

# Southern Clare Valley Community Response and Recovery Plan 2024

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## What is this Plan about?

The plan is an initiative of the Southern Clare Valley communities to assist and support our residents in times of crisis from the impacts of a significant emergency or disaster. There is no legislative requirement to have a community-led response and recovery plan, however a plan of action in the event of a crisis will assist the overall wellbeing of our communities and hasten their recovery.

The Southern Clare Valley Community Response and Recovery Plan is simply an aid to assist the people of Southern Clare Valley to get life back to normal after an emergency impacts the area. This plan is for residents who form the communities of Penwortham, Watervale, Leasingham and Auburn.

The plan has 4 key messages

- **We are coordinated and responsive to the needs of our community.**
- **Recovery is about how we get back to normal**
- **We are in it together so we can get back on our feet.**
- **We do things safely to get the best possible outcomes.**

“In our communities in the Southern Clare Valley, we help and support each other before, during and after an emergency.”

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## Who is in the Response and Recovery Plan?

The entire communities of Southern Clare Valley can be involved in the response to an emergency, and recovery after an emergency.

The leaders of the community response and recovery should come from the members of the Southern Clare Valley Resilience team and other key stakeholders of the community. Other stakeholders include the Watervale CFS and Auburn CFS (with the support of the Horrocks and Gilbert CFS Groups), Auburn and Watervale Primary Schools, Auburn Community Development Committee, Watervale Community Association, Clare and Gilbert Valleys District Council Government and NGO Recovery Agencies, Government land managers and other local community groups such as sporting groups.

Dependent on the type of emergency and the area affected, the membership of the group to coordinate response and recovery needs to be adaptable to the situation. There should be appropriate representatives to coordinate the community's recovery. This group should be known as the **Southern Clare Valley Response and Recovery Committee (SCVRRC)**.

The Southern Clare Valley Response and Recovery Committee membership should include, but not exclusively:

- A local Chairperson who may come from the Southern Clare Valley Resilience Team
- Watervale and Auburn CFS
- Local Emergency Management Officer (SES) from Clare SES
- State and Local Government Representatives supporting recovery
- Recovery Support Leaders in the Social, Built, Business and Environmental service areas
- Community volunteers

The Southern Clare Valley Response and Recovery Committee should provide coordination and oversight of the local Recovery and Resource Centre if established after an emergency.

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## What is the Southern Clare Valley Response and Recovery Committee's Role?

If a significant emergency impacts the Southern Clare Valley communities, there is likely to be a period where these communities will need to coordinate local needs for support and help. Prior to formalised recovery operations there may be need for communities to take action to support fellow community members in need.

### What will the Plan do?

- The plan enables the coordination of localised response and recovery **support** in the following service areas
  - Information Management (Social media, media liaison, coordination of support requests and volunteers and donations)
  - Social (welfare and medical)
  - Built (Building and infrastructure re-establishment)
  - Business (Business continuity and support)
  - Environmental (Environmental monitoring, waste management and rectification)
- Coordinate and oversee the local Recovery and Resource Centre if established
- Inform the prioritisation and resolution of competing demands
- Facilitate communication to the Southern Clare Valley communities, Emergency Service Organisations, Recovery and Relief Centres that may be operational, and State and Local Governments
- Receive input from Council and Recovery Agencies
- Report to and advise the Coordinating Recovery Agency for the Emergency, generally the SA Housing Authority, on the Southern Clare Valley communities status and needs.

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## **Southern Clare Valley Response and Recovery Committee's Area Functions**

The Southern Clare Valley Response and Recovery Committee may appoint a Service Leader for each of the Service Areas if activated to coordinate response and recovery at a community level. These roles only continue as required by the local community, and/or until formal relief and recovery arrangements by the coordinating authority take over. The role of liaising with to the coordinating authority should continue as long as required.

### **Information Management**

- Public information release via social media, media liaison
- Utilising information technology where possible, record the requests for support and assistance, and offers from volunteers, and donations of goods and services

### **Social**

- Public information needs assessment from engagement with affected communities
- External liaison and coordination with welfare, medical and support agencies
- Mental health liaison

### **Built**

- Damage Assessment to residences, buildings, critical infrastructure and facilities
- Coordination of trades and suppliers for repairs and services
- Critical infrastructure, repairs and coordination with service providers

### **Business**

- Assess business impacts across the community
- Determine if support is necessary for business continuity
- Coordinate support services to business if required

### **Environmental**

- Waste management and clean up coordination
- Local environmental impact assessment
- Coordination with support agencies and groups for environmental recovery

## **Service Area Leader Guidelines**

- Maintain a log of actions, assessments and decisions
- Receive information and assess situation
- Liaise and consult with appropriate services or support agencies
- Decide a solution and act
- Is the decision beyond the capability of the team or Service Leader? Refer to the Recovery Committee for a decision.
- Rule of Thumb Guide for Service Leaders:
  - What are the top 3 matters I need to deal with?
  - What can't be completed by me as the Service Leader and requires action?
  - What do I need help with, and where can I get help?

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## Communication and Engagement by the Response and Recovery Committee

Critical for effective community recovery is the provision of accurate and authoritative information of the situation and what support is available to community members affected by an emergency. In addition, the need to liaise and tell the community recovery story to the media, elected officials and State and Local government officials remains vital to ensure continued support is maintained for recovery.

### Sources of Information for Recovery

- State Government and Emergency Services websites, links and information booklets
- Local Government websites and resource information
- Feedback from Community meetings, social media, phone calls and emails

### Community Engagement during Recovery

- Establishment of a Resource and Recovery facility with email, phone and internet connections to the Southern Clare Valley community.
- Regular Community meetings at a common site, such as a designated Recovery and Resource Centre with information, community registration and resource information for recovery
- Regular consultation with elected officials, State and Local government officials on recovery needs
- Social media based information with dedicated links to recovery resource information.
- Community newsletters from Auburn and Watervale
- Utilise other existing community links such as sporting and community groups
- Media engagement by telling the story of the community recovery with links to recovery resource information

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## Establishing a Community Led and Managed Recovery and Resource Facility

If a significant emergency impacts the Southern Clare Valley, there may be the need to provide ongoing support to the community for their recovery. This could be short term of just a few hours in the case of an evacuation of affected residents for example, from a hazardous spill to a much longer term, for example, after a major bushfire if there is damage to residences, community infrastructure and facilities, and critical infrastructure. In these cases, it may be necessary for the Southern Clare Valley communities to setup a local Recovery and Resource facility.

If the emergency is major and impacts several areas it may be necessary to establish more than one facility, say at both Watervale and Auburn or at nearby community that has not been impacted.

### Possible Functions of a Recovery and Resource Facility

- Coordination of emergency accommodation
- Catering for those evacuated from their normal place of residence
- Material Aid (Purchase, assembly and distribution of goods and services)
- Personal Support (Mental health, medical and welfare support)
- Immediate financial assistance
- Establishment of a local evacuation centre with staffing and support
- Multi-faith chaplaincy
- Communication to and from the community (community meetings, social media, phone and email)

### Selection of a suitable Community Managed Recovery and Resource Facility

- Minimum requirements for a Recovery and Resource Facility
  - Have access to electrical 240v power
  - Access to toilets and drinking water
  - Ability to have phone internet and communications connections
  - Meeting area
  - Storage areas
  - Facilities should not conflict with other emergency response roles
- Potential sites for assessment and activation as a Recovery and Resource Facility

- Auburn Institute, Auburn
- The Vale Community Hub, Watervale
- Auburn Primary School
- Watervale Primary School
- Old Watervale Community Hall

### **Actions if a Community Managed Recovery and Resource Facility requires Establishment**

- The Southern Clare Valley Response and Recovery Committee will allocate community leaders for setting up the Recovery and Resource Facility. These people should have a sound knowledge of the local area and resources, and community needs.
- Determine who is the Lead Emergency Response Agency so the agency can integrate and support the function of the Facility.
- Establish key Emergency Service contacts (Local and Regional) for the emergency and Facility liaison.
- Establish 2 "Southern Clare Valley Emergency Recovery Kits" for both Auburn and Watervale. Kit contents should include:
  - Log Sheets to record actions and decisions
  - Situation Report Forms to advise of our communities status
  - Registration Pads for community members registering for service or support, and or people volunteering or donating goods or services
  - Key Contact Lists
  - Recovery and Resource Facility signage or sandwich boards
- Confirm the site of the Facility and advise the Lead Recovery Agency
- Arrange access to the Facility
- Set up signage to the Facility from the Southern Clare Valley Recovery Kit
- Contact the Southern Clare Valley Community Response and Recovery members to advise when and where the Facility will be established.
- Set up first an administration and registration place, with registration pads, in the Facility. If possible, utilise the common web based platform to register needs for help and support, plus offers for volunteers and donations (Recovers.org).
- Ensure community leaders running the Facility, have the resources for their duties, including stationery, phones etc.
- Ensure the Lead Government Recovery Agency is aware the Facility is open.
- From an established register of local suppliers and support resources on the Recovers.org website, review availability of local support resources.

- If internet access is unavailable, review availability of local support resources from:
  - Watervale General Store and Post Office
  - IGA Auburn
  - Perry's Service Station Auburn
  - Explore Local Catering Options, Watervale Hotel, Rising Sun Hotel, Auburn, Watervale General Store, O'Leary Walkers Winery Leasingham, The Uppside Restaurant Penwortham
  - Agricultural feed and Livestock supplies.
  - Suppliers in the Clare and Gilbert Valleys

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## Criteria for Activation

The activation of this plan is based on the information members of the Southern Clare Response and Recovery Committee (SCVRRC) receive from official emergency warnings, advice received from emergency services, or community reporting of losses or support required within the Southern Clare Valley (SCV) communities of Penwortham, Watervale, Leasingham or Auburn.

Information/Advice Received for the SCV area	Actions to Take	Time for activation	By Whom
Forecast Total Fire Ban – Extreme, Mid North	<ul style="list-style-type: none"> <li>SCVRRC members advised by text</li> </ul>	<ul style="list-style-type: none"> <li>Night prior</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair</li> </ul>
Forecast Total Fire Ban – Catastrophic, Mid North	<ul style="list-style-type: none"> <li>SCVRRC members advised by text</li> <li>Check facility availability</li> </ul>	<ul style="list-style-type: none"> <li>Night prior</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair</li> <li>Auburn/Watervale facility manager</li> </ul>
Flood warning – Local Streams	<ul style="list-style-type: none"> <li>SCVRRC members and nominated township resilience member advised by text</li> <li>Assess impact onto community</li> </ul>	<ul style="list-style-type: none"> <li>Within 1 hour after warning</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair does text</li> <li>Nominated township resilience member assesses impact on their community</li> </ul>
Severe Thunderstorm Advice from Bureau of Meteorology	<ul style="list-style-type: none"> <li>SCVRRC members advised by text</li> </ul>	<ul style="list-style-type: none"> <li>Within 1 hour after warning</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair</li> </ul>
<b>Warning Advice (Yellow):</b> An incident has started. There is no immediate danger. Stay up to date in case the situation changes.	<ul style="list-style-type: none"> <li>SCVRRC members advised by text</li> </ul>	<ul style="list-style-type: none"> <li>Within 15 minutes after warning</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair</li> </ul>
<b>Watch and Act (Orange):</b> There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.	<ul style="list-style-type: none"> <li>SCVRRC members and nominated township resilience member advised by text</li> <li>Check facility availability</li> <li>Assess impact onto community</li> </ul>	<ul style="list-style-type: none"> <li>Within 15 minutes after warning</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair does text</li> <li>Nominated township resilience member assesses impact</li> <li>Auburn/Watervale facility manager</li> </ul>
<b>Emergency Warning (Red):</b> An Emergency Warning is the highest level of warning. You may be in danger and need to take action immediately. Any delay now puts your life at risk.	<ul style="list-style-type: none"> <li>SCVRRC members advised by text to consider activating a facility if safe to do so</li> <li>Facility manager advised</li> </ul>	<ul style="list-style-type: none"> <li>Within 15 minutes after warning</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair does text</li> <li>Nominated township resilience member activates facility on advice</li> <li>Auburn/Watervale facility manager</li> </ul>
<b>Reduced Threat:</b> The threat to life and property has reduced	<ul style="list-style-type: none"> <li>SCVRRC members advised by text</li> </ul>	<ul style="list-style-type: none"> <li>Within 15 minutes after warning</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair</li> </ul>
<b>Reports of local damage</b>  <b>Local calls for assistance</b>	<ul style="list-style-type: none"> <li>SCVRRC members advised by text to activate a facility if safe to do so</li> <li>Facility manager advised</li> <li>Facility activated</li> <li>Functional roles activated</li> <li>Community advised</li> </ul>	<ul style="list-style-type: none"> <li>Within 1 hour of reports</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair does text</li> <li>Nominated township resilience member advise facility manager</li> <li>Auburn/Watervale facility manager</li> <li>Service area Leaders</li> </ul>
<b>Other Threat to SCV Area:</b> <ul style="list-style-type: none"> <li>Health emergency</li> <li>Agricultural disease</li> <li>Power outage greater than 2 hours</li> <li>Road Crash, highway closed</li> <li>Major commercial property fire</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC members advised by text</li> <li>Check facility availability</li> <li>Assess impact onto community</li> </ul>	<ul style="list-style-type: none"> <li>Within 15 minutes after warning</li> </ul>	<ul style="list-style-type: none"> <li>SCVRRC Chair does text</li> <li>Nominated township resilience member assesses impact</li> <li>Auburn/Watervale facility manager</li> </ul>

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## Southern Clare Valley Response and Recovery Plan Checklist

- Auburn CDC and Watervale CA ratified SCV Response and Recovery Plan ☐
- Southern Clare Valley Response and Recovery Committee Established ☐
- Pre-Summer Training and Exercise Conducted ☐
- Service Leaders Identified
  - Information Management ☐
  - Social ☐
  - Built ☐
  - Business ☐
  - Environmental ☐
- Recovery and Resource Facility Identified and Assessed
  - Auburn ☐
  - Watervale ☐
- Recovery Kits Established
  - Auburn ☐
  - Watervale ☐
- Internet Access for Web Based Community Coordination Established
  - Auburn ☐
  - Watervale ☐
- Communities Advised of Plan by Newsletter and Social Media ☐