG	Operations Area Support Group
OIC	Officer In Charge
PPRR	Prevention, Preparedness, Response, Recovery
SA	Support Agency
SDVBFB	Southern Districts Volunteer Bush Fire Brigade
SECG	State Emergency Coordination Group
SEMC	State Emergency Management Committee
SES	State Emergency Service
VFRS	Volunteer Fire and Rescue Service
WAPOL	Western Australian Police

Part 1

Introduction

1.1 Overview

1.1.1 Authority

The Mandurah Local Emergency Management Plans have been prepared in accordance with s. 41(1) of the *Emergency Management Act 2005*. They have been endorsed by the Mandurah Local Emergency Management Committee and approved by the City of Mandurah.

1.1.2 Aim

The aim of the Mandurah Local Emergency Management Plans is to document and facilitate the management of the identified risks and hazards facing the Mandurah community, encompassing all aspects of these hazards including prevention, preparedness, response and recovery activities.

1.1.3 Purpose

The purpose of these plans is to:

- Document the local government's policies for emergency management.
- Identify and describe the roles and responsibilities of public authorities and other persons involved in emergency management in the local government district.
- Assist with the coordination of emergency operations and activities relating to emergency management performed by the persons outlined above.
- Identify and describe the emergencies likely to occur in the local government district.
- Outline strategies, priorities and other areas for consideration for emergency management in the Mandurah district.

1.1.4 Scope

This document applies to the local government district of the City of Mandurah. It covers areas where the City of Mandurah provides support to the HMA's in an emergency. It also details

the City's capacity to provide resources in support of an emergency, whilst still maintaining core business continuity.

These plans are to ensure the community is prepared to deal with the identified emergencies should they arise. It is not the intent of this document to detail the operational procedures for the HMA's in dealing with an emergency. They are to be outlined in the HMA's individual plans and operating procedures.

1.1.5 Related Documents & Existing Plans

The Mandurah Local Emergency Management Plans are constructed of several documents which can be separated for ease of use. It must be acknowledged they form part of an associated set and should be read / utilised in conjunction with one another.

These include:

- General Plan
- Local Recovery Plan
- Vulnerable Communities Plan
- Animal Welfare Plan
- Emergency Risk Management

They also interface with other plans, policies and legislation at local, district and state levels.

These include, but are not limited to:

- Emergency Management Act 2005
- Emergency Management Regulations 2006
- State Emergency Management Documents
- Peel Local Welfare Plan
- All relevant Westplans

1.1.6 Agreements, Understandings & Commitments

In December 2015, the City of Mandurah signed a Memorandum of Understanding (MoU) with the following neighbouring councils for the provision of mutual aid and support following an emergency:

- City of Rockingham
- Shire of Murray

This was renewed in December 2018 and included the Shire of Waroona.

Additional local governments can be added. See Appendix 1 Recovery Plan.

1.1.7 Review & Exercising

These plans shall be reviewed and amended in accordance with State EM Procedure 8:

- Contact lists are to be reviewed and amended quarterly or as changes occur.
- A complete review is to be undertaken on the entire plans every 3 years.

The State EM Preparedness Procedure 8 requires these plans be tested on an annual basis.

1.2 Community Profile

1.2.1 Geographic Area

The City of Mandurah is a rapidly developing area of Western Australia located in the Peel Region, approximately 70km south of Perth. The City covers a geographical area of 173.5km and represents a 50km long coastal strip ranging from the northernmost suburbs of Madora Bay and Lakelands to the southernmost areas of Clifton and Herron. It is bound by the Indian Ocean to the west, City of Rockingham to the north, Shire of Waroona to the South, and both the Shire of Murray and the Peel inlet to the east.

The topography of the land includes both flat beaches and coastal dunes along the entire western boundary; a mix of gently undulating hills, national park and cleared rural land in the southern area; and low lying flat land in the northern areas and around the inlet.

The Peel inlet and Harvey estuary waterway and catchment areas, measuring 11,378 km,² are of great significance to the City in a tourism, environmental and recreational context. In addition to these natural waterways a significant number of man-made canals have been developed within the urban areas of the City.

1.2.2 Suburbs & Localities

Bouvard, Clifton, Coodanup, Dawesville, Dudley Park, Erskine, Falcon, Florida, Greenfields, Halls Head, Herron, Lakelands, Madora Bay, Mandurah, Meadow Springs, Melros, Parklands, San, Remo, Silver Sands, Wannanup.

1.2.3 Climate

The climate of the Mandurah area is described as a typical mid Mediterranean climate. The average annual temperature ranging from 14°C to 33°C. The average annual rainfall is 829mm. The prevailing winds are the rain bearing westerly's from April to September and dry easterly's over the warmer months from October to March. Strong south-westerly sea breezes are prevalent during the summer months.

1.2.4 Social & Economic Environment

Mandurah remains one of Australia's fastest growing cities, having experienced strong long term growth over the past half-century, expanding from a seaside village with less than 2000 people in 1954 to a City with a population of more than 83,000 residents. Mandurah's population is expected to continue to grow strongly, to reach approximately 122,000 by 2036. An overriding aspect of the City of Mandurah's demographic profile is the City's popularity as a retirement and sea change destination. The 2011 Census indicated that 20.4 percent of Mandurah's population is 65 or over, compared to the State average of 12.3 percent and the national average of 14.0 percent.

Tourism is a major generator of business opportunities and employment in Mandurah, with proactive education initiatives that have boosted investment opportunities and employment in the hospitality and services industries. Planning is also underway to develop additional economic opportunities to keep pace with the City's rapid growth.

There is no heavy industry within the district. Light industrial areas exist on the sides of Mandurah Road, concentrated near the junction of Gordon Road.

The main commercial centres for the City of Mandurah include:

- The CBD- Eastern foreshore, bound by Pinjarra Rd, Mandurah Tce, Gibson St and Sutton St.
- Commercial premises- Pinjarra Rd.
- Mandurah Forum Shopping Centre- Cnr Mandurah and Pinjarra Rd.
- Commercial business area- Bound by Mandurah Tce, Mandurah Rd and Gordon Rd.
- Meadow Springs Shopping Centre- Cnr Mandurah Rd and Meadow Springs Dve.
- Halls Head Shopping Centre- Cnr Old Coast Rd and Peelwood Parade.
- Miami Plaza and Shopping Centre- Cnr Old Coast Rd and Mercedes Ave.
- Erskine Shopping Centre- Cnr Old Coast Rd and Oakleigh Dve.

1.2.5 Utilities & Access

Transport

Main transport routes are by road with the Old Coast Road/Mandurah Road traversing the City north to south. Gordon/Lakes Road and Pinjarra Road links the City to the Kwinana Freeway and South Western Highway. The Mandurah to Perth rail line provides direct access into the Perth City.

No airport facilities exist within the City of Mandurah. The closest air strip is Murray Field, located within the Shire of Murray on Lakes Road.

The Mandurah Ocean Marina and Port Bouvard Marina provide both commercial and recreation boating facilities for the community. Located within the Mandurah Ocean Marina is the Volunteer Marine Rescue and Water Police. Various launching ramps are available along the coastal and estuarine strip, refer to *Appendix 8*.

Beach Emergency Number (BEN) signs are installed along the coast providing specific proximity information to aid emergency response times and provide accurate reference point.

Electrical Supply

Western Power 440/240 AC.

Water Supply

Water is provided by Water Corporation, drawn from various hills storage locations and treated underground supplies. Water Corporation water assets can be viewed utilising the City's Intramaps system. There are areas within Mandurah that utilise storage tanks for water.

Gas Supply

Reticulated natural gas is widely available throughout the City provided by Alinta Gas. Gas utility supply areas can be obtained via Alinta Gas or utilising the City's Intramaps system. Some locations do not have access to reticulated natural gas, therefore private supplies are in place.

Sewerage System

The City contains areas of that are sewerred and areas utilising on site effluent disposal. The sewerage system is managed by the Water Corporation and maps of areas serviced by the

sewerage system can be obtained via the Water Corporation or utilising the City's Intramaps system.

Medical Facilities

The primary medical facility is the Peel Health Campus located on Lakes Road.

Council Facilities

The City of Mandurah Administrative Building is located at 3 Peel Street Mandurah.

The City has various support and social infrastructure facilities throughout the LG area. Refer to *Appendix 7* for further information.

1.2.6 Special Considerations

The following seasonal events occur annually, but may be subject to climate change:

- Bushfire season- November to April
- Storm season- May to August
- Heatwave- December to February

There are a number of public events that are held in Mandurah throughout the year, all of which attract significant numbers of people and which are covered under separate event management plans:

- | | |
|--|----------------|
| • Australia Day (January) | Approx 5 000 |
| • Crab Fest (March) | Approx 100 000 |
| • Stretch Arts Festival (April/May) | Approx 10 000 |
| • Children's Festival (October) | Approx 20 000 |
| • Annual Boat Show (October) | Approx 20 000 |
| • Annual Easter Sailing Regatta (April Easter Wkd) | Approx 10 000 |
| • Ironman 70.3 (November) | Approx 10 000 |
| • Christmas Pageant (December) | Approx 25 000 |
| • New Year's Eve Celebrations (December) | Approx 35 000 |

School and public holidays are also known to result in an influx of visitors to the area.

Part 2

Planning

2.1 Local Emergency Management Committee

The City of Mandurah has established a Local Emergency Management Committee under section 38(1) of the Emergency Management Act 2005. The LEMC is not an operational committee but rather established by the local government for strategic planning purposes.

2.1.1 LEMC Functions

The functions of the Mandurah LEMC, in accordance with section 39 of the Emergency Management Act 2005, are as follows:

- To advise and assist the local government in ensuring that local emergency management plans are established for its district;
- To liaise with public authorities and other persons in the development, review and testing of local emergency management plans; and
- To carry out other emergency management activities as directed by the SEMC or prescribed by the regulations.

2.1.2 Chairperson & Deputy

The nominated CoM Councillor is the appointed Chairperson of the Mandurah LEMC.

The Officer in Charge at the Mandurah Police Station is the appointed Deputy Chairperson of the Mandurah LEMC.

2.1.3 Executive Officer

The CoM Coordinator Emergency Management is the appointed Executive Officer of the Mandurah LEMC.

2.1.4 Committee Membership

Membership list and contact details for the Mandurah LEMC can be seen in Appendix 1.

2.1.5 Meeting Schedule

The Mandurah LEMC hosts quarterly meetings in accordance with State EM Preparedness Procedure 7. Meetings are to be scheduled for the second Wednesday of the months of February, May, August and November, unless otherwise advised.

2.1.6 Meeting Procedures

Refer to State EM Preparedness Procedure 7.

2.2 Emergency Risk Management

The City of Mandurah undertook the ERM process with its community in 2004 through the AWARE program. This included full community consultation involving key stakeholders, agencies and residents. The five most significant risks identified during this process are listed and summarised below. Further information and the full data set relating to the ERM process including risk statements and treatment schedules can be seen in *the Emergency Risk Management Plan*.

2.2.1 Rural Fire

A seasonal threat principally during the months of November to April. City reserves and areas of bush land are located throughout the local government area. Areas of most risk include the southern suburbs of Dawesville, Bouvard, Clifton and Herron, and the northern suburb of Parklands.

2.2.2 Urban Fire

Structural fires, both residential and commercial, pose a threat to the Mandurah community throughout the year.

2.2.3 Storm

A seasonal threat principally during the months of April to November, which can also be associated with the hazard of flooding (see 2.2.4) Areas of most risk include the coastal strips, however it is acknowledged that storms can impact further inland.

2.2.4 Flood (including tidal surge)

A seasonal threat principally during the months of April to November, which can also be associated with the hazard of severe storms (see 2.2.3) and earthquake (not listed). Areas of most risk include coastal strips, canal developments and low lying areas.

2.2.5 Water Pollution

Water pollution poses a threat throughout the year to the overall wellbeing of the Mandurah community, and specific community functions such as tourism. Areas of most risk include coastal strips and inland waterways.

Part 3

Response

3.1 Key Roles & Incident Coordination

3.1.1 Local Emergency Coordinator

The Officer in Charge at the Mandurah Police Station is the appointed Local Emergency Coordinator (LEC) for the Mandurah area.

The LEC is responsible for ensuring that the roles and functions of their respective LEMC are performed and assisting the HMA in the provision of a coordinated multi-agency response during emergency incidents.

3.1.2 Emergency Coordination Centre

The Mandurah Emergency Coordination Centre is to be located at the City of Mandurah Council Chambers and Civic Centre.

Where this venue is found to be unsuitable, the LEC is responsible for identifying an alternate location. The ECC shall be established to assist the coordination of multi-agency activity associated with a large scale incident. The facility shall contain sufficient space, administration infrastructure and communications facilities. Refer to *Appendix 7* for the community facility register.

Primary Emergency Coordination Centre
This information has been intentionally removed
Secondary Emergency Coordination Centre
This information has been intentionally removed

3.1.3 Incident Support Group

An ISG is formed by the HMA or LEC (in consultation with the HMA) to assist with the overall coordination of services and information during a major incident.

Triggers for an ISG

Refer to State EM Response Procedures

- Level 2 or greater incident
- The need to coordinate multiple agencies

Membership of an ISG

The composition of the ISG will depend greatly on the nature and magnitude of the event.

It may include the following core members:

- LEC
- Chairperson/Deputy of Mandurah LEMC
- Executive Officer of Mandurah LEMC
- HMA
- LRC
- Representatives from the required combat and support agencies.

Location of the ISG

The ISG will operate out of the ECC to provide the necessary support to the HMA (refer to section 3.1.2 *Emergency Coordination Centre* for further details)

3.1.4 Hazard Management Structure

The *Emergency Management Act 2005* allows the prescription of Hazard Management Agencies (HMAs). HMAs are prescribed, given their functions under written law or because of their specialised knowledge, expertise and resources in respect to a particular hazard. HMAs

will nearly always be responsible for leading a response to an emergency in relation to the type of hazard for which they are prescribed.

A combat agency or support organisation may also be prescribed because of the agency's function under a written law or because of specialised knowledge, expertise and resources in dealing with a particular type of hazard or emergency management activity. They will work alongside and at the direction of the respective HMA in response to an emergency and undertake the specific emergency management activities or support functions for which they are prescribed.

See Appendix 3 for the HMA appointment register.

3.2 Public Information

3.2.1 Public Information Management

The provision of public information is the responsibility of the HMA.

All media releases are to be coordinated through the ISG to ensure the accurate and timely release of information.

3.2.2 City of Mandurah Spokesperson

The only people who can speak on behalf of the City of Mandurah are the Mayor and the CEO. This is a Council policy irrespective of the channel or topic. The CEO may delegate someone else to be the spokesperson but this must always be directed via Strategy and Marketing Department at the City in the first instance.

The City will refer to SEMP Communicating in Recovery Guidelines.

3.2.3 Local Media Avenues

Local media avenues may be utilised to provide public information, this may include (but is not limited to):

Radio

720 ABC (Official emergency broadcasting station for Perth region)

97.3 Coast FM

1116AM 6MM

Newspaper

Mandurah Mail

Mandurah Coastal Times

Website / Internet

Department of Fire and Emergency Services- Alerts and Warnings

www.emergency.wa.gov.au

City of Mandurah www.mandurah.wa.gov.au

Social media (various organisations and media outlets)

Call Centres

DFES Public Information Line Ph:1300 657 209

City of Mandurah Customer Services Ph: (08) 9550 3777

3.3 Evacuation

3.3.1 Evacuation Management

The responsibility for managing evacuation rests with the HMA. The HMA is responsible for planning, communicating and effecting the evacuation and ensuring the welfare of the evacuees is maintained. The HMA is also responsible for ensuring the safe return of evacuees.

DC must be consulted during the consideration or planning of evacuation as they have responsibility under state plans to maintain the welfare of evacuees under *Westplan Welfare*.

Refer to the *Western Australian Community Evacuation in Emergencies Guideline* when planning evacuation.

3.3.2 Evacuation Routes & Considerations

The southern suburbs in the Mandurah district is uniquely shaped as a thin strip of land with two water bodies bordering the western and eastern boundaries. This will provide limitations for evacuation specifically in an east/west direction.

Evacuation planning has taken place for the suburb of Parklands due to the construction of the freeway limiting access in an easterly direction. This plan can be seen in *Appendix 4*.

3.3.3 Vulnerable Community Groups

It is acknowledged that the local schools, aged care and child care facilities should each have separate emergency evacuation plans. These are to be taken into consideration when planning evacuation.

Contact details for these groups can be found in the *Vulnerable Communities Plan*.

Through the AWARE project in 2014 /15 local residential aged care and independent living facilities were encouraged to develop MoU's with one another. These MoU's are to assist with the provision of mutual aid, including evacuation during the event of an emergency. The details of this MoU and its partnering facilities can also be seen in the *Vulnerable Communities Plan*.

3.4 Welfare

3.4.1 Welfare Management

In accordance with section 32 of the *Emergency Management Regulations 2006* the Department for Child Protection & Family Support is responsible for providing welfare support services to people affected by a disaster/emergency incident. The Department works collaboratively with Emergency Services and Local Government to provide support to the community in times of emergency. The types of services provided by the Department for Child Protection may include: Registration and inquiry; Personal Support; Food; Clothing and personal items; Financial Assistance including personal hardship and distress relief payments where applicable.

DC will be responsible for approving the activation or opening of a welfare centre.

The City may wish to appoint a Welfare Liaison Officer to assist with the coordination of the management of Local Government facilities and the welfare agencies.

Refer to the *Peel Local Welfare Plan* for further details regarding welfare.

3.4.2 Welfare Centres

The following facilities have been identified as the primary welfare centres within Mandurah:

Facility	Address	Capacity
Mandurah Aquatic & Recreation Centre (MARC)	303 Pinjarra Road, Mandurah (Entry via Cemetery Road)	1000*
Halls Head Community Centre (HHCC)**	Fuschia Place, Halls Head	600
Falcon Pavilion**	Lynda Street, Falcon	200
Greenfields Bortolo Pavilion**	Murdoch Drive, Green Fields	300

* The capacity at the MARC is reduced to support manageable sleeping arrangements. Refer to *Appendix 5 Welfare Centre Floor Plans* for the recommended setup of each facility. During the event of a large emergency, it may be recommended to use a welfare centre in a neighbouring council. Details for these facilities can be found the *Peel Local Welfare Plan*.

** Building rewired to accept auxiliary power supply. (Refer to *Appendix 7 Community Facility Register* for further information).

Welfare Centre Activation Kits

The City has three Welfare Centre Activation Kits located at the Administration Centre, MARC and HHCC. These kits are to be used to assist with the initial set up of a welfare centre if DC is not present.

Registration

Registration at a welfare centre is not mandatory, but does assist DC in supporting evacuees. Registration information is placed onto a State or National register to assist in the reunification of evacuees with family and friends. Registration usually occurs at the local welfare centre and the City may be required to assist with this process.

The *Register.Find.Reunite* registration form can be seen in *Appendix 6* and copies are located within each welfare centre activation kit.

Animals

Refer to the *Animal Welfare Plan*.

3.5 Business Continuity Considerations

Working in emergency situations requires agencies to consider worse case scenarios.

The CoM has created an Emergency Customer Request (CRM) Form to support communications and customer service in the event of a power or systems outage. They are not designed to replace standard business procedures, only provide a paper based alternative when online systems are not available.

The Emergency CRM books are located throughout the organisation and within the Welfare Centre Activation Kits.

Each agency is responsible for their own business continuity plans. However the City acknowledges the benefits to incident coordination by facilitating inter-agency cooperation during response and recovery efforts. The Mandurah SES have been provided several books for use in an emergency operations, should they receive a request for assistance that requires CoM attention. Details can be captured on the CRM form and issued to the CoM for actioning. These forms may be used in an ECC for the same purpose.

The *Emergency Customer Request Form* can be seen in Appendix 9.

Appendices

Appendix 1- LEMC Membership & Contact List

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Appendix 2- BFAC Membership & Contact List

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Appendix 3- HMA Appointment Register

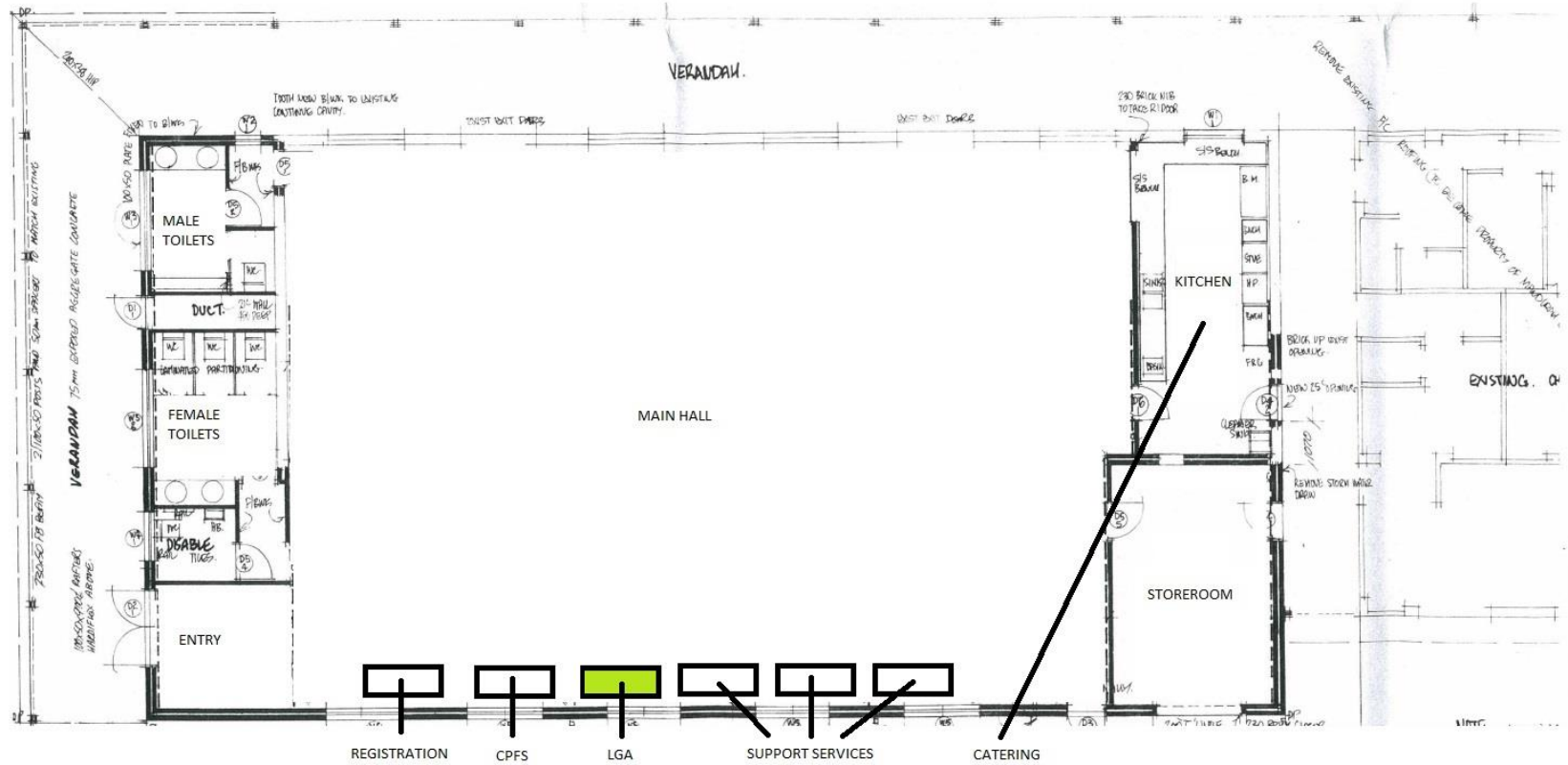
WA Hazard Management Agency List			
	Hazard	HMA	Organisation
1	Road Crash	Commissioner of Police	WAPOL
2	Air Crash	Commissioner of Police	WAPOL
3	Terrorist Act	Commissioner of Police	WAPOL
4	Land Search And Rescue	Commissioner of Police	WAPOL
5	Marine Search And Rescue	Commissioner of Police	WAPOL
6	Radiation escape (Nuclear Powered Warships)	Commissioner of Police	WAPOL
7	Space Re-Entry Debris (SPRED)	Commissioner of Police	WAPOL
8	Collapse (Structural)	FES Commissioner	DFES
9	Cyclone	FES Commissioner	DFES
10	Earthquake	FES Commissioner	DFES
11	Flood	FES Commissioner	DFES
12	Storm	FES Commissioner	DFES
13	Tsunami	FES Commissioner	DFES
14	Fire	FES Commissioner	DFES
15	HAZMAT- Chemical	FES Commissioner	DFES
16	HAZMAT- Radiological	FES Commissioner	DFES
17	HAZMAT -Biological	State Health Coordinator	Department of Health
18	Human Epidemic	State Human Epidemic Controller	Department of Health
19	Heatwave	State Health Coordinator	Department of Health
20	Marine Transport Emergency	Marine Safety, General Manager	DoT (Marine)
21	Marine Oil Pollution	Marine Safety, General Manager	DoT (Marine)
22	Gas Supply Disruption	Coordinator of Energy	Public Utilities Office
23	Liquid Fuel Supply Disruption	Coordinator of Energy	Public Utilities Office
24	Electricity Supply Disruption	Coordinator of Energy	Public Utilities Office
25	Animal or plant pest or disease	Agriculture Director General	DAFWA
26	Rail Crash (PTA network)	Public Transport Authority	DOT (Public Transport Authority)
27	Rail Crash (Brookfield rail network)	Brookfield Rail Pty Ltd	Brookfield Rail

Appendix 4- Parklands Evacuation Routes

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Appendix 5- Welfare Centre Floor Plans

FALCON PAVILION - WELFARE / EVACUATION CENTRE ACTIVATION SET UP PLAN



THIS PLAN HAS BEEN DESIGNED BY THE DEPT OF CHILD PROTECTION & FAMILY SUPPORT TO GUIDE LG STAFF IN SETTING UP AN EVAC / WELFARE CENTRE. THE LAYOUT MAY BE ALTERED BY CPFS STAFF ON ARRIVAL OR DURING THE TIME THAT THE CENTRE IS ACTIVE.

Figure 1- Falcon Pavilion welfare centre floor plan

BORTOLO PAVILION - WELFARE / EVACUATION CENTRE ACTIVATION SET UP PLAN

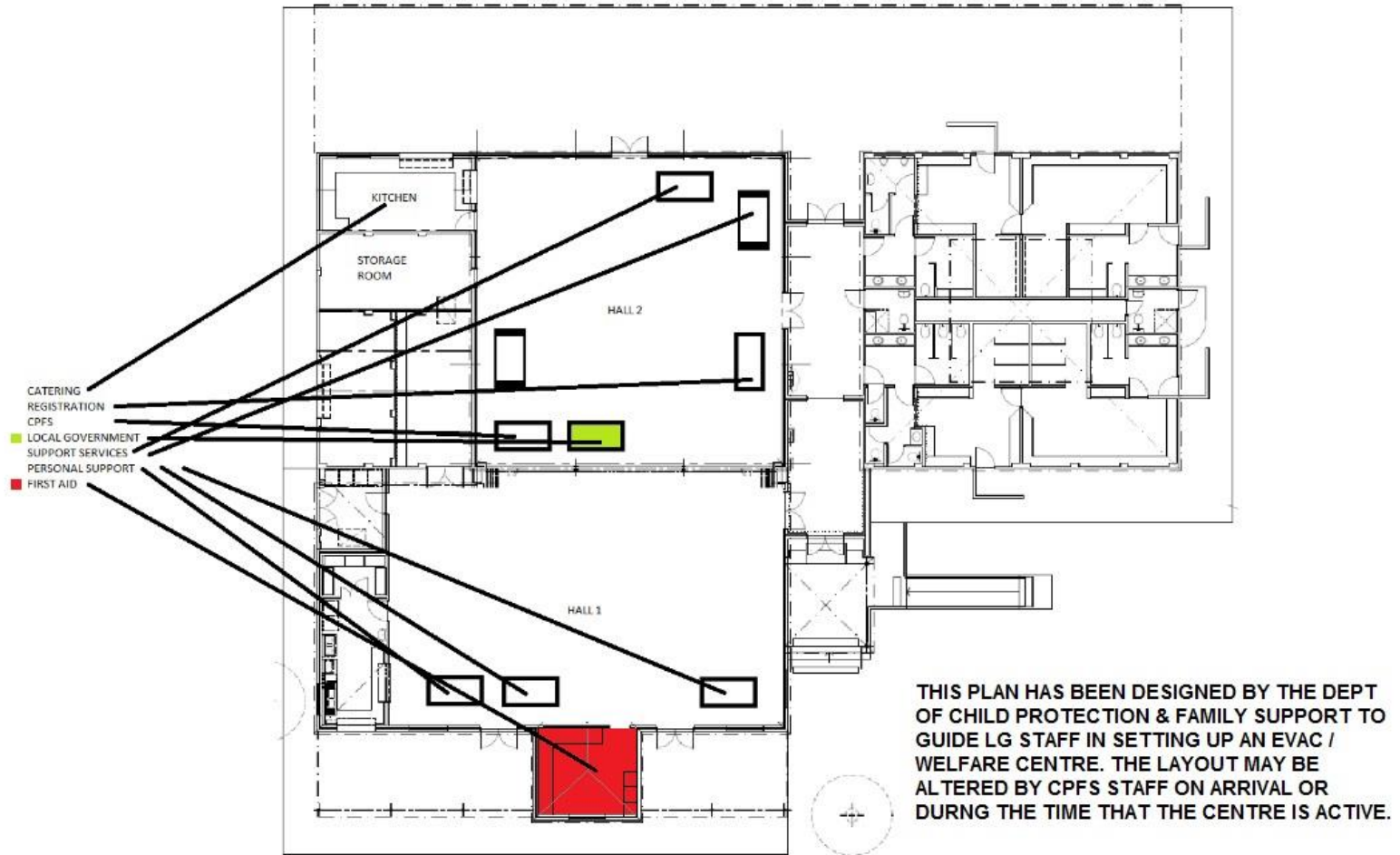


Figure 2- Bortolo Pavilion welfare centre floor plan

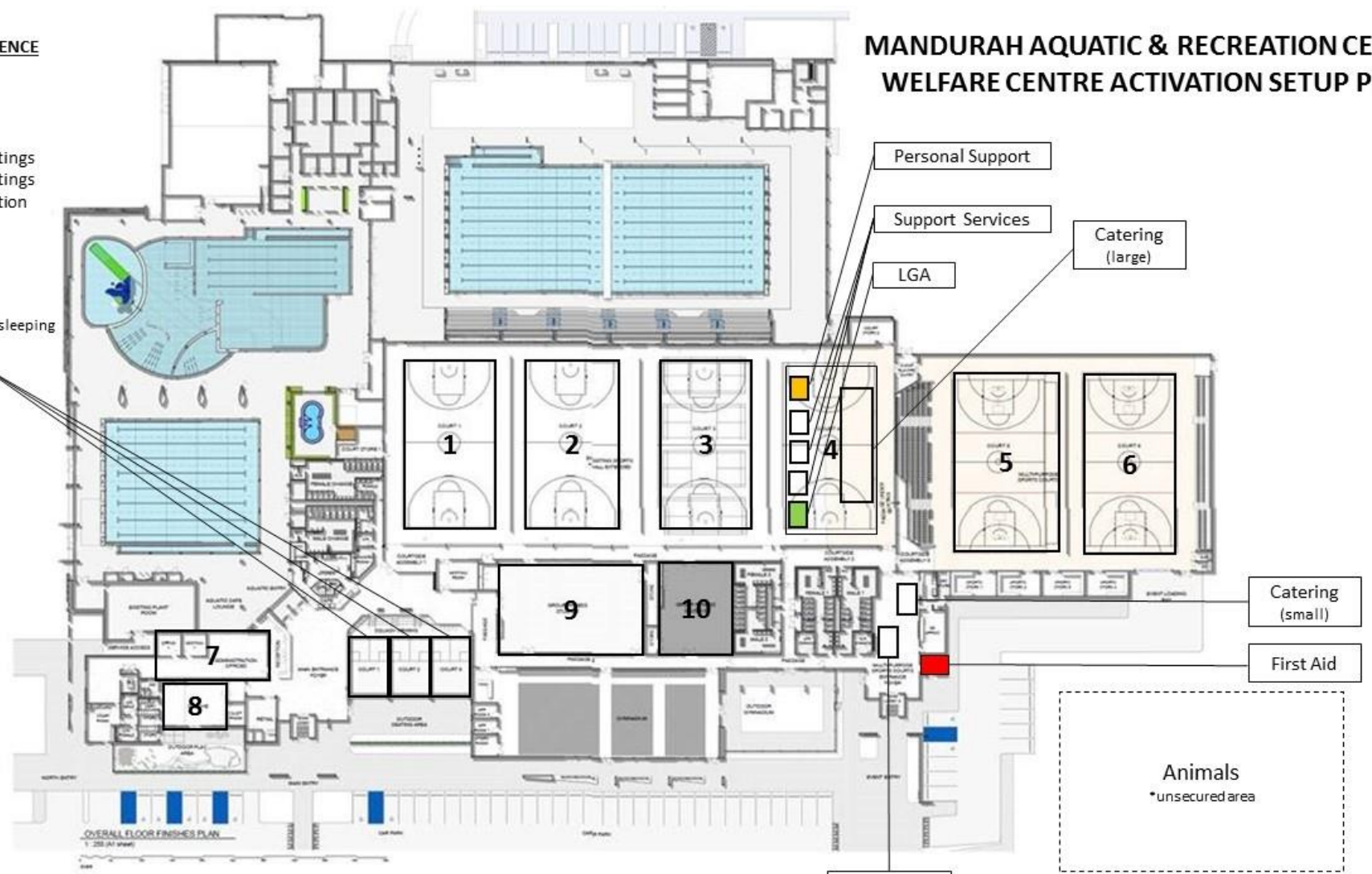
ROOM REFERENCE

- 1 – 210 pax*
- 2 – 210 pax*
- 3 – 210 pax*
- 4 – 210 pax*
- 5 – Public Meetings
- 6 – Public Meetings
- 7 – Administration
- 8 – Creche
- 9 – 100 pax* ~
- 10 – 60 pax* ~

*sleeping
 ~ First option for sleeping

Meetings
 or
 Additional
 Sleeping

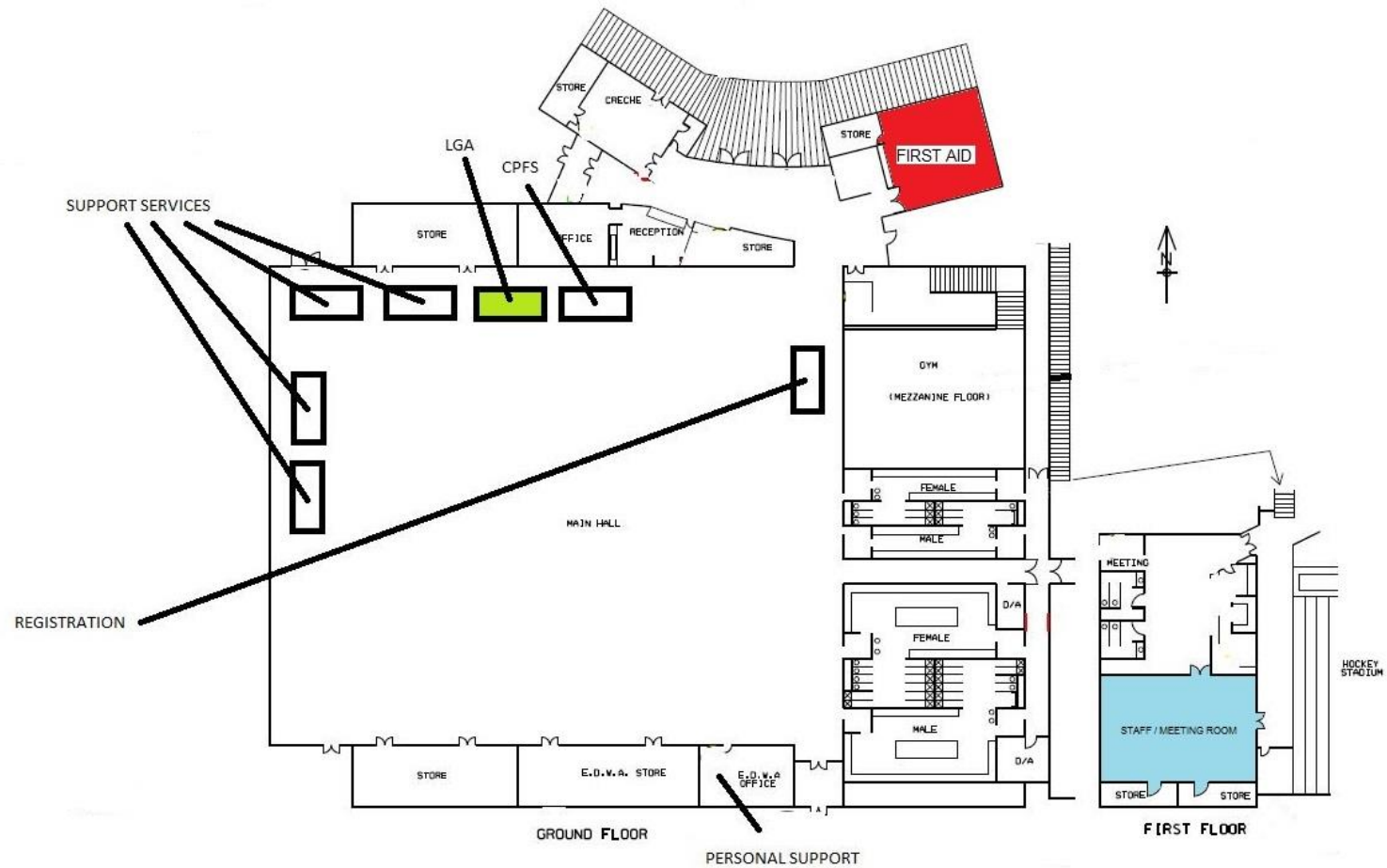
**MANDURAH AQUATIC & RECREATION CENTRE
 WELFARE CENTRE ACTIVATION SETUP PLAN**



THIS LAYOUT MAY BE ALTERED BY CPFS STAFF ON ARRIVAL OR DURING THE TIME THAT THE CENTRE IS ACTIVE.

Figure 3- MARC welfare centre floor plan

HALLS HEAD RECREATION CENTRE - WELFARE / EVACUATION CENTRE ACTIVATION SETUP PLAN



THIS PLAN HAS BEEN DESIGNED BY THE DEPT OF CHILD PROTECTION & FAMILY SUPPORT TO GUIDE LG STAFF IN SETTING UP AN EVAC / WELFARE CENTRE. THE LAYOUT MAY BE ALTERED BY CPFS STAFF ON ARRIVAL OR DURING THE TIME THAT THE CENTRE IS ACTIVE.

Figure 4- HHRC welfare centre floor plan

Appendix 6- Register.Find.Reunite Registration



An Australian Government Initiative



Government of Western Australia
Department for Child Protection
and Family Support



Register. Find. Reunite.

the power of
humanity



*EMERGENCY
CODE

REGISTRATION FORM

REGISTRATION DETAILS

*Place of Registration			*Date DD/MM/YYYY / /			Time 24 hrs		
*GIVEN NAMES	FAMILY NAME	NICK NAME	*D.O.B / AGE	*M / F	*HOSP Y / N	*LANGUAGE spoken if other than English	*NATIONALITY if other than Australian	*RELATIONSHIP to primary person registering

If registering companions (other persons that may be with the person registering) and they have different personal and contact information (such as home address, and contact numbers), please complete another registration form with their details.

Email address

Include both landline and mobile if able to. For international numbers (mobile or landline), enter in notes area below. Include international dialling codes.

Phone number (0) Alternate ph#

*Do you have a fixed address? Yes No If the person registering has a fixed address the answer is 'yes'. If not, the answer is 'no'

***Home Address**

*Town / Suburb *State *Postcode

Country (if overseas)

Please let us know where you are staying. With your permission this information will be shared with friends, family and loved ones who are looking for you.

***DESTINATION DETAILS** At home Somewhere else Don't know / not sure Place of registration

Destination Address

*Town / Suburb *State Postcode

Country (if overseas)

Phone number (0) Alternate ph#

If duration of stay at destination address known **Start Date** DD / MM / YYYY | HH : MM **End Date** DD / MM / YYYY | HH : MM

CONSENT: I have read and understand the Collection Notice on the reverse side of this form and agree to the use and disclosure of my personal information for the primary and secondary purposes set out in the Notice subject to my election below. I understand that if I tick "no" information may be used by police/welfare and emergency services only relevant to the emergency.

*Permission	<input type="checkbox"/> Yes let people looking for me see that I have registered and some contact details.	<input type="checkbox"/> Yes let people looking for me only see that I have registered (no contact details).	<input type="checkbox"/> No Do not let people looking for me see anything. Information may be used by police/ welfare and emergency services only relevant to the emergency.	*Signature of person registering
-------------	--	---	---	----------------------------------

Any additional information not covered elsewhere

*Registration Recorded by (print name) Recorder's Initials

More than one likely destination or companion to be linked? Complete another form. Yes No Distribution to State or National Inquiry Centre? Fax Email Other:

*Computer Entered? (inc. initials) Yes *Date / / *Time hrs *Registration #

PLEASE PRINT IN BLOCK LETTERS USING BLACK OR BLUE PEN. *Mandatory Fields Registration Form 2014 v1.9

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Appendix 7- Community Facility Register

Refer to *Local Recovery Plan*, *Animal Welfare Plan*, *Vulnerable Communities Plan* and the *Peel Welfare Plan* for further specific resources and contacts.

The City acknowledges that there are various smaller halls, parks and reserves located throughout the district, however for the purpose of these plans only the main ones are listed below.

Primary Welfare Centres		
Name	Description / Facilities	Contact
<p>Mandurah Aquatic & Recreation Centre</p> <p>Pinjarra Road, Mandurah</p>	<ul style="list-style-type: none"> • Capacity – Main Hall – 2000 people • Capacity – Lesser Hall seated at 150 • Kitchen facility – for lesser hall • Kiosk – seating for 40 people • Showers and toilets • Main gas • Pool area • Landscaped grounds • Parking 100-150 	<p>City of Mandurah Recreation Centre & Services</p> <p>This information has been intentionally removed</p>
<p>Halls Head Community Recreation Centre</p> <p>42 Honeysuckle Ramble, Halls Head</p>	<ul style="list-style-type: none"> • Total capacity 1124 • Multipurpose hall - 575 people • Sports stadium - 252 people • Exhibition area – 162 people • Hall - 50 people • Meeting room upstairs – 8 people • Meeting room downstairs- 21 people • Kiosk – microwave oven/boiler sink/convention • Electric cooking • Toilets and showers (2 male and female change rooms) • Crèche (includes toilet) • First aid room • Parking off Fuscia Court • Accepts 100kva auxiliary power supply 	<p>City of Mandurah Recreation Centre & Services</p> <p>This information has been intentionally removed</p>

<p>Falcon Pavilion</p> <p>Cnr Flame St and Lynda Street, Falcon</p>	<ul style="list-style-type: none"> • Total capacity 283 • Capacity – 170 seated • Disabled access • Toilets • Showers • Kitchen – fridge/oven/stove • 9 Trestles – 151 chairs • Parking – Adjacent Falcon Reserve • Accepts 40kva auxiliary power supply 	<p>City of Mandurah Recreation Centre & Services</p> <p>This information has been intentionally removed</p>
<p>Bortolo Pavilion</p> <p>Cnr Bortolo Drive and Murdoch Drive, Greenfields</p>	<ul style="list-style-type: none"> • Total capacity 380 • Hall – 185 people • Private Bridge Club- 195 people • 150 people seated • Disabled Access • Showers and Toilets • Kitchen facilities (incl. microwave, gas oven, fridge, freezer, urn) • Aircon and 4 fan. • Outside lighting • Trestles and Tables • 45 Parking Bays – 2 Disabled • Accepts 100kva auxiliary power supply 	<p>City of Mandurah Recreation Centre & Services</p> <p>This information has been intentionally removed</p>

Contact CoM Recreational Services for all facilities with no contact details listed.

Ph: 9550 3620

CoM Facilities	
Name	Description / Facilities (hire info)
<p>Coodanup Community Centre Wanjeep Road Mandurah WA 6210</p>	<ul style="list-style-type: none"> • Capacity 238 people • Kitchen facilities (electric stove, fridge, urn) • Toilets- ladies, gents, disabled • Aircon • Parking- 30 bays • 18 trestle tables • 163 chairs
<p>Lakelands Community House Cnr Dalona Parkway & Jasper Way Lakelands WA 6210</p>	<ul style="list-style-type: none"> • Capacity 40 people • Kitchen facilities (gas stove, fridge, freezer, urn, microwave) • 1x unisex disabled toilet • Fans • Parking- 18 bays in rear carpark and street parking • 2x meetings rooms • 4x storage rooms • 5 tables • 20 chairs
<p>Madora Bay Hall Orelia Street Madora Bay WA 6210</p>	<ul style="list-style-type: none"> • Capacity 80 people • Kitchen facilities (electric stove, fridge, freezer, urn) • Toilets- ladies, gents • 4 fans and 4 bar heaters • Parking- 45 bays and 2 disabled • 2x storage rooms
<p>Mandurah Yacht Club Mary Street Halls Head WA 6210</p>	<ul style="list-style-type: none"> • Capacity 200 people (seated) • Kitchen facilities (gas stove, fridge, urn, bar, external servery) • Toilets- ladies, gents, disabled • Ceiling fans • 23 tables • 200 chairs
<p>Meadow Springs Sporting Facility 294 Oakmont Avenue Meadow Springs WA 6210</p>	<ul style="list-style-type: none"> • Capacity 231 people • Kitchen facilities (oven, fridge, urn, grill, kiosk, external servery) • Toilets- ladies, gents, disabled • Aircon • Retractable AV screen • Playground • 1x separate meeting room (4x tables and 24x chairs)

<p>Merlin Street Pavilion Cnr Merlin Street, Falcon & Karon Vista Way Halls Head WA 6210</p>	<ul style="list-style-type: none"> • Capacity 198 people • Kitchen facilities (electric stove, fridge, freezer, bar) • Toilets- ladies, gents, disabled • Parking- 38 bays • Disabled access • Playground • 15 tables and 150 chairs
<p>Nellie Regan Memorial Hall Peel Street Mandurah WA 6210</p>	<ul style="list-style-type: none"> • Capacity 160 people (seated) • Kitchen facilities (gas oven, grill stove, fridge, freezer, urn) • Toilets- ladies, gents • Ceiling fans and heating • Parking- 20 bays • 24 tables and 160 chairs
<p>Rushton North Function Centre Dower Street Mandurah WA 6210</p>	<ul style="list-style-type: none"> • Capacity 50 people • Kitchen facilities (electric stove, fridge, freezer, urn) • Toilets- ladies, gents, disabled • Large change rooms • Street parking • 10 tables and 35 chairs
<p>Sutton Street Hall 26 Sutton Street Mandurah WA 6210</p>	<ul style="list-style-type: none"> • Capacity 50 people (seated) • Kitchen facilities (microwave, fridge, freezer, urn) • Toilets- 1x unisex disabled • Ceiling fans and Aircon • Parking- all day available • 11 tables and 50 chairs
<p>Thomson Street Netball Pavilion Thomson Street Mandurah WA 6210</p>	<ul style="list-style-type: none"> • Capacity 120 people (seated) • Kitchen facilities (electric stove/grill oven, fridge, urn, external servery) • Toilets- ladies, gents, disabled • Ceiling fans • 9 tables • 110 chairs

Name	Description / Facilities	Contact
Mandurah Library 331 Pinjarra Rd Mandurah WA 6210	<ul style="list-style-type: none"> • 1x meeting room, capacity 25 people • Toilets- ladies, gents • Chairs, tables, crockery, cutlery, urn. • Carpark • Multiple computers 	Ph: 9550 3650 manlib@mandurah.wa.gov.au
Falcon Library Cnr Flavia St & Cobblers Ave Falcon WA 6210	<ul style="list-style-type: none"> • 2x meetings rooms, capacity 50 and 107 people. • Toilets- ladies, gents • Chairs, tables, crockery, cutlery, urn. • Carpark and street parking • Multiple computers 	Ph: 9550 3230 elibstaff@mandurah.wa.gov.au
Ac-cent Mandurah 41 Ormsby Terrace Mandurah WA 6210	<ul style="list-style-type: none"> • 1x main hall, capacity 300 people • 1x craft room, with sink • 1x dining room, capacity 100 people • 1x games room • 1x computer room with 14 computers • Disability access • Toilets- ladies, gents, disabled • Access to large public car park • 35 tables • 360 chairs 	Ph: 9550 3799 ac-cent@mandurah.wa.gov.au
Billy Dower Youth Centre 41 Dower Street Mandurah WA 6210	<ul style="list-style-type: none"> • 1x hall, capacity 162 people • 2x meeting rooms, capacity 12 and 30 people • 1x computer room • 1x activity room • Kitchen facilities (dishwasher, gas stove, gas oven, urn) • 25 seater bus • 12 seater van 	Ph: 9550 3670 bdyc@mandurah.wa.gov.au
Mandurah Performing Arts Centre Ormsby Terrace Mandurah WA 6210	<ul style="list-style-type: none"> • 2x theatres, capacity 800 and 144 people. • Restaurant • Multiple meetings rooms • Toilets- ladies, gents • Tables, chairs • Access to large public car park 	Ph: 9550 3900 operations@manpac.com.au

CoM Leased Facilities

Name	Description / Facilities	Contact
Dudley Park Bowling Club Comet Street Dudley Park WA 6210	N/A	Ph: 9535 2695
Halls Head Bowling Club and Recreation Centre Sticks Boulevard Halls Head WA 6210	N/A	Ph: 9581 1726
Mandurah Bowling and Recreation Club Allnutt Street Mandurah WA 6210	N/A	Ph: 9538 1438
Mandurah Surf Life Saving Club Orestes Street San Remo WA 6210	N/A	Ph: 9583 4551
Mandurah City Football Club Peelwood Parade Halls Head WA 6210	N/A	Ph: 9581 2388
Port Bouvard Sport and Recreation Centre Thisbe Drive Dawesville WA 6210	N/A	Ph: 9582 2871
Port Bouvard Surf Life Saving Club Southport Boulevard Dawesville WA 6210	N/A	Ph: 9582 2787
Peel Thunder Football Club Dower Street Mandurah WA 6210	N/A	Ph: 9535 3448

Public Open Space / Ovals

Name	Description / Facilities	Contact
Rushton Park Oval Dower Street Mandurah	<ul style="list-style-type: none"> • 1.8 hectares • Tiered seating • Sporting club with bar facilities • Lighting • Disabled access (reasonable) 	CoM Recreational Services Ph: 9550 3620
Meadow Springs Sports Facility Oakmont Avenue. Meadow Springs	<ul style="list-style-type: none"> • 6.3 hectares • Two ovals and one rectangular field • Parking • Pavilion and kiosk • Flood lit oval 	CoM Recreational Services Ph: 9550 3620
Bortolo Reserve Murdoch Drive Mandurah	<ul style="list-style-type: none"> • 4.5 hectares • Two large ovals • See Bortolo Pavilion in <i>Nominated Welfare Centres</i> for further information. 	CoM Recreational Services Ph: 9550 3620
Peelwood Sports Facility Cnr Peelwood Parade and Mahogany Drive Hall Head	<ul style="list-style-type: none"> • 6.5 hectares • Three large ovals • Pavilion has toilets and change-rooms (no disabled access) • 50 parking bays • Flood lit ovals 	CoM Recreational Services Ph: 9550 3620
Merlin Street Reserve Merlin Street	<ul style="list-style-type: none"> • 3.2 hectares • Two ovals • Toilets adjacent to Pavilion • Parking • Flood lit ovals 	CoM Recreational Services Ph: 9550 3620
Falcon Reserve Cnr Flame and Lynda St Falcon	<ul style="list-style-type: none"> • 1.8 hectares • One large oval • Amenities located at Pavilion • Parking • Flood lit oval 	CoM Recreational Services Ph: 9550 3620
Coote Reserve Challenger Road Madora Bay	<ul style="list-style-type: none"> • 0.7 hectares • One small field • Pavilion and toilets • Verge parking • Flood lit oval 	CoM Recreational Services Ph: 9550 3620

<p>Park Road Oval 1 & 2 (John Tonkin College/ North Mandurah PS) Park Road Mandurah</p>	<ul style="list-style-type: none"> • 2.2 hectares • Shared use ovals • Toilets attached to schools 	<p>John Tonkin College Ph: 9535 3800</p> <p>Mandurah Primary School Ph: 9535 1575</p>
<p>Tindale Reserve (John Tonkin College) Tindale Street Mandurah</p>	<ul style="list-style-type: none"> • 1.1 hectares • Shared use ovals • Toilets attached to school 	<p>John Tonkin College Ph: 9535 3800</p>
<p>Fowler Reserve (Riverside Primary School) 1 Minilya Parkway Greenfields</p>	<ul style="list-style-type: none"> • 1.5 hectares • Toilets attached to school 	<p>Riverside Primary School Ph: 9534 9011</p>
<p>Coodanup Community College Coodanup Drive Coodanup</p>	<ul style="list-style-type: none"> • 2.6 hectares • One shared use oval • No direct parking • Toilets attached to school 	<p>Coodanup Community College Ph: 9581 0900</p>
<p>Glencoe Reserve (Glencoe Primary School) Off Balmoral Road Halls Head</p>	<ul style="list-style-type: none"> • 1.1 hectares • One shared use oval • Toilets attached to school 	<p>CoM Recreational Services Ph: 9550 3620</p> <p>Glencoe Primary School Ph: 9535 3445</p>
<p>Falcon Primary School 30 Baloo Crescent Wannanup</p>	<ul style="list-style-type: none"> • 1.2 hectares • Toilets attached to school 	<p>Falcon Primary School Ph: 9534 2411</p>
<p>Ocean Road Primary School Ocean Road Dawesville</p>	<ul style="list-style-type: none"> • 0.8 hectares • One shared use oval • Toilets attached to school 	<p>Ocean Road Primary School Ph: 9582 2311</p>

Refer to Figure 5 for the locations of Mandurah public open space / ovals

Existing Active Recreation Facilities

- Regional Recreation
- District Recreation
- Neighbourhood Recreation

Regional Facilities	
1	Rushton Park Sports Facility
District Facilities	
2	Meadow Springs Sports Facility
3	Bortolo Reserve
4	Peelwood Sports Facility
5	Merlin Street Reserve (inc South Halls Head PS)
6	Falcon Reserve
Neighbourhood Facilities	
7	Cooto Reserve (Madora Bay)
8	Park Road Oval 1 & 2 (John Tonkin College / North Mandurah PS)
9	Tindale Reserve (John Tonkin College)
10	Fowler Reserve (Riverside PS)
11	Coodanup Community College
12	Glencoe Reserve
13	Falcon PS
14	Ocean Road PS



Figure 5- Mandurah public open space / oval locations

Appendix 8- Boat Launching Facilities

Map Ref.	Street/Reserve	Suburb	No Ramps	Construction	Finger Jetties	Parking	Access Road	Toilets	Lights	Other Information
1	Redcliffe Road	Greenfields	1	Concrete	1	Sealed – marked	Sealed	Yes	Yes	BBQ, seating, Toilets, Disabled access jetty
2	Mandurah Ocean Marina	Mandurah	2	Concrete	1	Sealed - marked	Sealed	Yes	Yes	Drinking water, Fish cleaning station with gazebo, fuel & sullage jetty, bins, toilets, restaurants, paid parking (NB: Closed one week in October each year for Boat Show)
3	Mary St Lagoon	Halls Head	6	Concrete	4	Sealed – marked	Sealed	Yes	Yes	Disabled access jetties, Drinking water, Fish cleaning station with gazebo.
4	Waterside Drive	Dudley Park	1	Concrete	1	Sealed – marked	Sealed	No	Yes	
5	Birchley Road	Coodanup	1	Concrete	1	Sealed- marked	Sealed	No	Yes	BBQ, seating, bins
6	Nairns Road	Coodanup	5	Concrete	1	Sealed- marked	Sealed	No	Yes	Seating, bins
7	Novara	Falcon	4	Concrete	2	Sealed – marked	Sealed	Yes	Yes	Drinking water, rigging area, BBQ, seating, children's playground, showers, Disabled access jetties.
8	Olive Rd	Falcon	4	Beach*	-	Unsealed	Sealed	Yes	Yes	BBQ. Seating, bins, shower
9	Yeedong Road	Falcon	Ocean	Beach*	-	Sealed – not marked	Unsealed	No	No	
10	Port Bouvard Marina (Privately owned)	Dawesville	4	Concrete	2	Sealed – marked	Sealed	Yes	Yes	Wash down area, fuel jetty, bins, restaurant
11	Estuary Road	Dawesville	4	Concrete	3	Sealed	Sealed	Yes	Yes	Rigging area, BBQ, picnic seating, showers, bins, Disabled access jetty.
12	Leura St	Dawesville	1	Beach	-	Unsealed	Sealed	No	No	
13	Melros Beach Rd	Dawesville	Ocean	Beach*	-	Sealed – marked	Sealed	Yes	Yes	Drinking water, showers, Toilets
14	Parkridge Reserve	Bouvard	2	Concrete Beach	2	Sealed – marked	Sealed	Yes	No	BBQ, picnic seating, shower, Toilets and Playground.

* Beach – 4WD access only



Figure 6- Central Mandurah boat launching facilities (1/2)



Figure 7- Central Mandurah boat launching facilities (2/2)

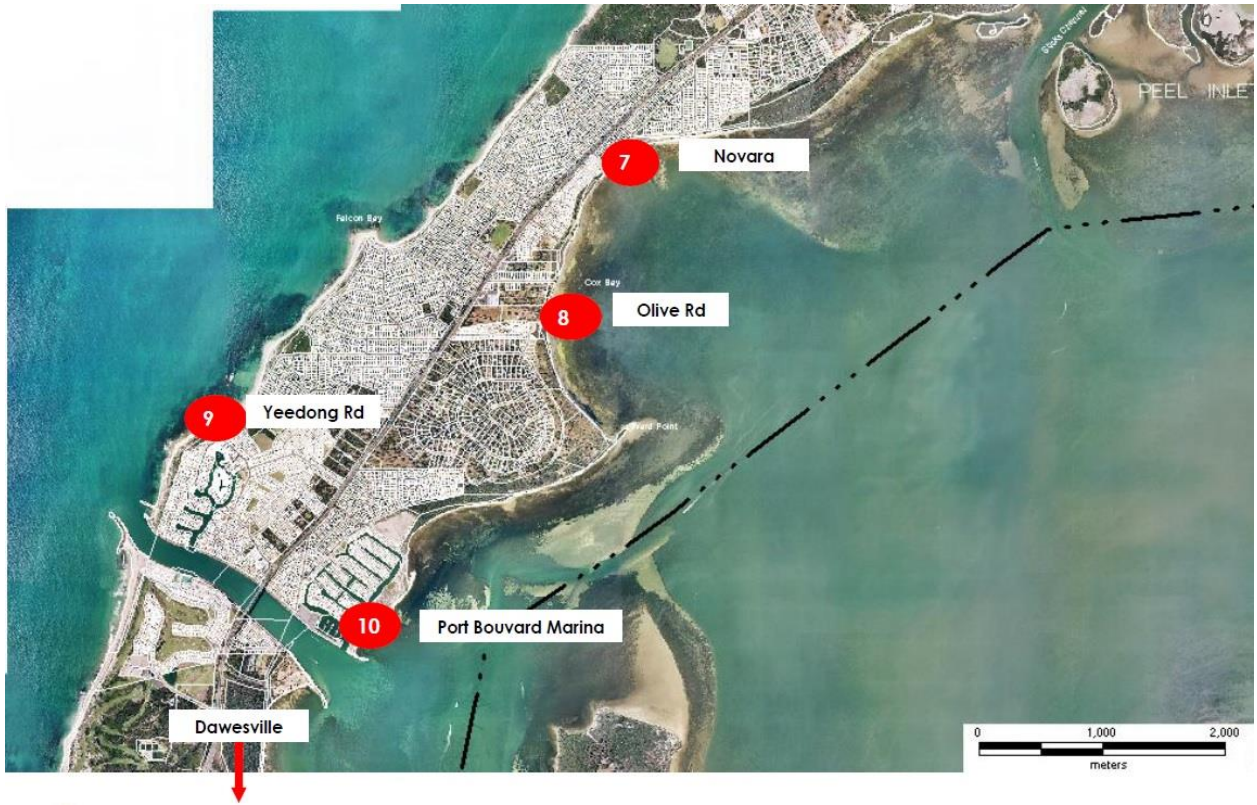


Figure 8- Falcon / Wannanup boat launching facilities



Figure 9- Dawesville boat launching facilities



Figure 10- Bouvard boat launching facilities

Appendix 9- Emergency Customer Request Form

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Customer Service Request Form



Officer Name _____ Time _____ Date _____

Customer Name _____

Address _____ Email _____

Mobile # _____ Home/Work # _____

LOCATION OF ISSUE _____

Nearest cross road/Reserve/City asset _____

Council Property OR Private Property

Nature of Request (tick)

<input type="checkbox"/>	Dog/Cat/Horse etc	<input type="checkbox"/>	Roads/Paths/Drainage	<input type="checkbox"/>	Systems/IT Access
<input type="checkbox"/>	Trees/Verges/Mowing	<input type="checkbox"/>	Reserves/Gardens/Access Ways	<input type="checkbox"/>	Building Maintenance
<input type="checkbox"/>	Street Sweeper	<input type="checkbox"/>	Waste/Bins	<input type="checkbox"/>	Fencing
<input type="checkbox"/>	Street Lighting	<input type="checkbox"/>	Marina/Waterways/Beaches	<input type="checkbox"/>	Other

Description

Priority rating:

LOW (weeks/months)

MEDIUM (days)

HIGH (hours)

Other agencies involved/required:

Police

SES

DFES

Other _____

ACTION TAKEN

Emailed/Phoned/SMS/Handed to (circle): _____

Officer Name _____ Time _____ Date _____

Officer Notes _____ Job duration _____

Sign _____

CRM issued # _____ CRM Closed (date) _____

This form is intended to assist officers in recording service requests in the event of a power outage or lack of IT mobility access.