



NORTHERN
MIDLANDS
COUNCIL

Northern Midlands

Social Recovery Management Plan

(sub-plan of Council's Municipal Emergency Management Plan)

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1. ABBREVIATIONS

AARC	Affected Area Recovery Committee
DHHS	Department of Health and Human Services
DPIPWE	Department of Primary Industries Parks Water and Environment
DSRC	Council's Deputy Social Recovery Coordinator
EMC	Council's Emergency Management Coordinator
LGH	Launceston General Hospital
MEMC	Municipal Emergency Management Committee
MSRC	Municipal Social Recovery Committee
NMEMP	Northern Midlands Emergency Management Plan
NRSRC	Northern Region Social Recovery Committee
SES	State Emergency Services
SOPs	Standard Operating Procedures
SRC	Council's Social Recovery Coordinator
SRP	State Recovery Plan
THS	Tasmanian Health Service

2.INTRODUCTION

2.1. Preamble

Social recovery aims to assist individuals and communities to recover from the social, human and cultural effects of emergencies.

As an integral part of the PPRR (Prevention; Preparedness; Response; Recovery) model of emergency management, social recovery management seeks to ensure that recovery services and processes are consistent with contemporary management practices. Coordination, efficiency, transparency and accountability are therefore key principles in the planning for and delivery of immediate, short and long term social recovery services.

Typical management tasks associated with social recovery management can include, but are not limited to:

Non-Operational Periods

- Development and maintenance of Standard Operating Procedures (SOPs);
- Coordination of local social recovery service provider meetings;
- Coordination of associated professional development opportunities;
- Provision of awareness and understanding of social recovery principles, processes and services; and
- Social recovery exercise management as required.

Operational Periods

- Establishment and management of evacuation/recovery centres as required;
- Community impact assessment at the local level;
- Briefings and debriefings;
- Communications management in evacuation/ recovery centres;
- Records management;
- Community consultation and engagement as required; and
- Reporting.

Social recovery in the Northern Midlands is managed by Council's Social Recovery Coordinator (SRC). The SRC can, if required, activate the Municipal Social Recovery Committee (MSRC), a subcommittee of the Municipal Emergency Management Committee (MEMC)

2.2. General Overview

The Northern Midlands Council Social Recovery Plan ('The Plan') provides a framework for the management, planning and provision of coordinated social recovery processes and services for the Northern Midlands municipal area when the area is affected by a major emergency or disaster.

The Plan sits within the broader structure of Council's Emergency Management Plan (NMEMP) and should be read in conjunction with the Northern Social Recovery Plan. It should also be read in conjunction with the Standard Operating Procedures (SOPs) of the primary recovery agencies referred to in Section 4.3.

This Plan has been developed to align with Council's Emergency Management Plan (NMEMP), the Northern Regional Recovery Plan and the State Recovery Plan.

2.3. Aim

The aim of the Plan is to detail and formalise arrangements for the effective and coordinated management of the social recovery process in the event of a major emergency or disaster in the Northern Midlands.

2.4. Objectives

The objectives of the Plan are to:

- Enhance Northern Midlands Council emergency preparedness;
- Facilitate the recovery of affected individuals and communities as quickly and practicably as possible and in a manner that aligns with the principles of social recovery;
- Identify, mobilise and coordinate a range of resources (material, financial and social/personal) that will assist the recovery process;
- Identify Primary Recovery Agency Services responsible for the management of specific social recovery support services;
- Outline social recovery management structures and management processes that ensure community participation in the recovery process;
- Establish a mechanism for the review and continual improvement of Council's social recovery arrangements;
- Detail the trigger(s) for the activation of the Plan.

2.5. Governance Arrangements

In Tasmania, immediate recovery coordination is the role and responsibility of local government with support from SES Regional Managers.

Thus the overall responsibility for coordinating this Plan rests with Council. In the event of an emergency situation that is beyond the capacity and resources of Council to effectively manage on its own, Council contacts the Chair of the Northern Region Social Recovery Committee (NRSRC). The Chair works with Council to coordinate social recovery services and resources.

2.6. Authority

As a sub-plan of the NMEMP, the Plan is endorsed by the MEMC.

2.7. Activation Trigger

The activation of the Plan only takes place when the size and complexity of the incident warrants the Plan's activation. Incidents that require the provision of recovery support by a single primary agency are unlikely to warrant activation of the Plan. In these instances, Council contacts directly the primary agency concerned to seek the required support.

The activation trigger for the Plan shall be notification from Council's Emergency Management Coordinator (EMC) to SRC of the need for social recovery services.

3. PRINCIPLES AND CONCEPTS OF RECOVERY MANAGEMENT

Prior to reading this Plan, it is essential to have an appreciation of the assumptions and accepted understandings that underpin the Plan. These assumptions and understandings are:

a) Resilience of individuals and communities is respected

Recovery services and programs must acknowledge the inherent resilience that affected individuals and communities display. Individuals, when possessing information about the situation and available services, are able to make informed choices about their recovery. Communities, when supported with information and resources, are generally able to support and manage their own recovery.

b) Recovery is part of Emergency Management

Recovery is an integral component of the arrangements that support the whole of the emergency management activity in Tasmania. These arrangements are documented in the Council, Region and State Emergency Management Plans.

c) Levels of Recovery Operations

Recovery operates at multiple levels. In order to ensure the success of the recovery process, it is vital that all agencies and organisations involved in management, coordination or service delivery undertake these activities in a cooperative and collaborative manner, within the agreed framework. Coordination and communication both at and between the various levels of operation assist in ensuring the success of recovery activities for the affected community.

d) Response/Recovery Interface

Recovery must begin as soon as possible when an emergency occurs. It is therefore essential to ensure high levels of understanding and cooperation between response coordinators and recovery coordinators at each of the levels of operation. In many instances there will be a 'handover' of coordination responsibility from the response coordinator to the recovery coordinator. Appropriate arrangements must be negotiated and documented between coordinators at all levels of operations to ensure this occurs.

It must also be recognised that recovery activities often occur naturally within the affected community. The emergency recovery planning and coordination activities undertaken at state, regional and municipal level are intended to provide structure for what would otherwise be *ad hoc* assistance to people affected by emergencies.

4. MANAGEMENT STRUCTURE

4.1. Implementation

The MEMP documents the overall management response to an incident and should be read in conjunction with this Plan.

Close liaison between those involved in the incident response and those involved in social recovery services is essential for effective recovery. Council's EMC and SRC are responsible for ensuring that such liaison occurs as appropriate and necessary.

4.2. Council Recovery Personnel

The two key Council recovery personnel are:

- The Social Recovery Coordinator (SRC): The key role of the SRC is to manage social recovery activities in the Northern Midlands local government area in accordance with the Plan.
- Deputy Social Recovery Coordinator (DSRC): When the SRC is absent or unable to undertake activities, the DSRC assumes responsibility for this role. The DSRC also provides support to the SRC where appropriate and required.

Council ensures that at all times there is a designated Council Officer serving as the SRC and another serving as the DCRC. Where-ever possible, one of these officers will participate in the quarterly meetings of the NRSRC and undertake relevant training as the opportunities arise.

Ideally Council should ensure that key personnel named in the Plan are backed up by at least two or three deputies to ensure that no part of the Plan becomes inoperable due to absences, or inability to fill positions on rosters during protracted social recovery activities.

Other Council officers will be called upon to assist with the social recovery process as appropriate and required.

4.3. Primary Recovery Agency Services

Service Type	Primary Agency	Additional Support if Required
Accommodation: Emergency and Temporary	<p>Council as the lead authority coordinates the provision of accommodation for displaced persons.</p> <p>The first preference is to arrange alternate accommodation with the displaced persons relatives or friends. If this is not possible, Council coordinates accommodation using public and/or private facilities. Council makes all efforts to enable displaced persons with pets to access pet-friendly accommodation options.</p>	<p>Council can request the Chair of the NRSRC to activate the involvement of Housing Tasmania to assist with the provision of emergency housing.</p> <p>Once activated, Housing Tasmania works with Council to secure appropriate housing solutions for displaced persons. If the need for accommodation exceeds the capacity of Housing Tasmania, Council and Housing Tasmania collaborate to secure accommodation from other providers.</p>
Pet Animal Welfare	<p>The first preference is for animal owners to pre-plan and be responsible for managing the care of their animals. When owners are unable to do so, Council can assist as required by utilising Council & private sector services & facilities.</p>	RSPCA Launceston DPIPWE (Biosecurity)
Assessment	<p>Council as the lead authority undertakes an initial assessment of the</p>	<p>If the situation is assessed as beyond Council's capacity and resources, Council contacts the Chair NRSRC & the Chair works</p>

	<p>situation to determine community needs.</p> <p>Council contacts directly the agencies and services required.</p>	<p>with Council to coordinate recovery services and resources</p>
Catering	<p>Council as the lead agency coordinates the provision of food and beverages to affected persons. The SRC manages this, utilising the services of local charitable or private agencies/businesses.</p>	<p>Council can request, through the Chair of NRSRC, the involvement of the LGH or Salvation Army to provide emergency catering.</p> <p>Once activated, the LGH or Salvation Army works with the SRC to provide emergency catering for affected persons.</p> <p>It is recognised that the resources of agencies have limitations, and therefore the SRC may need to negotiate with other providers to also supply emergency catering.</p>
Clothing & house hold items	<p>Council as the lead authority coordinates the provision of clothing and household items to affected persons. This is managed by the SRC, sourcing clothing and household items from local charitable or private agencies/businesses</p>	<p>Council can request, through the Chair of NRSRC, the involvement of St Vincent de Paul to provide clothing and household items.</p> <p>It is recognised that the resources of St Vincent de Paul have limitations, and therefore the SRC may need to negotiate with other providers to also supply clothing and household items.</p>
Community Cleanup	<p>Council as the lead authority coordinates the clean up of households and community assets following an emergency situation. The SRC manages this process.</p>	<p>Council can negotiate the provision of assistance by external companies and/or contractors as required.</p>
Emergency Care for Children	<p>Council as the lead authority coordinates the provision of emergency care to children with no apparent responsible parent or guardian.</p>	<p>Council can request, through the Chair NRSRC, the involvement of Child Protection (DHHS) to provide temporary care for children.</p> <p>Council & DHHS will ensure a Register of Emergency Placements is used to record each child placed & that the Register is accessible to Tas Police.</p>
Financial Assistance	<p>Council as the lead authority coordinates the provision of emergency financial assistance to affected persons.</p>	<p>Council can request, through the Chair NRSRC, the involvement of DHHS-Children and Youth Services and Centrelink.</p> <p>DHHS and Centrelink share the responsibility to secure &/or advise on appropriate financial assistance measures for affected persons.</p>
Information / Media Management	<p>Refer to the NMEMP Section 3.3.29 – 3.3.39 for the process for</p> <ul style="list-style-type: none"> • the gathering, processing and dissemination of information to the affected community, and the gathering of community feedback, • and media management 	

Interpreter/ Cultural Support Services	Council as the lead authority coordinates the provision of Interpreter Services by Translating & Interpreting Services ph 131 450 (all hours)	The Migrant Resource Centre can provide cultural support information.
Personal Support including counselling	Council as the lead authority coordinates the provision of personal support (ranging from initial comfort and reassurance to psychological services eg. trauma counselling). The SRC manages this - utilising the services of THS Social Work and local charitable or private agencies.	Council can request, through the Chair NRSRC, the involvement of THS/DHHS to provide personal support services. It is recognised that the resources of THS/DHHS have limitations, and therefore the SRC may need to negotiate with other providers to also provide counselling services.
Registration Inquiry & personal support	Council as the lead authority coordinates the registration of displaced & affected persons at the assembly point(s).	Council, through the Chair NRSRC, can request the involvement of the Red Cross. The Red Cross has a volunteer workforce trained in the provision of personal support, & able to assist with meet & greet, registration & personal support needs at either evacuation/recovery centres or as door to door outreach. The Red Cross operates the National Registration & Inquiry System on behalf of the Australian Government through the authorisation of Tas Police.
Transport	The SES is responsible for the provision of emergency evacuation support & subsequent coordination of transport	

Contact details for the above agencies/individuals held at Appendix One.

4.4. Municipal Social Recovery Committee (MSRC)

This committee is comprised of Council's Recovery Personnel, representatives of the primary agencies directly involved in social recovery services and other Council staff as appropriate.

The primary functions of the MSRC are to:

- Develop, review and maintain this Plan;
- Develop and conduct exercises which test the Plan;
- Provide information and support to the MEMC as required;
- Coordinate the provision of recovery services to persons in the Northern Midlands during and following an emergency.

The decision to activate or place the Committee on standby will be made by the SRC.

4.5. Affected Area Recovery Committee (AARC)

An event of sufficient magnitude involves a longer term recovery process. In this case, an AARC should be established to assist Council in long-term community recovery. The aim is to have a management mechanism in place that advises on the longer-term restoration of community assets, services and general well-being of the community.

The AARC is established under the authority of the State Disaster Committee.

The AARC is a mechanism for advising on the longer term restoration of community assets, services and general well-being of the community. The AARC facilitates the effective coordination of recovery through information sharing and collective decision-making. The Committee is supported and guided as required by the State Disaster Committee.

The composition, formation and function of the AARC is held at Section 14.

5. EVACUATION/ RECOVERY CENTRES

In non-operational periods Council identifies and maintains a register of suitable premises and available resources (see Appendix Two) and undertakes training in the management of recovery centres.

In operational periods a recovery centre(s) is established by Council as a one-stop shop for a range of services. Selection of suitable premises will be entirely reliant upon the nature, location and extent of the emergency, as well as the resultant needs, availability and accessibility. Adequate communication, catering, toilets etc... are essential. Provision must be made for pets accompanying displaced persons.

Council has a designated Evacuation/Recovery Centre Manager (NB this person cannot also be the Council's SRC).

In the event of needing to establish an evacuation/recovery centre, Council's EMC and SRC will collaborate to identify the most suitable location(s).

Traditionally Councils designated centres are:
Longford Town Hall, Wellington Street, Longford
Campbell Town Hall, High Street, Campbell Town

These two halls have advantages and limitations (Longford – parking, minimal number of toilets, no shower facilities, multiple entry and exit points that make maintaining a secure environment challenging). The Campbell own hall has similar limitations.

6. OTHER MATTERS FOR CONSIDERATION

6.1. Volunteers

Volunteers need to be well managed in order to ensure they contribute successfully to community recovery. Volunteers are coordinated through a nominated agency. The following guidelines assist the management of volunteers:

- Direct volunteers to a separate registration area;
- Use a number of the early volunteers as registration personnel for the remainder, and to assist with and attend to:
 - volunteer identification;
 - liaison with organisations requiring volunteers to ascertain requirements in terms of numbers, skills, clothing, equipment etc... which may be required\
 - assisting in arrangements for relief/changeover, catering, counselling and other routine matters for volunteers;
 - advising and assisting new volunteers to ensure they are adequately clothed, equipped and instructed for the work they will be undertaking;
 - supervising to ensure volunteers are allowed, and take, sufficient time to attend to their own needs; and
 - follow up to ensure all new volunteers are included in any form of recognition ceremony or program that may ensue.

6.2. Specialised Requirements

Apart from the generic services that may be required, there will also be a number of urgent requirements for minority groups. Primary agencies should ensure they are as equipped as possible to attend to these special requirements. These include:

- Special needs of older persons and people with disabilities such as interim and longer term supported accommodation, replacement of aids such as walking sticks, wheelchairs, frames, glasses and hearing aids, transport and special counselling.
- Special cultural and religious needs of ethnic groups, particularly with regards to funerals, dietary requirements, special clothing, religious needs and special gender based issues.
- Ease of re-establishing one's identity. Strict requirements for the production of multiple items of identification before obtaining particular services should be waived.

6.3. Vulnerable Persons

As per the Tasmanian Vulnerability Persons Framework Version 1, a Vulnerable Person in an emergency is described as a person who:

- a. Is known to be reliant on external support from agencies, service providers, caregivers or community networks due to a dependency, disability or limitation that affects their capacity to prepare for, respond to, and/or recover from an emergency; and
- b. Cannot identify or access personal or community support networks to help them in an emergency, or have exhausted their usual support networks and resources.

The Plan is written in consideration of Council's identified emergency management roles and responsibilities for vulnerable persons. As such it is inclusive of relevant suggestions/advice contained within the *Tasmanian Emergency Management Framework for Vulnerable People Version 1.0* that has articulated the intent to provide high level guidance and flexibility for emergency stakeholders in their development and implementation of emergency arrangements for vulnerable persons. Notably, the framework emphasises that emergency management for vulnerable persons is a shared responsibility, both at an individual/community and service provider/emergency stakeholder level. In this context, the dot points below provide a list of Council's specific roles and responsibilities for meeting the emergency management of vulnerable persons.

- Providing evacuation centres that are accessible to a broad cross section of the community;
- Maintain a broad knowledge of relevant service providers within the Northern Midlands;
- Promote community resilience as a part of normal Council business;

- Maintain a broad knowledge of the location of special facilities (eg. schools, aged care facilities, child care centres) within the Northern Midlands;
- Provide local demographic information/advice to stakeholders as able and required;
- Provide support to emergency stakeholders with a statutory responsibility for vulnerable persons as able and required during emergencies;
- Develop and maintain relationships with relevant stakeholders whose role it is to directly cater for the emergency management needs of vulnerable persons as able and required.

7. REVIEW OF THE PLAN

The Plan will be comprehensively reviewed every two years from the date of its adoption.

8. AUTHORISATION OF EXPENDITURE

Agencies involved in the recovery process incur costs in undertaking recovery activities and in the provision of support services. As reimbursement of costs may be sought by the agencies involved, it is essential that proper control of expenditure is exercised, and that accurate records of expenditure are maintained and retained.

It is expected the agencies involved will obtain and pay for goods/services through their own supply systems, maintaining accurate internal accounting records.

The SRC, in collaboration with the Chair NRSRC coordinates the acquisition of goods/services that cannot be provided by Council and/or the participating agencies. The acquisition of such goods requires the authorisation of the Chair NRSRC prior to the goods/services being obtained.

9. PUBLIC APPEALS AND DONATIONS

In 2010 Council adopted a policy on the management of donated goods after a disaster. The policy states:

Council has a Hotline phone/website that local community members and businesses can access after a disaster to register their offers of assistance.

At this point of contact very clear scripts are used that include the following key messages:

- *Thanking people for their concern and offer of assistance;*
- *The best way to assist is to provide cash donations;*
- *Advice about what is not required eg. individual donations of food, second-hand clothing and furniture, tents etc...(people may choose to hold a garage sale and donate the cash generated);*
- *If people register their contact details and offer of donation, they will be contacted if there is an identified need for the offer they have made;*
- *Other community options for the donation of second hand goods, such as local charities.*

Council ensures that in the event of donations and/or appeal funds that the funds are managed in accordance with the principles and guidelines for Appeal Funds within the Australian Emergency Management 'Economic and Financial Aspects of Disaster Recovery' Manual.

10. MEDIA MANAGEMENT AND PUBLIC COMMUNICATIONS

All media releases prepared by agencies involved in the social recovery process should comply with their respective organisation's media protocols and procedures. Refer to the Northern Midlands Emergency Management Plan for information on Council's media management and communications protocols.

11. STAFFING AND ROSTERING

When a recovery/evacuation centre is established, the Primary Recovery Agency Services involved are required to provide staff in order that the recovery services made available from the centre(s) are effective.

The rostering of the staff is the joint responsibility of the SRC, Recovery Centre Manager and respective individual agencies. Staffing and rostering is the responsibility of individual organisations and should be managed in accordance with individual organisational policies and procedures.

All organisations involved in recovery services must ensure that a roster system is established as early as possible and it is desirable that staff do not work beyond a shift of ten hours (including travel time) in any 24 hours.

12. BRIEFING AND DEBRIEFING OF STAFF

Debriefing of employees and volunteer staff in primary agencies is the responsibility of each agency. The Coordinator of each recovery service should ensure that staff receive appropriate debriefing and counselling as required. This may include at the end of each shift or at appropriate intervals during and after the incident.

External organisations to the primary agencies are responsible for debriefing and counselling of their employees and volunteer staff. Assistance may be available through the organisation's Employee Assistance Provider and this should be discussed with the Coordinator of the primary agency.

13. KEY CONTACTS LIST

The Key contacts list is held at Appendix One. These lists is updated quarterly.

14. COUNCIL'S STANDARD OPERATING PROCEDURES

14.1. Recovery Centres

In non-operational periods Council identifies and maintains a register of suitable premises and available resources (see Appendix Two) and undertakes training in the management of recovery centres.

In operational periods a recovery centre(s) is established by Council as a one-stop shop for a range of services. Selection of suitable premises will be entirely reliant upon the nature, location and extent of the emergency, as well as the resultant needs, availability and accessibility. Adequate communication, catering, toilets etc... are essential. Provision must be made for pets accompanying displaced persons.

14.2. Standard Operating Procedures for Activating and Establishing a Recovery Centre

What	How
Need identified for establishment of a recovery centre	By Council's SRC in liaison with Council's EMC and the Chair NRSRC.
Appropriate site selected	By Council's SRC in liaison with Tas Police
Permission to use venue is obtained	SRC makes necessary calls
Activation of the Northern Region Recovery Centre Working Group (<i>an option available to SRC if support required to establish and operate the centre</i>)	By the Chair NRSRC following a situation report and request for support from Council's SRC/DHHS Disaster Assessment Officer. The Chair NRSRC provides assistance and support to Council's SRC in the establishment of the recovery centre.
Centre manager appointed and centre opens	SRC in consultation with Chair NRSRC (as required) appoints a Recovery Centre Manager
Briefings	SRC maintains contact with & provides briefings to: <ul style="list-style-type: none"> • Recovery Centre Manager • Recovery Centre Working Group (if est.) • Chair NRSRC • Council's EMC • Municipal Emergency Coordination Centre

The following agencies carry the specified responsibilities:

Area	Responsibility
Venue	SRC in liaison with Tas Police
Furniture for the venue	SRC
Telephones and other communication needs	Chair NRSRC (protocol with Telstra)
Portaloos if required	Chair NRSRC (protocol with Wreckair)
Management of the Recovery Centre	SRC in consultation with Chair NRSRC appoints a Recovery Centre Manager
Signage and tabards	Available from DHHS through the NRSRC
Support staff for the Recovery Centre	All relevant support agencies
Information to the general public about the Recovery Centre	Recovery Centre Manager in conjunction with SRC and Media Officer
Outreach service from the Recovery Centre	Recovery Centre Manager with the assistance of DHHS & other support organisations

14.3. Community Re-establishment

An event of sufficient magnitude will involve a longer-term recovery process. If this is the case, an Affected Area Recovery Committee (AARC) is established to assist Council in long term community recovery. The aim is to have a management mechanism in place that advises on the longer-term restoration of community assets, services and well being of the community.

14.4. AARC Composition

The initiating parties are responsible for determining the composition of the AARC.

The composition varies dependent on the affected area and the nature of the affect. The members should include community leaders and representatives and could be drawn from:

- Mayor and/or nominated representative
- Council's SRC/DSRC
- Regional Recovery Coordinator as required
- Councillors
- Government agencies (local, staff, federal) as required
- Relevant community group representatives
- Affected persons representative
- Non-government agencies
- Insurance Council of Australia
- Industry group representative

14.5. Initiation and Formation of the AARC

The request to establish the AARC is generally initiated by the Mayor in consultation with Council's EMC, SRC, the region's Disaster Controller (Police Commander, Northern District), and the Chair NRSRC.

14.6. Functions of AARC

The key functions of the AARC are to:

- Monitor the overall progress of the recovery process in the affected community;
- Liaison, consult and negotiate with recovery agencies, government departments and local government on behalf of the affected community;
- Provide situational and other reports;
- Identify long term community needs and resource requirements for meeting these needs
eg
 - Long term social support
 - Identify priorities for restoration of services;
 - Long term legal, insurance and financial requirements
 - Damage assessment
 - Environmental rehabilitation
 - Property restoration
- Manage donations and/or appeal funds in accordance with the principles and guidelines for Appeal Funds within the Australian Emergency Management 'Economic and Financial Aspects of Disaster Recovery' Manual.

The AARC develops a strategic plan to guide the long term recovery process. This plan:

- Takes account of local government long term planning and goals;
- Ensures community groups are regularly consulted on the recovery process;
- Develops a timetable for completing major recovery functions;
- Allows maximum community participation in decision making processes and full access to information on proposed programs;
- Ensured effective use of the support of State and Australian Government agencies, and non-government organisations;
- Considers the requirements of special needs groups.

14.8. Standard Operating Procedure for Community Re-establishment

What	How
AARC is established by:	Authority of the State Disaster Controller
AARC is chaired by:	SES Coordinator, or delegated officer, as appointed by Government
AARC Chair activates the internal processes for AARC	<ul style="list-style-type: none"> • Invites appropriate parties to form the committee • Liaises initially very closely with SRC and the Community Re-establishment Officer
Briefings	<p>The AARC Chair maintains communication with and provides briefings to;</p> <ul style="list-style-type: none"> • Council • Involved agencies • The public as required
Response	The AARC Chair appoints other staff as required in accordance with the AARC internal procedures and in consultation with Council and NRSRC
Operational and personal debriefing	<p>The AARC Chair</p> <ul style="list-style-type: none"> • Conducts an internal operational debriefing • Participates in a regional debriefing and ensures appropriate personal debriefing is provided

APPENDIX ONE

Contact details for the NRSRC including Primary Recovery Agency Services

APPENDIX TWO

Potential Recovery Centre Facilities