

CITY OF MANDURAH

ES 01

Local Emergency Management Arrangements 2024 General Plan

Authority

The Mandurah Local Emergency Management Arrangements have been prepared in accordance with s. 41(1) of the [Emergency Management Act 2005](#) (WA). They have been endorsed by the Mandurah LEMC and approved by the City of Mandurah. The LEMA have been tabled for noting with the Metropolitan District Emergency Management Committee and State Emergency Management Committee.

A draft copy was distributed to the District Emergency Management Committee – Metropolitan for comment and feedback during the drafting of the LEMA.

_____ Date: _____

Cr Jess Smith
Chairperson Local Emergency Management Committee
City of Mandurah

_____ Date: _____

Casey Mihovilovich
Chief Executive Officer
City of Mandurah

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Amendment Record

Major changes to the General Plan are to be approved and authorised by the Mandurah Local Emergency Management Committee (LEMC). This document will be fully reviewed every five years and following and event.

Version #	Type (Minor, Major)	Amendment (Reasoning)	Reviewer	Approval Date and Reference	Date Document In force	Date Document Ceased
1	Major			2015		
2	Minor	Rebranding and Review	AB/KW	11/2021	11/2021	
3	Minor	Administrative & content updates in accordance with recommendations of the Crisis Governance Audit	MG	4/2023	4/2023	
4	Major	Review and redevelopment Legislative terminology changes Update of HMA list Insertion of Disclaimer	DW/BI	7/2024	3/2024	

Audited

Version #	Audit Date	Audit Scope	Auditor	Audit Document
1.0	Sep 2021	<ol style="list-style-type: none"> the contents of the Local Emergency Management Plan (LEMP), including the General Plan, Local Recovery Plan and Vulnerable Communities Plan the contents of the Mandurah Pandemic Plan, including whether available documentation evidence the management structure, decisions and oversight during the pandemic reflects the contents of this plan whether the decision-making processes, the Delegations Register and financial authorisations supported the response to the extent that can be evidenced through the documentation provided effectiveness of emergency communications for internal / external stakeholders to the extent that can be evidenced through the documentation provided 	Risk West	 COM LEMA review report_E FINAL.pdf Link https://mandurah.t1cloud.com/T1Default/CiAnywhere/Web/MANDURAH/ECMCore/Rendition/Get?doSetId=321343&renditionType=pdf&suite=ECM

Feedback and comments from the community and stakeholders help to improve the accuracy and effectiveness of these arrangements.

Feedback can be forwarded to:

City of Mandurah Local Emergency Management Committee
 City of Mandurah
 PO Box 210
 Mandurah WA 6210
 Or via email to: council@mandurah.wa.gov.au

Any feedback or comments will be referred to the LEMC for consideration. All amendments must be approved by the LEMC and entered in the Amendment Record.

Distribution

Organisation	Officer/Department	Electronic
City of Mandurah	All Staff via Emergency Management Intranet access	Restricted Version
	Community Website	Public Version
	Emergency Management Section (Activation Kit)	Hard Copy
	Mandurah Aquatic & Recreation centre (MARC) (Activation Kit)	Hard Copy
	Halls Head Recreation Centre (Activation Kit)	Hard Copy
Mandurah LEMC	All members	Restricted Version

Updates will be shared with the Mandurah LEMC, Executive Leadership Team (ELT), City of Mandurah Management Team (COMMT) and neighbouring local governments as deemed necessary.

Glossary of Terms and Acronyms

Terminology used throughout this document shall have the meaning as prescribed in either Section 3 of the [Emergency Management Act 2005](#) (the Act) or as defined in the [State Emergency Management \(EM\) Glossary](#).

Refer to [Appendix 1](#) for the full list of terms and acronyms used within this document.

1. Introduction

1.1 Community Consultation

These arrangements have been developed by the City of Mandurah in consultation with the Local Emergency Management Committee (LEMC) and local community. The LEMC membership includes representatives of agencies, organisations, community groups and subject matter experts.

1.2 Document Availability

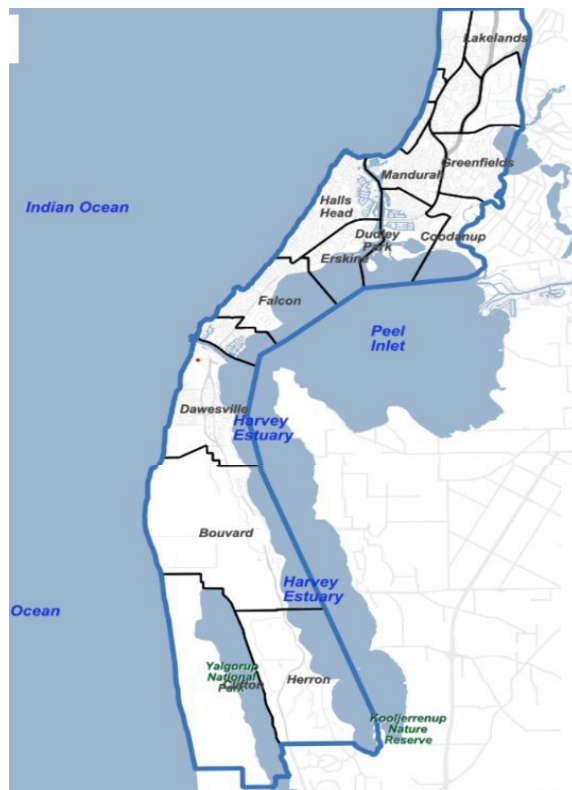
Copies of these Arrangements shall be distributed as per the [Distribution List](#). Public copies are available for inspection free of charge during office hours at:

- City of Mandurah Administration Building - 3 Peel Street, Mandurah

Alternatively, these Arrangements can also be available online as a public version at www.mandurah.wa.gov.au

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 Hazard Management Agencies (HMA) in dealing with an emergency. They are to be outlined in the HMAs individual plans and operating procedures.

1.3 Area Covered



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.

Mandurah 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 km² is 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.

Suburbs and localities

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

1.4 Social and Economic Environment

Population Distribution

An important aspect of the City of Mandurah demographic profile in an emergency management context is the City's popularity as a tourism, retirement and sea change destination.

In the early 2000's, Mandurah witnessed remarkable growth from a coastal village of fewer than 2000 residents in 1954 to a city exceeding 95,000 in 2022. Presently, Mandurah ranks as the 11th largest local government in Western Australia in terms of population and stands as the largest regional city in the state. Mandurah's population is expected to continue to grow strongly, to reach approximately 120,000 by 2036.

The most comprehensive population count available in Australia is derived from the Population and Household Census conducted every 5 years by the Australian Bureau of Statistics (ABS). This population figure includes overseas visitors but excludes Australians overseas. However, the Census count is not the official population of an area. To provide a more accurate population figure the ABS also produces "Estimated Resident Population" (ERP) numbers.

The ERP data for Mandurah as of June 2022 is 95,568 persons with a median age of 45.7 years which is older than the median age for Western Australia (38.3 years). The data also indicated that 32.3% of Mandurah's population is over 60 years showing signs of an increasingly ageing population.

The 2018 ABS Census data revealed that 19,752 (23.4%) people within the City of Mandurah had a disability inclusive of persons with profound, severe, moderate and mild core activity limitations, as well as those with schooling or employment restrictions and disabilities with no restriction or limitation.

Economy

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. There is no significant heavy industry within the Mandurah district. Light industrial areas exist on the sides of Mandurah Road, concentrated near the junction of Gordon Road. The City's [Local Planning Strategy](#) and [Local Planning Scheme 12 \(maps\)](#) provide details of land use within the City.

The main activity centres for the City of Mandurah include:

Mandurah City Ocean Marina	Greenfields Shopping Centre
Mandurah Forum	Meadow Springs Shopping Centre
Mandurah Terrace	Falcon Town Centre
Lakelands Town Centre	Halls Head Town Centre
Erskine Shopping Centre	Dawesville / Florida Shopping Centre
Gordon Road Precinct	Pinjarra Road
Lakes Road Health Precinct	

1.5 Climate

The climate of the Mandurah area is described as a typical mid Mediterranean climate with the monthly average temperatures ranging from 10.9°C to 33°C. The average annual rainfall is 606.1mm. There is an average of 79.1 days of rainfall equal to or greater than 1mm.

The prevailing winds are the rain bearing westerlies from April to September and dry easterlies over the warmer months from October to March. Strong south-westerly sea breezes are prevalent during the summer months.

1.6 Utilities and 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 at Lakes Road Nambeelup.

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 [Mandurah Marine Rescue](#) and [Water Police](#). Various launching ramps are available along the coastal and estuarine strip, refer to **Appendix 2** for the [Boat Launching Facilities](#).

There are over 100 Beach Emergency Number (BEN) signs installed along the coastline and various estuary locations, providing accurate reference point to aid emergency response times. These can be accessed via <https://www.sharksmart.com.au/staying-safe/city-of-mandurah/>. The City's Rangers Services team retain hard copies of their locations if required.

Electrical Supply

The electrical supply is provided by Western Power 440/240 AC.

Water Supply

Water is provided by Water Corporation, drawn from various hills storage locations and treated underground supplies. There are areas within Mandurah that utilise storage tanks for water.

Gas Supply

Reticulated natural gas is widely available throughout the City provided by ATCO Gas and sold via retailers. Gas utility supply areas can be obtained via ATCO Gas. 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 seweraged and areas utilising on site effluent disposal. The sewerage system is managed by the Water Corporation.

Medical Facilities

The primary medical facility is the [Peel Health Campus](#) located on Lakes Road with supporting services within the Lakes Road Health Precinct.

Access to Utility Information

Information on the various utilities is available on the City's Intra-maps software using the Utilities Layer. Utility provider contact details can be found in the [Section 10 - Emergency Contacts Directory](#).

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 3b-e** for the [Appendix 3b – CoM Facilities](#).

1.7 Aim

The aim of the Mandurah Local Emergency Management Arrangements is to:

- ensure there is a written understanding between the agencies and stakeholders involved in managing emergencies within the City; and
- document and facilitate the management of identified risks and hazards facing the Mandurah community, encompassing all aspects of these hazards including prevention, preparedness, response and recovery activities.

1.8 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, and

- outline strategies, priorities and other areas for consideration for emergency management in the Mandurah district.

1.9 Scope

This document applies to the local government district of the City of Mandurah (CoM). It covers areas where the City provides support to the Hazard Management Agency (HMA) in an emergency. It also details the City's capacity to provide resources in support of an emergency, whilst still maintaining core business continuity.

2. Related Documents and Arrangements

The Mandurah Local Emergency Management Arrangements (LEMA) are a compilation of plans which are separated for ease of use. The LEMAs form part of an associated set and should be read / utilised in conjunction with one another, they include:

- General Plan (this document)
- Local Recovery Plan
- Vulnerable Communities Plan
- Animal Welfare Plan
- Pandemic Plan
- Business Continuity Plan
- Crisis and Incident Communication Plan
- Local Recovery Resource Register

They interface with other plans, policies and legislation at local, district and state levels included, but not limited to:

- [Emergency Management Act 2005](#)
- [Emergency Management Regulations 2006](#)
- [State Emergency Management Plan](#)
- [Peel Local Emergency Relief and Support Plan](#)
- [State Hazard Plans](#)

2.1 Agreements, Understanding and Commitments

The City of Mandurah is party to a Local Government Memorandum of Understanding with the following Local Governments in relation to the provision of additional resources in emergency management:

- City of Rockingham
- Shire of Murray
- Shire of Waroona
- Shire of Serpentine – Jarrahdale

The City also facilitates a Vulnerable Communities MoU between a range of residential aged care and independent living facilities, encouraging ongoing emergency planning and sector support.

2.2 Special Considerations

The following seasonal events occur annually. Climate change may have future implications for the planning around these seasonal impacts.

- Bushfire season- November to April
- Storm season- April to November
- 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 (Jan) (CoM) | Approx 5 000 |
| • Crab Fest (March) (CoM) | Approx 100 000 |
| • Annual Easter Sailing Regatta | Approx 10 000 |
| • Caravan and Camping Show (Oct) | Approx 15 000 |
| • Christmas Pageant (Dec) (CoM) | Approx 25 000 |
| • New Year's Eve Celebrations (Dec) (CoM) | Approx 35 000 |

A list of private events of significance operating at any moment in time can be obtained through the City's Events Team.

School and public holidays are also known to result in a significant influx of visitors to the area. Data from Tourism Research Australia indicates that Mandurah averages approximately 1.6 million domestic day trip visitors every year. [Visit Mandurah](#) can be utilised to support activities requiring connection to the tourism sector.

3. Resources

Hazard Management Agencies (HMA) or its Control Agency (CA) is responsible for the determination of resources required to combat the hazard for which they have responsibility. The City has an extensive list of contractors and identified relevant resources which is shown in **Appendix 3f - [Operations Services – Contract Listing](#)**.

3.1 Financial Arrangements

The provision of the [State EM Policy 5.12 – Funding for Emergency Response](#), [State EM Plan 5.4 and 6.10](#) and [State EM Recovery Procedures 1-2](#) outlines the responsibilities for funding during multi-agency emergencies.

Whilst recognising the above, the City is committed to expending such necessary funds within its current budgetary constraints as required to ensure the safety of its residents, visitors and staff. Such arrangements must in accordance with the financial management provisions of the *Local Government Act 1995*. Further details on the provision of financial arrangements are outlined in the Local Recovery Plan.

The Mayor and CEO will be approached immediately an emergency event requiring resourcing by the City occurs, to ensure the desired level of support is achieved.

4. Planning

4.1 Roles and Responsibilities

The following outlines descriptions and responsibilities of key positions or groups in relation to local community emergency management as outlined in the [Emergency Management Act 2005](#) and the [State EM Policy – Appendix A – List of EM Roles and Responsibilities](#).

4.2 Local Roles and Responsibilities

Local Role	Description of Responsibilities
Local Government	The responsibilities of the City of Mandurah are defined in Section 36 of the <i>Emergency Management Act 2005</i> .
Local Emergency Coordinator (LEC)	<p>The responsibilities of the LEC are defined in Section 35 of the <i>Emergency Management Act 2005</i>. At the local level, the Officer in Charge (OIC) of Mandurah Police is the appointed LEC. The role of the LEC is to:</p> <ul style="list-style-type: none"> • provide advice and support to the LEMC for the district in the development and maintenance of emergency management arrangements for the district, • assist hazard management agencies in the provision of a coordination response during an emergency in the district, and • carry out other emergency management activities in accordance with the directions of the State Emergency Coordinator.
Local Recovery Coordinator (LRC)	<p>The LRC is an officer appointed by the local government to undertake the following roles and responsibilities:</p> <ul style="list-style-type: none"> • to ensure the development and maintenance of effective recovery management arrangements for the City, • liaise with the CEO to ensure the acquisition and appropriate application of resources necessary to ensure an effective recovery, • convene the operation of the LRCG to support local community recovery activities associated with an emergency event, as required from time to time, • monitor the progress of LRCG recovery activities and provide situational awareness advice to the CEO and State Recovery Coordination Group (SRCG), if established, • in conjunction with the Local Recovery Coordination Group (LRCG) to implement a post incident recovery action plan and manage the recovery phase of the incident.
Local Government Liaison Officer (LGLO)	<p>During an evacuation where a local government facility is utilised by Department of Communities (Communities), a LG Liaison Officer may be appointed by the local government to:</p> <ul style="list-style-type: none"> • open and establish an evacuation centre at the nominated facility until the arrival of emergency

	<p>management staff from Communities,</p> <ul style="list-style-type: none"> • establish the registration process of evacuees until the arrival of Communities, • provide advice, information and resources in support of the facility, and • assist with maintenance requirements for the facility.
Local Government Liaison Officer (to the IMT/ISG)	<p>During a major emergency the LG Liaison Officer provides a vital link between the Incident management team (IMT) and Incident support Group (ISG) by attending meetings, providing local knowledge and details of the LEMA.</p>
Local Government Incident Management	<ul style="list-style-type: none"> • ensure planning and preparation for emergencies is undertaken, • implement procedures that assist the community and emergency services deal with incidents, • ensure all personnel with emergency planning and preparation, response and recovery responsibilities are properly trained in their role, • keep appropriate records of incidents that have occurred to ensure continual improvement of the City's emergency response capability, • liaise with incident controller (provide liaison officer), • participate in the ISG and provide local support, and • where an identified evacuation centre is a building owned and operated by local government, provide a liaison officer to support Communities.

4.3 LEMC Roles and Responsibilities

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.

4.3.1 LEMC Functions

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

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

4.3.2 LEMC Chairperson

The Chairperson of the LEMC is appointed by the local government under section 38(3) of the *Emergency Management Act 2005*. The nominated CoM Councillor is the appointed Chairperson of the Mandurah LEMC unless otherwise resolved by the LEMC.

The role of the LEMC Chair is to:

Provide leadership and support to the LEMC to ensure effective meetings and high levels of emergency management planning and preparedness for the local government district is undertaken

The Officer in Charge at the Mandurah Police Station is the appointed Deputy Chairperson of the Mandurah LEMC, however the LEMC Executive Officer or other nominated City of Mandurah staff member may act as Chairperson if necessary and at the request of the nominated Chairperson or Deputy Chairperson.

4.3.3 LEMC Executive Officer

The role of the LEMC Executive Officer is to:

- coordinate the development and submission of LEMC documents in accordance with legislative and policy requirements including Agendas and Minutes, Annual Report and maintenance of LEMAs,
- provide advice to the Chair and LEMC as required,
- facilitate communication between the LEMC and Executive Officer of the relevant District Emergency Management Committee, and
- participate as a member of sub-committee and working groups as required.

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

4.3.4 LEMC Membership

Membership of the LEMC includes representatives of agencies, organisations, community groups and those with expertise relevant to the identified community hazards and risk, and emergency management arrangements.

The LEMC is not an operational committee but rather the organisation established by the local government to ensure that LEMAs are written and placed into effect for its district.

The Mandurah LEMC Membership and Contacts List is available electronically for restricted access users or can be found in [Section 10 - Emergency Contacts Directory](#).

4.3.5 Meeting Schedule

In accordance with [State EM Preparedness Procedure 3.7](#), the Mandurah LEMC hosts quarterly meetings as determined by the Executive Officer in the months of February, May, August and November each year.

4.3.6 Meeting Procedures

Each meeting, the Mandurah LEMC should consider, but not be restricted to, the following matters, as appropriate:

- confirmation of local emergency management arrangements contact details,
- review any post incident reports and post exercise reports generated since last meeting,
- progress of emergency risk management process,

- progress of treatment strategies arising from emergency risk management process,
- progress of development or review of local emergency arrangements, and
- other matters determined by the local government.

The LEMC shall determine other procedures as it considers necessary.

4.3.7 Annual Reporting

The annual report of the Mandurah LEMC is to be completed and submitted to the DEMC within two weeks of the end of the financial year for which the annual report is prepared. The DEMC is required to submit a copy of the annual report to the State Emergency Management Committee. This reporting is consolidated into an Annual and Preparedness Report Capability Survey.

Annual reporting shall be in accordance with [State EM Procedure 3.17 – Annual Reporting](#). The information provided by the LEMC annual report is collated into the SEMC Annual Report.

4.4 Agency Roles and Responsibilities

In the event of an emergency, the City will need to liaise with a range of state agencies that are involved in the operational (response) aspects of the emergency. The following table summarises the key roles:

Local Role	Description of Responsibilities
Hazard Management Agency (HMA)	<p>A HMA agency is “to be a public authority or other person who or which, because of that agency’s functions under any written law or specialised knowledge, expertise and resources, is responsible for emergency management, or the prescribed emergency management aspect, in the area prescribed of the hazard for which it is prescribed.” (s. 4(3) of the <i>Emergency Management Act 2005</i>. The HMA’s are prescribed in the Emergency Management Regulations 2006. Their function is to:</p> <ul style="list-style-type: none"> • undertake responsibilities where prescribed for these aspects (EM Regulations 2006), • appoint Hazard Management Officers (s.55 Act), • declare / revoke emergency situations (s.50 and 53 Act), • coordinate the development of the State Hazard Plans for that hazard (State EM Policy s.1.5), • ensure effective transition to recovery by local government.

Combat Agency	A Combat Agency as prescribed under subsection (1) of the <i>Emergency Management Act 2005</i> is to be a public authority or other person who or which, because of that agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for performing an emergency management activity prescribed by the regulations to that agency.
Controlling Agency	A Controlling Agency is an agency nominated to control the response activities to a specified type of emergency. The function of a Controlling Agency is to: <ul style="list-style-type: none"> • undertake all responsibilities as prescribed in agency-specific legislation for prevention and preparedness, • control all aspects of the response to an incident. During recovery, the Controlling Agency will ensure an effective transition to recovery.
Support Organisation	A Support Organisation is to be a public authority or other person who or which, because of that agency's functions under any written law or specialised knowledge, expertise and resources, is responsible for providing support functions prescribed by the regulations in relation that organization. An example may be the Red Cross or CWA providing meals to an evacuation centre. (s.6.3) and 6(4) of the Act).

5. Managing Risk

5.1 Emergency Risk Management

Risk management is a critical component of the emergency management process. Building a sound understanding of the risks and hazards likely to impact the community enable local government and the LEMC to work together to implement treatments.

This process helps to build the capacity and resilience of the community and organisations which enable them to better prepare for, respond to and recover from a major emergency. The ERM planning process is detailed in [State EM Policy 3.2 "Emergency Risk Management Planning"](#).

The City have a Risk Management Policy [POL-RKM 01](#). Disruption & Emergency Management Risk is a key strategic risk to the City. The Disruption and Emergency Management Risk deals with disasters that are outside of the City's control to prevent but may have the potential to cause catastrophic damage that substantially or permanently changes the organisation or community.

The Emergency Risk Management process undertaken by the City identified a number of significant hazards likely to occur. These are outlined in Section 6- Response – [Descriptions of Emergencies Likely to Occur](#). Seasonally, the following hazards are described in local context.

Severe Weather

A seasonal threat principally during the months of April to November, which can also be associated with the hazard of flooding from storm surge and Energy Supply Disruption. Areas of most risk include the coastal strips however it is acknowledged that storms can impact further inland.

The City is progressing detailed Coastal Hazard Risk Management and Adaption Plans. These documents form important advice on specific locations of high risk and preventative actions that can be taken to reduce impacts associated with flooding, storm surge and coastal erosion.

Fire

A seasonal threat principally during the months of November to April. City reserves and areas of bushland 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.

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

In accordance with the requirement of the [State Hazard Plan – Fire](#), local governments are required to prepare an integrated Bushfire Risk Management Plan (BRM Plan) for areas where there is a potential significant bushfire risk.

A BRM Plan is a strategic document that identifies assets at risk from bushfire and their priority for treatment within local government districts. The aim of the BRM Plan is to document a coordinated and efficient approach toward the identification, assessment and treatment of assets exposed to bushfire risk within a local government district.

A Bush Fire Risk Management Plan has been prepared and adopted by the City of Mandurah following endorsement by the Office of Bushfire Risk Management.

5.2 Risk Toolbox

The SEMC has developed a number of [Risk and Treatment Tools](#) to assist local governments to undertake the risk assessment process. The tools are available on the SEMC website at www.semc.wa.gov.au.







5.3 National Local Government Vulnerability Program

In addition to this community ERM process, in February 2024, the City's ELT and Emergency Management Staff participated in a pilot of the National Local Government Vulnerability Program.

Through a survey of participants, the City was able to assess its strategic vulnerability profile. The following table reflects City of Mandurah's scores relevant to the 10 Essential Indicators in order of high to low. The lower the score the more attention is required for that Essential Indicator.

		Overall Average	Total Score	Total Score %
1	INDICATOR 8: Ecosystems and natural buffers are protected to mitigate hazards and adapt to climate change.	4.25	17/20	85%
2	INDICATOR 5: Assess the safety of all health and other essential service facilities and upgraded as necessary.	4.00	16/20	80%
3	INDICATOR 1: Council's strategic and risk plans enable a disaster risk culture with clear roles, responsibility, and authority to act.	3.88	42.71/55	78%
4	INDICATOR 9: Early warning systems and emergency management capacities and capabilities to respond are installed and embedded.	3.71	26/35	74%
5	INDICATOR 4: Invest in and maintain risk reducing infrastructure, such as storm drainage, water retention, nature-based solutions.	3.71	11.14/15	74%
6	INDICATOR 2: Assign investment, budgets, and funding incentives to provide for hardship relief and for homeowners, communities, and households to invest in risk reduction.	3.17	19/30	63%
7	INDICATOR 6: Enforcement of risk-compliant building regulations and land use planning, places of safe development identified.	2.93	5.86/10	59%
8	INDICATOR 3: Up to date data on hazards and vulnerabilities, prepared and shared risk assessments. Aligned emergency plans with disaster risk reduction assessments.	2.93	17.57/30	59%
9	INDICATOR 10: Ensure that the needs and participation of the affected population are at the centre of recovery and reconstruction.	2.71	8.14/15	54%
10	INDICATOR 7: Education programs and awareness on climate change impacts and disaster risk reduction are available and relevant for all communities.	2.39	9.57/20	48%

As part of the process, participants also completed a hazard assessment survey with the following results.

	SEVERITY	FREQ.	SEVERITY	TOTAL OUT OF 25
	Bushfire	4.40	3.20	14.08/25
	Drought	3.00	2.40	7.2/25
	Flood	3.80	3.60	13.68/25
	Pandemic	4.20	3.60	15.12/25
	Earthquake	1.80	3.40	6.12/25
	Extreme Storm Event	4.80	3.40	16.32/25

Potential for impact of most probable hazard to escalate to a disaster ranked from highest to lowest:

Potential to Escalate to Disaster	Avg
What would the effect on Council be from a flood?	3.60
What would the effect on Council be from a pandemic?	3.60
What would the effect on Council be from an earthquake?	3.40
What would the effect on Council be from an extreme storm event?	3.40
What would the effect on Council be from a bushfire?	3.20
What would the effect on Council be from a drought?	2.40

6. Response

6.1 Description of Emergencies Likely to Occur

The Emergency Risk Management process undertaken by the City identified a number of significant hazards likely to occur. The table below indicates the responsible HMA, HMA representation at local and district levels, and the relevant State Hazard Plans.

Hazard	HMA	Controlling Agency	Local Combat Agency	State Hazard Plan
Fire	DFES	DFES	(Gazetted Fire District) Mandurah CFS Mandurah VFRS Falcon VFRS	Fire
		DFES	DBCA	
		DFES	DBCA Swan Coastal District	
		DFES	CoM Mandurah Southern Districts VBFB	
Storm / Severe Weather	DFES	DFES	Mandurah SES	Severe Weather
Flood / Flash Flooding (including tidal surge)	DFES	DFES	Mandurah SES	Severe Weather
Road Transport Emergency	WAPOL	WAPOL	Mandurah Police	Crash Emergency
Human Epidemic	DoH	DoH	Peel Hospital	Human Biosecurity
Critical Infrastructure Failure	Coordinator of Energy	Energy Policy WA	Western Power Synergy ATCO Gas Alinta Gas	Energy Supply Disruption
Heatwave	DoH	DoH	St John Ambulance	Heatwave

These arrangements are based on the premise that the HMA responsible for the abovementioned risks will develop, test and review appropriate emergency management plans for their hazard.

6.2 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 4** for the [HMA Appointment Register](#).

6.3 Coordination of Emergency Operations

HMA's, Controlling Agencies and Combat Agencies may require local government resources and assistance with emergency management. The City is committed to providing assistance and support when resources are available, through the ISG, (when and if formed), and where the City is able to maintain satisfactory levels of business continuity.

The Combat Agency, Controlling Agency, or the Local Emergency Coordinator (LEC) in consultation with the Hazard Management Agency is responsible for the implementation of the arrangements and for activating the required organisations.

6.4 Emergency Coordination Centre (ECC)

The Mandurah Emergency Coordination Centre (ECC) is to be located at the City of Mandurah Council Chambers and Civic Centre. If deemed unsuitable, the LEC is responsible for identifying an alternate location. In the event of a total power failure, the ECC will be held at the MARC where back-up generator power is available.

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.

Primary Emergency Coordination Centres		
City of Mandurah Tuckey Room, Council Chambers & Civic Centre	85 Mandurah Terrace	Ph: 9550 3777
Secondary Emergency Coordination Centres		
Mandurah Aquatic & Recreation Centre	303 Pinjarra Road	Ph: 9550 3600
Mandurah Police Station	333 Pinjarra Road	Ph: 9581 0222
Mandurah State Emergency Service	31 Education Drive	Ph: 9581 1966

6.5 Incident Support Group (ISG)

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. Coordination is achieved through clear identification of priorities by agencies sharing information and resources.

The role of the ISG is to provide support to the Incident Management Team (IMT). The ISG is a group of people represented by the different agencies who may be involved in the incident to assist the Incident Controller in the overall coordination in terms of services (physical, human or information) during an incident.

6.5.1 Activation of an ISG

The triggers for an ISG are outlined in the [State EM Plan 5.1 – “Incident Management”](#) and [State EM Procedures 4.2 – “Incident Level Declaration”](#). These are:

- Where an incident is designated Level 2 or higher, and,
- Where multiple agencies need to be coordinated.

6.5.2 Membership of an ISG

The Incident Support Group is made up of agency representatives that provide support to the Controlling Agency. Emergency Management agencies may be called on to provide liaison officers for the ISG.

The City’s Local Recovery Coordinator should be a member of the ISG from the onset, to ensure consistency of information flow and transition into recovery. The city will also seek to have Communications Officers represented. The representation of the ISG will depend greatly on the nature of the incident, agencies involved, and the consequences caused by the emergency.

The composition of the ISG must be flexible to the needs of the emergency and the membership will change as the incident/operation progresses. To ensure consistency of information flow, situational awareness and handover to recovery, the City’s Local Recovery Coordinator will be a member of the ISG from the onset.

6.5.3 Frequency of ISG Meetings

The Incident Controller will determine the frequency of meetings and will depend on the nature and complexity of the incident. At a minimum, there should be at least one meeting per incident.

6.5.4 Location of the ISG

The ISG will operate out of the ECC to provide the necessary support to the HMA. The IC may coordinate meetings via electronic means where appropriate.

6.6 Media Management and Public Information

Communities threatened or impacted by emergencies have an urgent and vital need for information and direction. They require adequate, timely information and instructions in order to be aware of the emergency and to take appropriate actions to safeguard life, property and the environment.

The provision of this information is the responsibility of the HMA / Controlling Agency. This is achieved through the Incident Management Team position of “Public Information Officer” as per the AIIMS Structure. Coordination and close liaison between the HMA’s public information and media staff and other media and public information staff deployed by emergency management agencies and local government within the incident area must be maintained. Stakeholders may be requested to support communication but under clear guidance from the HMA / Controlling Agency.

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

6.7 Public Warning Systems

During times of an emergency, one of the most critical components of managing an incident is getting information to the public in a timely and efficient manner. No single method will ever meet all the requirements of the situation and agencies should utilise those mediums most suitable to both the incident and the community affected. Information is available from one or more of the following:

Source	Link / Number	Details
Emergency WA	www.emergency.wa.gov.au	<ul style="list-style-type: none"> • Current warnings and incidents • Fire Danger Ratings • How to prepare your property from natural disasters • How to recover from an emergency
ABC Emergency	www.abc.net.au/new/emergency/state/wa	<ul style="list-style-type: none"> • Current alerts, warnings and information updates
ABC Radio	Local frequency 720AM ABC www.abc.net.au/perth	<ul style="list-style-type: none"> • Current alerts, warnings and information updates
Department of Fire and Emergency	www.dfes.wa.gov.au 133 337 (public information line)	<ul style="list-style-type: none"> • Current warnings and incidents • Preparing for

Services		emergencies (bush fire, storm, flood, cyclones)
Bureau of Meteorology	www.bom.gov.au/wa	<ul style="list-style-type: none"> • Weather forecasts and warnings

6.7.1 Australian Warning System (AWS)

Western Australia adopted the Australian Warning System (AWS) for bushfire, cyclone, flood and storm warnings which came into effect in July 2024. The AWS is a new national approach to information and warnings during emergencies and uses a nationally consistent set of icons to deliver consistency to Australian communities. Further information on the AWS can be found on the DFES website at [Australian Warning System](#).

6.7.2 Standard Emergency Warning Signal (SEWS)

The Standard Emergency Warning Signal (SEWS) is a distinctive siren sound to alert the community to the broadcast of an urgent safety message relating to a major emergency or disaster.

The signal is intended for use as an alert signal to be played on public media such as radio, television, public address systems and mobile sirens. It aims to draw listeners' attention to the emergency warning that follows.

The SEWS is only to be used under strict instruction as advised by the HMA during an emergency as described in [State EM Plan 5.3 – Support Functions](#).

People are strongly advised to become familiar with the sound ([SEWS Sound](#)).

The use of SEWS can only be authorised following consultation with the relevant State, District or Local Emergency Coordinator by an authorised HMA as described in [State EM Response Procedure 4.3 – Standard Emergency Warning Signal \(SEWS\)](#).

6.7.3 Emergency Alert

Emergency Alert is a national telephone warning system used during an emergency to send voice messages to landlines and text messages to mobile phones within a defined area about potential emergencies where lives and homes are deemed to be under direct and imminent threat.

Emergency Alerts are issued by authorised emergency services agencies and are not used in all circumstances and will be dependent on the nature of the incident. Emergency Alert rely on telecommunications networks to send messages, and message delivery cannot be guaranteed.

The number related to the Emergency Alert service is +61 444 444 444. It is a one-way messaging system. Warning messages should direct the recipient to sources of further information such as emergency services website or telephone information lines.

It is important to note that the Emergency Alert system only issues voice and text warning messages in English. Emergency Alert print advertising has been translated in 30 languages and can be found at [Emergency Alerts - Languages](#).

Further details on the Emergency Alert system can be found at <https://www.emergencyalert.gov.au/>.

6.8 Local Media Avenues

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

Radio

- 6PR www.6pr.com.au
- 97.3 Coast FM www.coastlive.com.au
- 91.7 The Wave www.917thewave.com.au
- Peel Amateur Radio (HAM Radio) www.parg.org.au

Newspaper

- Mandurah Mail (Online Only) www.mandurahmail.com.au
- [Mandurah Times](#)

Local Government Systems

The City has the ability to support official emergency messaging through local communication systems including:

- City of Mandurah website www.mandurah.wa.gov.au
- Social Media pages [Facebook](#), [X](#), [Instagram](#)
- Community Notice Boards
- City of Mandurah Customer Services Ph: (08) 9550 3777

Social media

The City will utilise social media to support messaging related to its services however generally posts will direct users to the HMA. The City may provide messages specific to its own services and operations.

6.9 City of Mandurah Spokesperson

The Mayor is the City of Mandurah's media spokesperson during an emergency and will provide clear, relevant, and targeted information to assist the community in building their own capacity. The Mayor may request the City's CEO to speak on matters as required.

This is a Council policy irrespective of the channel or topic. The CEO may delegate someone else to be the spokesperson in some circumstances.

The City will refer to [SEMC Communicating in Recovery Guidelines](#) planning with a particular focus on accessing vulnerable communities and having communication effective methods that can be used when technology is not available. The City will action its Crisis and Incident Communications Plan to guide messaging during an emergency/ crisis.

7. Evacuation

The evacuation of people from an area affected by a hazard is one of the strategies that may be implemented by emergency managers to mitigate the potential loss of, or harm to, life. The decision to evacuate will be based on an assessment of the nature and extent of the hazard, the anticipated speed of onset, the number and category of people to be evacuated, evacuation priorities and the availability of resources.

The decision to evacuate will be made by the HMA, Controlling Agency or an authorised officer when the members of the community at risk do not have the capability to make an informed decision or when it is evident that loss of life or injury is imminent. 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.

7.1 Evacuation Management

The Controlling Agency (where authorised by the HMA) has overall responsibility for the management of evacuation during an incident and when an emergency response is implemented.

Evacuations shall be planned and managed as per [State EM Plan 5.3.2 – “Community Evacuation”](#) and the [“Western Australian Community Evacuation in Emergencies Guideline.”](#)

7.2 Evacuation Routes and Considerations

The southern suburbs in the Mandurah district are 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.

Formal evacuation planning occurred in Parklands due to the construction of the freeway limiting access and egress in an easterly direction. The evacuation route was decommissioned in 2022 due to the risk of entrapment and increased focus on community preparedness encouraging a ‘Leave Early’ plan. Any evacuations not using the established road network must be under the Controlling Agencies supervision.

An evacuation route in Lake Clifton has been upgraded with bushfire mitigation funding in 2021, see [Appendix 5](#).

7.3 Vulnerable Groups

Schools, childcare and aged facilities have separate emergency evacuation plans, which should be taken into consideration during broad scale evacuation planning. Location mapping and contact details for these groups can be found in the Vulnerable Communities Plan.

In 2015 the City facilitated the signing of an emergency MoU between residential aged care and independent living facilities, which encouraged facilities to collaborate and support one another during and emergency event.

The details of this MoU and its partnering facilities can also be seen in the Vulnerable Community Plan. The City fosters strong partnerships and support via Access and Inclusion, Multi-Cultural, Indigenous and Aged Care Networking Groups.

Evacuation plans for large premises and facilities should not go to the City's nominated evacuation centre. Reviews of arrangements for large facilities should be completed on a regular basis by LEMC and considered in the Peel Local Emergency Relief and Support Plan.

7.4 Emergency Relief and Support

In accordance with s.32 of the *Emergency Management Regulations 2006* the Department of Communities (Communities) is responsible for the support function of providing welfare services to people affected by a disaster/emergency incident. The function of welfare services is known as emergency relief and support (ERS) services. Communities work collaboratively with partnering agencies as found in the [State Support Plan – Emergency Relief and Support](#) and the Peel Local Emergency Relief and Support Plan. Some of the Communities' functional areas of support to the community during emergencies include:

- Emergency accommodation,
- Registration and reunification,
- Personal support services,
- Emergency catering,
- Emergency clothing and personal items,
- Financial assistance

The establishment and management of evacuation centres is the responsibility of the Communities. The HMA is responsible for approving the activation or opening of an evacuation centre. The City may appoint a Local Government Liaison Officer to assist with the coordination of the management of LG facilities and the welfare agencies.

It should be noted that in the first stages of an emergency, the Communities may take time to establish and conduct emergency relief and support activities within the City due to multiple incidents within the state or time required for the deployment of appropriate team members. As such, the City in consultation with Communities may undertake the management of relief and support activities until such time as they are ready to assume control.

7.5 Evacuation Centres

Evacuation centres are a venue that may provide for evacuation, reception, accommodation and relief and recovery for an affected community. Evacuation centres may continue the extended provision of services into the recovery phase.

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

Facility	Address	Capacity
Mandurah Aquatic & Recreation Centre (MARC)	303 Pinjarra Road, Mandurah (Entry via Cemetery Road)	1000*
Halls Head Recreation Centre**	42 Honey Suckle Ramble, Halls Head	600
Falcon Pavilion**	Lynda Street, Falcon	200
Greenfields Bortolo Pavilion**	Murdoch Drive, Greenfields	300

* The capacity at the MARC is reduced to support manageable sleeping arrangements. Refer to [Emergency Evacuation Centre Floor Plans](#) in **Appendix 6** for the recommended setup of each facility. The MARC has back-up 500kVa generator power to support the operation of the facility. The mechanism to implement this is provided in the MARC Generator Activation and Refueling Procedure.

During the event of a large emergency, it may be recommended to use an evacuation centre in a neighbouring local government. Details for these facilities can be found the Peel Local Emergency Relief and Support Plan.

** Greenfields Bortolo and Halls Head Recreation Centre have been rewired to accept 100kVa auxiliary power supply. Falcon Pavilion can accept 40kVa. Note installation of the generator at these facilities requires an electrician activation. Guides are available through the City's Recreation Services and Centre teams.

7.5.1 Evacuation Centre Activation Kits

The City has three Evacuation Centre Activation Kits located at:

- the Administration Centre (underneath the desk of the Coordinator of Emergency Management),
- the [MARC](#) in staff kitchen (tabards with general emergency kit), and
- the [HHRC](#) in (in locked cage of storage room 1)

These kits are to be used to assist with the initial set up of an evacuation centre if Communities are not present. A range of staff have undergone evacuation centre training and in particular staff at the MARC.

7.5.2 Register. Find. Reunite

Communities are responsible for recording displaced persons and placing the information on to the State or National Register which allows for friends or relatives to locate one another. Registration at an evacuation centre is not mandatory but does assist Communities in supporting evacuees. Communities have reciprocal arrangements with the Red Cross to assist with the registration process. For active emergencies, registration may be carried out online via <https://register.redcross.org.au/>.

The [Register.Find.Reunite registration form](#) can be seen in **Appendix 7** and copies are located within each emergency evacuation centre activation kit.

7.5.3 Animal Management

Detailed animal welfare arrangements are contained in the City's Animal Welfare Plan.

Note: community messaging relating to animals will be that they are not permitted inside evacuation centres however if there is no alternative, owners of companion animals are advised to come to the evacuation centre and await further advice from staff at the facility.

There is no provision for large livestock management within the City, however the City may seek support through the Local Government Emergency Management MoU for alternative locations outside the City's boundaries.

7.6 Business Continuity Considerations

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

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

The Emergency CRM books are located throughout the organisation, within the evacuation centre activation kits and [Mandurah SES Facility](#). Refer to the [Customer Service Request Form template](#) as an electronic template or alternatively can be found in [Appendix 8](#).

The CoM Business Continuity Plan was endorsed in 2022, business unit continuity action plans detail strategies for the restoration and resumption of critical business services. The Business Continuity Management Team will be stood up to guide City services to ensure their capabilities to support the community. The Executive Leadership Team and City of Mandurah Management Team contact listing can provide direct access to key City staff.

8. Recovery

Recovery is defined as 'the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community, psychosocial and economic wellbeing' (s.3 of the *Emergency Management Act 2005*).

The recovery process begins during the response phase in order to both identify community needs as affected by the disaster as early as possible to begin planning for the transition from response to recovery.

Detailed recovery arrangements are documented in the City of Mandurah Local Recovery Plan.

9. Exercising, Reviewing and Reporting

9.1 Aim of Exercising

Testing and exercising are essential to ensure that the emergency management arrangements are workable and effective for the LEMC. The aim of exercising the LEMC is to assess the local EM arrangements, not the HMA's response to an incident as this is a HMA responsibility, however it could be incorporated into the LEMC exercise. The benefits of testing and exercising are:

- determining the effectiveness of the local arrangements and provide opportunities for improvement,
- bringing together relevant emergency management members and give them knowledge of, and confidence in, their roles and responsibilities,
- opportunities for promoting the arrangements and educating the community,
- opportunities to test participating agencies' operational procedures and skills in simulated emergency conditions, and
- testing the ability of the separate agencies to work together on common tasks, and to assess effectiveness of coordination between them.

The testing and exercising are also important to ensure that individuals and organisations remain appropriately aware of what is required of them during an emergency response situation.

9.2 Frequency of Exercises

[State EM Policy 4.8 – Exercising](#) requires the LEMC to exercise and test their arrangements on an annual basis.

The City aims to incorporate exercising into quarterly LEMC meetings to facilitate ongoing collaboration and localised emergency planning discussions. Exercise resources and summaries are provided to LEMC members to encourage further inhouse agency or community exercising and are often shared with the District Emergency Management Committee (DEMC) and Western Australia Local Government Authority (WALGA) for further use.

Exercises will be undertaken in accordance with the [Western Australia Managing Exercises Guideline](#) with the use of templates provided.

9.3 Reporting of Exercises

Exercises shall be reported to the DEMC via the LEMC Annual Report as detailed in [State EM Procedure 3.17 – Annual Reporting](#). Once an exercise has been completed, a post exercise report should be forwarded to the DEMC.

9.4 Review of the Local Emergency Management Arrangements

The local emergency management arrangements are to be reviewed and amended in accordance with [State EM Policy 2.5 – Local Arrangements](#) and replaced whenever the local government considers it appropriate. The review will be conducted in accordance with [State EM Procedure 3.8](#), the LEMA's are to be reviewed and amended as follows:

- Contact lists are to be reviewed and updated quarterly or as changes occur,
- After an event or incident requiring the activation of an ISG or after an incident requiring significant recovery co-ordination, and
- An entire review undertaken every five years, as risk might vary due to climatic, environment and population changes, and
- Circumstances may require more frequent reviews.

9.4.1 Review of Local Emergency Management Committee Membership

The membership of the LEMC shall be reviewed annually to ensure relevancy to the Committee, however members may be added or removed as required.

9.4.2 Review of the Resources Register

The City's Local Recovery Resource Register shall be reviewed and updated on an annual basis however amendments can be made as changes occur.

9.5 Annual Reporting

At the end of each financial year, the LEMC is to prepare and submit to the DEMC an annual report on activities undertaken by it during the year. To minimise multiple reporting requirements, the SEMC has combined preparedness and annual reporting questions into a single online survey, the Annual and Preparedness Report Capability Survey.

10. Emergency Contacts Directory

10.1 HMA Contact Register

Hazard/Emergency	HMA	Contact Numbers
Animal and Plant Biosecurity	DPIRD	000 – Life Threatening Situations 1800 675 888 – Emergency Animal Disease Reporting 1800 084 881 – Exotic & Plant Pest Disease Reporting
Crash Emergency Air crash	WAPOL	000 – Life Threatening Situations 131 444 – Emergency Assistance
Crash Emergency Rail crash - Freight	ARC Infrastructure	000 – Life Threatening Situations 1300 987 246 – Network Control Emergency
Crash Emergency Rail crash - Passenger	PTA	000 – Life Threatening Situations (08) 9220 9999 – Security / Emergencies
Collapse	DFES	000 – Life Threatening Situations 132 500 – Emergency Assistance 13 3337 – Emergency Information Line (08) 9395 9300 – General Enquiries
Cyclone	DFES	000 – Life Threatening Situations 132 500 – Emergency Assistance 13 3337 – Emergency Information Line (08) 9395 9300 – General Enquiries
Earthquake	DFES	000 – Life Threatening Situations 132 500 – Emergency Assistance 13 3337 – Emergency Information Line (08) 9395 9300 – General Enquiries
Energy Supply Disruption	Energy Policy WA	000 – Life Threatening Situations
Fire	DFES	000 – Life Threatening Situations 132 500 – Emergency Assistance 13 3337 – Emergency Information Line (08) 9395 9300 – General Enquiries

Flood	DFES	000 – Life Threatening Situations 132 500 – Emergency Assistance 13 3337 – Emergency Information Line (08) 9395 9300 – General Enquiries
HAZMAT	DFES	000 – Life threatening Situations 132 500 – Emergency Assistance 13 3337 – Emergency Information Line (08) 9395 9300 – General Enquiries
HAZMAT – Radiation Escape from a NPW	WAPOL	000 – Life Threatening Situations 131 444 – Emergency Assistance
HAZMAT - SRED	WAPOL	000 – Life Threatening Situations 131 444 – Emergency Assistance
Heatwave	Department of Health	000 – Life Threatening Situations
Hostile Act	WAPOL	000 – Life Threatening Situations 131 444 – Emergency Assistance
Human Biosecurity	Department of Health	000 – Life Threatening Situations
Maritime Environmental Emergency	DoT	(08) 9480 9924 – Emergency Assistance
Marine Transport Emergency	DoT	000 – Life Threatening Situations
Marine Oil Pollution	DoT	(08) 9480 9924 – Emergency Assistance
Road Crash	WAPOL	000 – Life Threatening Situations 131 444 – Emergency Assistance
Search and Rescue Emergency	WAPOL	000 – Life Threatening Situations 131 444 – Emergency Assistance
Storm / Severe Weather	DFES	000 – Life threatening Situations 132 500 – Emergency Assistance 13 3337 – Emergency Information Line (08) 9395 9300 – General Enquiries
Terrorist Act	WA Police	000 – Life Threatening Situations 131 444 – Emergency Assistance
Tsunami	DFES	000 – Life threatening Situations 132 500 – Emergency Assistance 13 3337 – Emergency Information Line 1300 878 6264 (1300 Tsunami)

10.2 LEMC Membership Contacts

STRICTLY CONFIDENTIAL

The following contact details are provided for emergency use only and should not be disclosed under any circumstances without expressed consent having been obtained.

10.3 BCMT Membership Contacts

STRICTLY CONFIDENTIAL

The following contact details are provided for emergency use only and should not be disclosed under any circumstances without expressed consent having been obtained.

10.4 BFAC Membership Contacts

STRICTLY CONFIDENTIAL

The following contact details are provided for emergency use only and should not be disclosed under any circumstances without expressed consent having been obtained.

11. Appendices

[APPENDIX 1a – Definitions and Abbreviations](#)

[APPENDIX 1b - Acronyms](#)

[APPENDIX 2 – Boat Launching Facilities](#)

[APPENDIX 3a – Primary Emergency Evacuation Centres](#)

[APPENDIX 3b – CoM Facilities](#)

[APPENDIX 3c – CoM Leased Facilities](#)

[APPENDIX 3d – Public Open Space](#)

[APPENDIX 3e – CoM Plant and Equipment](#)

[APPENDIX 3f – CoM Contract Listing](#)

[APPENDIX 3g – Asbestos Contractors](#)

[APPENDIX 3h – Approved Asbestos Disposal Sites](#)

[APPENDIX 4 – HMA Appointment Register](#)

[APPENDIX 5 – Lake Clifton Evacuation Route](#)

[APPENDIX 6 – Emergency Evacuation Centre Floor Plans](#)

[APPENDIX 7 – Register.Find.Reunite Registration Form](#)

[APPENDIX 8 – Emergency Customer Service Request Form](#)

Appendix 1a – Definitions and Abbreviations

Term	Definitions And Explanations	Abbreviation
Australasian Interservice Incident Management System	A robust incident management system that will enable the seamless integration of activities and resources of multiple agencies when applied to the resolution of any emergency situation. AIIMS provides a common management framework that can be applied to any size incident to ensure effective span of control at all levels.	AIIMS
Combat Agency	An 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 organization in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement with an organisation. Command relates to organisations and operates vertically with an organization.	
Control	The overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency management plan and carries with it the responsibility for tasking and coordinating other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations.	
Controlling Agency	An agency nominated to control the response activities to a specified type of emergency.	CA
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.	
District	Means an area of the State that is declared to be a district as defined in the <i>Local Government Act 1995</i> .	
Emergency	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 to manage, or which requires the co-ordination of a number of significant emergency management activities. <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>	

Term	Definitions And Explanations	Abbreviation
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.	ECC
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.	EM
Emergency Risk Management	A systematic process that produces a range of measures which contribute to the well-being of communities and the environment.	ERM
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.	HMA
Incident	An event, or a series of events which requires a response from one or more statutory emergency 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 Hazard Management Agency or 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.	IC
Incident Management Team	A group of incident management personnel comprised of the Incident Controller, and the personnel appointed to be responsible for the functions of Operations, Planning and Logistics. The team headed by the incident controller which is responsible for the overall control of the incident.	IMT
Incident Support Group	A group that may be convened by an Incident Controller, in consultation with the relevant Local Emergency Coordinator, to provide agency specific expert advice and support in relation to the operational response to an incident. The ISG includes representation from key agencies involved in the response.	ISG

Term	Definitions And Explanations	Abbreviation
Local Emergency Coordinator	The person designated by the Commissioner of Police to be the Local Emergency Coordinator with responsibility for ensuring that the roles and functions of the respective Local Emergency Management Committee are performed and assisting the hazard management Agency in the provision of a coordinated multi-agency response during Incidents and Operations.	LEC
Local Emergency Management Committee	A committee based on either local government boundaries or emergency management sub-districts. Chaired by the Mayor (or a delegated person) with the Local Emergency Coordinator, who jurisdiction covers the local government area concerned, as Deputy Chair. Executive support should be provided by the local government.	LEMC
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	The area defined by the Operations Area Manager, incorporating the entire community or geographical area impacted or likely to be impacted, by an operating and incorporating a single or multiple incident areas.	OA
Operations Area Manager	The person designated by the Hazard Management Agency, responsible for the overall management of an operation and provision of strategic direction to agencies and Incident Controller(s) in accordance with the needs of the situation.	OAM
Operations Area Support Group	The group that may be convened by an Operations Area Manager in consultation with the relevant District Emergency Coordinator(s), to assist in the overall management of an operation. The OAMG includes representation from key agencies involved in the response.	OASG
Prevention	Measures to eliminate or reduce the probability of the occurrence of, and the potential adverse effects of, an emergency.	
Preparedness	Measures to ensure that should an emergency occur, communities, resources and other services are capable of coping with the effects. Arrangements to ensure that all the resources and services required to cope with the effects of the emergency, can be efficiently mobilized and deployed.	
Response	Actions taken in anticipation of, during, and immediately after an emergency to ensure that people affected are given immediate relief and support	
Recovery	The coordinated process of supporting emergency affected communities in reconstruction of the physical infrastructure and social, economic and physical wellbeing.	
Risk	A concept used to describe the likelihood of harmful consequences, arising from the interaction of hazards, communities and the environment.	

Term	Definitions And Explanations	Abbreviation
Risk Management	The systematic application of management policies, procedures, and practices to the task of identifying, analysing, evaluating, treating and monitoring risk. Refer to <i>ISO 31000:2018 – Risk Management</i>	
State Emergency Management Committee	The committee as established under Section 13 of the <i>Emergency Management Act 2005</i> . The SEMC is comprised of an executive and three Sub-committees of Recovery and Community Engagement, Response Capability, and Risk.	SEMC
Support Organisation	An organisation whose response in an emergency is either restore essential services (eg Western Power, Alinta Gas, Water Corporation, Main Roads Department etc) or to provide such support functions as welfare, medical and health, transport, communications, engineering etc.	
Telecommunications	The transmission of information by electrical or electromagnetic means including, but not restricted to, fixed telephones, mobile phones, satellite phones email, and radio.	
Vulnerability	The degree of susceptibility and resilience of the community and environment to hazards. There are many aspects of vulnerability, arising from various physical, social, economic, and environmental factors that vary within a community and over time.	

Appendix 1b – Acronyms

Terms	Abbreviation
Australian Bureau of Statistics	ABS
Australasian Inter-service Incident Management System	AIIMS
Chief Executive Officer	CEO
City of Mandurah	CoM
Department of Biodiversity, Conservation & Attractions	DBCA
Department of Communities	Communities
Department of Health	DoH
Department of Primary Industries & Regional Development	DPIRD
Department of Fire and Emergency Services	DFES
Department of Transport	DOT
District Emergency Management Committee	DEMC
Incident Management Team	IMT
Incident Support Group	ISG
Local Emergency Coordinator	LEC
Local Emergency Management Committee	LEMC
Local Emergency Management Arrangements	LEMA
Local Emergency Recovery Coordinator	LERC
Local Government	LG
Memorandum of Understanding	MoU
Officer in Charge	OIC
State Emergency Management Committee	SEMC
State Emergency Service	SES
Volunteer Bush Fire Brigade	VBFB
Volunteer Fire and Rescue Service	VFRS
Western Australian Police	WAPOL

Appendix 2 – 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 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 Street	Halls Head	6	Concrete	4	Sealed – marked	Sealed	Yes	Yes	Disabled access jetties, drinking water, fish cleaning with gazebo
4	Waterside Drive	Dudley Park	1	Concrete	1	Sealed – marked	Sealed	No	Yes	Undercover viewing and seating area
5	Mariners Cove	Dudley Park	2	Concrete	1	Sealed – marked	Sealed	No	Yes	Floating jetty, tables and benches, picnic setting, disabled parking,
6	Birchley Road	Coodanup	1	Concrete	1	Sealed – marked	Sealed	No	Yes	BBQ, seating, bins, shower
7	Nairns Rd	Coodanup	5	Concrete	1	Sealed – marked	Sealed	No	Yes	Seating, bins
8	Novara	Falcon	4	Concrete	2	Sealed – marked	Sealed	Yes	Yes	Drinking water, rigging area, BBQ, seating, children's playground, showers, Disabled access jetties
9	Olive Road	Falcon	4	Beach* 4WD access only	-	Unsealed	Unsealed	Yes	Yes	BBQ, seating, bins, shower
10	Yeedong Road	Falcon	Ocean	Beach* 4WD access only	-	Sealed – not marked	Sealed	No	No	
11	Port Bouvard Marina	Dawesville	4	Concrete	2	Sealed – marked	Sealed	Yes	Yes	Wash down area, fuel jetty, bins, restaurant
12	Estuary Road	Dawesville	4	Concrete	3	Sealed	Sealed	Yes	Yes	Rigging area, BBQ, picnic seating, showers, bins, Disabled access jetty
13	Leura St	Dawesville	1	Beach	-	Unsealed	Sealed	No	No	
14	Melros Beach	Dawesville	Ocean	Beach	-	Sealed – marked	Sealed	Yes	Yes	Drinking water, showers, toilets
15	Parkridge Reserve	Bouvard	2	Concrete Beach	2	Sealed – marked	Sealed	Yes	No	BBQ, picnic seating, shower, toilets and playground

Visit City of Mandurah – [Marina Services and facilities](#) for map location of boat ramps

Appendix 3a – Primary Emergency Evacuation Centres

Primary Emergency Evacuation Centres		
Name	Description / Facilities	Contact
<p><u>Mandurah Aquatic & Recreation Centre</u> <u>303 Pinjarra Road, Mandurah</u></p>	<ul style="list-style-type: none"> • People Capacity (standing) 1000 • People Capacity (sleeping) 250 • Kitchen facility – for lesser hall • Kiosk – seating for 40 people • Showers and toilets • Main gas • Pool area • Landscaped grounds • Parking 200+ <p><i>500 kVA fixed generator situated to NE of aquatic area – providing aux power to facility, supporting business continuity, back up data centre and welfare centre arrangements.</i></p> <p><i>Activation & refuelling procedures in place.</i></p>	<p>City of Mandurah Recreation Centre & Services</p> <p>Contacts have been intentionally removed</p>
<p>Halls Head Community Recreation Centre <u>42 Honeysuckle Ramble, Halls Head</u></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/convection • Electric cooking • Toilets & showers (2 male & female change rooms) • Crèche (includes toilet) • First aid room • Parking off Fuscia Court <p><i>Building rewired to accept 100kva auxiliary power supply.</i></p>	<p>City of Mandurah Recreation Centre & Services</p> <p>Contacts have been intentionally removed</p>
<p>Falcon Pavilion <u>Cnr Flame St and Lynda Street, Falcon</u></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 	<p>City of Mandurah Recreation Centre & Services</p>

	<ul style="list-style-type: none"> • Parking – Adjacent Falcon Reserve <p><i>Building rewired to accept 40kva auxiliary power supply</i></p>	<p>Contacts have been intentionally removed</p>
<p>Bortolo Pavilion 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 <p><i>Building rewired to accept 100kva auxiliary power supply</i></p>	<p>City of Mandurah Recreation Centre & Services</p> <p>Contacts have been intentionally removed</p>

Appendix 3b – CoM Facilities

**Contact Recreation Services for all facilities without contact details listed.
Ph: 9550 3620**

CoM Facilities	
Name	Description / Facilities (hire info)
Coodanup Community Centre Wanjeep Street, Coodanup WA 6210	<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 • Video overview
Lakelands Community House Cnr Dalona Parkway & Jasper Way Lakelands WA 6210	<ul style="list-style-type: none"> • Capacity 40 people • Kitchen facilities (gas stove, fridge, freezer, urn, microwave) • 1 unisex disabled toilet • Fans • Parking- 18 bays in rear carpark and street parking • 2 meetings rooms • 4 storage rooms • 5 tables • 20 chairs • Video overview
Lakelands Park Community and Sports Seppings Parade & Banksiadale Gate, Lakelands WA 6210	<ul style="list-style-type: none"> • Capacity 40 people – Meeting Room • Capacity 180 people – Function Room • Kitchen facilities (gas stove, fridge, freezer, urn, microwave) • Toilets – ladies, gents, accessible, baby change • Aircon • Parking- 100 bays, 2 ACROD • 1 meetings room • 1 function room • 4 storage rooms with lockable cabinets • 35 tables • 184 chairs
Madora Bay Hall 3 Orelia Street Madora Bay WA 6210	<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 • 2 storage rooms • Video overview

<p>Halls Head Community and Sports Facility (formerly Mandurah Yacht Club) 1 Halls Head Parade, 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 • Video overview
<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 • 1 separate meeting room (4 tables and 24 chairs) • Video overview
<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 • Video overview
<p>Rushton North Pavilion 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 • Video overview
<p>Sutton Street Hall Cnr Sutton & Gibson Streets Mandurah WA 6210</p>	<ul style="list-style-type: none"> • Capacity 50 people (seated) • Kitchen facilities (microwave, fridge, freezer, urn) • Toilets - 1 unisex disabled • Ceiling fans and Aircon • Parking- all day available • 11 tables and 50 chairs • Video overview
<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 • Video overview

Name	Description / Facilities	Contact
Mandurah Library 331 Pinjarra Rd Mandurah WA 6210	<ul style="list-style-type: none"> • 1 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"> • 2 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
Lakelands Library 49 Banksiadale Gate Lakelands WA 6210	<ul style="list-style-type: none"> • 3 meetings rooms • Capacity 20 and 50 people • Toilets- ladies, gents • Chairs, tables, crockery, cutlery, urn. • Carpark and street parking • Multiple computers 	Ph: 9550 3835 Lakelib@mandurah.wa.gov.au
Mandurah Seniors and Community Centre 41 Ormsby Terrace Mandurah WA 6210	<ul style="list-style-type: none"> • 1 main hall, capacity 300 people • 1 craft room, with sink • 1 dining room, capacity 100 people • 1 games room • 1 computer room, 14 computers • Disability access • Toilets- ladies, gents, disabled • Access to large public car park • 35 tables • 360 chairs • Video overview 	Ph: 9550 3799 MandurahSeniors@mandurah.wa.gov.au
Billy Dower Youth Centre 41 Dower Street Mandurah WA 6210	<ul style="list-style-type: none"> • 1 hall, capacity 162 people • 2 meeting rooms, capacity 12 & 30 • 1 computer room • 1 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 9 Ormsby Terrace Mandurah WA 6210	<ul style="list-style-type: none"> • 2 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

Appendix 3c – CoM Leased Facilities

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 3 Sticks Boulevard Halls Head WA 6210	N/A	Ph: 9581 1726
Mandurah Bowling & Recreation Club 89 Allnutt Street Mandurah WA 6210	N/A	Ph: 9538 1438
Mandurah Surf Life Saving Club 40 Orestes Street San Remo WA 6210	N/A	Ph: 9583 4551
Mandurah City Football Club 65/85 Mahogany Drive Halls Head WA 6210	N/A	Ph: 9581 2388
Port Bouvard Recreation & Sporting Club 1 Thisbe Drive Dawesville WA 6211	N/A	Ph: 9582 2871
Port Bouvard Surf Life Saving Club 101 Southport Boulevard Dawesville WA 6211	N/A	Ph: 9582 2787
Peel Thunder Football Club Dower Street & Elizabeth Drive Mandurah WA 6210	https://www.peelthunder.com.au/events-and-functions/facilities	Ph: 9535 3448

Appendix 3d – Public Open Space

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 Park 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 & 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 Falcon	<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
Lakelands District Open Space Banksiadale Gate Lakelands	<ul style="list-style-type: none"> • 10 hectares • Three reserves • Toilets and changerooms • Parking • Flood lighting 	CoM Recreational Services Ph: 9550 3620

Appendix 3e – CoM Plant and Equipment

STRICTLY CONFIDENTIAL

The following contact details are provided for emergency use only and should not be disclosed under any circumstances without expressed consent having been obtained.

Appendix 3f – CoM Contract Listing

STRICTLY CONFIDENTIAL

The following contact details are provided for emergency use only and should not be disclosed under any circumstances without expressed consent having been obtained.

Appendix 3g – Approved Asbestos Contractors

STRICTLY CONFIDENTIAL

The following contact details are provided for emergency use only and should not be disclosed under any circumstances without expressed consent having been obtained.

For Asbestos contractors licenced with Worksafe WA -

<https://www.commerce.wa.gov.au/worksafe/worksafe-licence-and-registration-search>

[Preferred Supplier Directory | WALGA](#)

Appendix 3h – Approved Asbestos Disposal Sites

STRICTLY CONFIDENTIAL

The following contact details are provided for emergency use only and should not be disclosed under any circumstances without expressed consent having been obtained.

Appendix 4 – HMA Appointment Register

WA Hazard Management Agency List		
Hazard	HMA	Controlling Agency
Crash Emergency	Commissioner of Police	WAPOL
Animal and Plant Biosecurity	Agriculture Director General	DPIRD
Collapse (injury or threat to life of persons trapped by the collapse of a structure or landform)	FES Commissioner	DFES
Severe Weather	FES Commissioner	DFES
Earthquake	FES Commissioner	DFES
Energy Supply Disruption	Coordinator of Energy	Energy Policy WA
Fire	FES Commissioner	<ul style="list-style-type: none"> • DFES within gazette fire districts or where DES brigade or unit established • DBCA on land it manages outside gazette fire districts • Local government in local government districts outside of gazette fire districts and DBCA land
Human Biosecurity	CEO, Department of Health	Department of Health
Heatwave	CEO, Department of Health	Department of Health
Hostile Act	Commissioner of Police	WAPOL
Search and Rescue Emergencies	Commissioner of Police	WAPOL
Maritime Environmental Emergencies	CEO, Department of Transport	Department of Transport <ul style="list-style-type: none"> • state waters • shipping and pilotage waters • port waters (Level 2/3) Port Authority <ul style="list-style-type: none"> • port waters (Level 1) Petroleum titleholders <ul style="list-style-type: none"> • state waters (Level 1)
HAZMAT	FES Commissioner	DFES
HAZMAT - Radiation Escape from a Nuclear-Powered Warship	Commissioner of Police	WAPOL

HAZMAT - Space Re-entry Debris	Commissioner of Police	WAPOL
Hostile Act	Commissioner of Police	WAPOL
Tsunami	FES Commissioner	DFES

Appendix 5– Lake Clifton Evacuation Route

STRICTLY CONFIDENTIAL

The following contact details are provided for emergency use only and should not be disclosed under any circumstances without expressed consent having been obtained.

Appendix 6 – Emergency Evacuation Centre Floor Plans

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Appendix 7 – Register.Find.Reunite Form

*EMERGENCY CODE:		REGISTRATION FORM				
REGISTRATION DETAILS						
*Place of Registration		*Date: DD/MM/YYYY / /		Time: 24hrs		
Family Name	*Given Name	Alternate Name (nickname, maiden name, preferred name)	*D.O.B. / Age	*Gender (Female, Male, Neutral, Other)	*Nationality if other than Australian	*Relationship to primary person registering
If registering companions and they have a different home address or contact numbers please complete a separate registration form						
Language spoken (other than English)						
Email Address						
Phone Number			Alternate Number			
Include both mobile and landline number (if you have one). Include area code for landline numbers. For international numbers include international dialling codes.						
*Do you have a fixed address <input type="checkbox"/> Yes <input type="checkbox"/> 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		<input type="checkbox"/> At Home <input type="checkbox"/> Somewhere else <input type="checkbox"/> Don't Know / Not Sure <input type="checkbox"/> Place of Registration				
Destination Address						
Town / Suburb			State	Postcode		
Country (if overseas)						
Phone Number:			Alternative Number:			
Expected duration of stay at destination address (if known)	Start Date	DD/MM/YYYY / /	End Date	DD/MM/YYYY / /		
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 as set out in the notice and subject to my selection below. I understand that if I tick 'Do not share details', my information won't be shared with family and friends but may still be used by police/welfare and emergency services only, as relevant to the emergency.						
*Permission: Choose how much information you wish to share with family, friends and loved ones looking for you	<input type="checkbox"/> Share my details Allow people looking for me to know that I have registered, my phone number and current location		<input type="checkbox"/> Information only Allow people looking for me to know that I have registered.		<input type="checkbox"/> Do not Share details Do not allow people looking for me to know I have registered or any other information. (Note your 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			<input type="checkbox"/> Yes <input type="checkbox"/> No			
Distribution to State or National Inquiry Centre?			<input type="checkbox"/> Fax <input type="checkbox"/> Email <input type="checkbox"/> Other:			
*Computer entered? (inc. initials)		*Date / /		*Time hrs		
*Registration #						
PLEASE PRINT IN BLOCK LETTERS USING BLUE OR BLACK PEN. *Mandatory Field Registration Form 2024 V1.0						
<small>DISCLAIMER: This material was produced with funding provided by the Attorney-General's Department through the National Emergency Management projects grant program. The Australian Red Cross Society, the Attorney General's department and the Australian Government make no representation about the suitability of the information contained in this document or any material related to this document for any purpose. The document is provided as is without any warranty of any kind to the extent permitted by law. The Australian Red Cross Society, the Attorney General's department and the Australian Government hereby disclaim all warranties and conditions with regard to this information, including all implied warranties and conditions of merchantability, fitness for particular purpose, title, and non-infringement. In no event shall the Australian Red Cross Society, the Attorney General's department or the Australian Government be liable for any special, indirect, or consequential damages, or any damages whatsoever resulting from the loss of use, data, or profits, whether in an action of contract, negligence, or other tortious action, arising out of or in connection with the use of information available in this document. The document or material related to this document could include technical inaccuracies or typographical errors.</small>						

Appendix 8 – Emergency Customer Service Request Form

00001

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.