

**[REDACTED]**  
From: Todorova, Emilija  
Sent: Saturday, 19 October 2013 10:02 PM  
To: Redacted  
Cc: Webber, Paula  
Subject: DHS in the recovery centre [SEC=UNCLASSIFIED]

Redacted

Have just confirmed that you don't need to send a formal request if you want DHS to be in a recovery centre ( at least not where AGDRP is announced).

So, as you establish recovery centres, please let Paula know if you want us there and She will take of the rest. I start my secondment on Monday.

Regards,

ET

Emilija Todorova  
Region Manager  
Department of Human Services  
Service Zone Central NSW  
Mobile: 0416 110 205

> On 19 Oct 2013, at 21:12, Redacted wrote:  
>  
> That's still the plan however time frame is v tight for public works so we'll see. Raechel will certainly be the authoritative source.  
>  
> Cheers  
> -----Original Message-----  
> From: "Todorova, Emilija" <Emilija.Todorova@humanservices.gov.au>  
> To: Redacted  
>  
> Sent: 19/10/2013 8:20:00 PM  
> Subject: RE: Phil Koperberg [SEC=UNCLASSIFIED]  
> Redacted  
> Thank you, This is great. Murray gave me Steve Frost's and Jude Manning's numbers - all good. Can you confirm the RC in Springwood will open on Tuesday? Otherwise, I'm happy to talk to Rachael Squires.  
>  
> -----Original Message-----  
> From: Redacted  
> Sent: Saturday, 19 October 2013 6:34 PM  
> To: Todorova, Emilija  
> Subject: Re: Phil Koperberg [SEC=UNCLASSIFIED]  
>  
> Hi Emilija.  
>

> Good news - Glenys Mangan is going to be recov centre mgr @ springwood (from coona). At this stage Rachel Nibbs is supporting Phil. Her phone is dead. Understand Raechel Squires is organising recov centre - her no is 0419 469 356.

>

> Be excellent if your guys are in there and we can all work together. Steve Frost is dws mgr - will text his no now. Not sure of Jude Manning's at swansea - will advise tomorrow.

>

> I understand recov committee is meeting monday but no knowledge of who will be at that - poss LEMC. I will be pushing for human services/interagency type sub group to feed in to main recov cttee and clk shd be on that.

>

> Joint info sheet be great - in office tomorrow so will resurrect our earlier work. Was speaking to michael merriman about it recently at a ndrra meeting in sydney.

>

> Cheers

>Redacted

> -----Original Message-----

> From: "Todorova, Emilija" <[Emilija.Todorova@humanservices.gov.au](mailto:Emilija.Todorova@humanservices.gov.au)>

> To: Redacted

>

> Sent: 19/10/2013 6:26:37 PM

> Subject: Phil Koperberg [SEC=UNCLASSIFIED]

>

> Hi Redacted

>

> Is there anyone from your team supporting Phil? If so, would it be possible to get in touch with them - I am trying to find out how he intends to operate and whether we should be involved in any forums he may be running in the coming days/weeks.

>

> We've had a reasonably busy day today. The centre of action was the Springwood evacuation centre where we say some 75 people, followed by our Service Centre in Springwood (I contacts). It was very quiet in Lithgow and Katoomba.

>

> Planning forward, and assuming we will be invited into a recovery centre (or centres) - are we looking at any joint communication products? I hear that the State will be discussing recovery centres on Monday? Any idea - and I know it is very early days - about which agencies will be in the recovery centre? It would be great if we worked in a similar way to Coonabarabran.

>

> Regards,

>

> Emilija

>

>

> Emilija Todorova PSM

> Region Manager

> Australian Government Department of Human Services Service Zone Central NSW

> Mobile: 0416 110 2045

---

**From:** Redacted

**Date:** 19 October 2013 21:12:32 AEDT

**To:** <[emilija.todorova@humanservices.gov.au](mailto:emilija.todorova@humanservices.gov.au)>

**Subject:** Re: Phil Koperberg [SEC=UNCLASSIFIED]

That's still the plan however time frame is v tight for public works so we'll see. Raechel will certainly be the authoritative source.

Cheers

-----Original Message-----

**From:** "Todorova, Emilija" <[Emilija.Todorova@humanservices.gov.au](mailto:Emilija.Todorova@humanservices.gov.au)>

**To:** Redacted

**Sent:** 19/10/2013 8:20:00 PM

**Subject:** RE: Phil Koperberg [SEC=UNCLASSIFIED]

Thank you, Redacted This is great. Murray gave me Steve Frost's and Jude Manning's numbers - all good. Can you confirm the RC in Springwood will open on Tuesday? Otherwise, I'm happy to talk to Rachael Squires.

---

[Attachment B.4 was attached to this email]

**From:** Redacted

**Sent:** Sunday, 20 October 2013 12:47 PM

**To:** Todorova, Emilija; Webber, Paula [Other recipients removed for privacy purposes]

**Subject:** Disaster Welfare Services Sitrep 4 - NSW Bushfires - 20 October

All,

Please find attached Sitrep 4 for the current bushfire event.

Redacted



SITUATION REPORT 4

NEW SOUTH WALES FIRES - 17 OCTOBER 2013

AS AT 20/10/13 1130 HRS

SITUATION

As at 1030 on Sunday 20 October there are 66 bushfire incidents across NSW of which 18 fires remain uncontained. Fires of significance include:

- State Mines fire - Lithgow LGA
Mt York Road fire - Blue Mountains LGA
Linksvie Rd Springwood fire - Blue Mountains LGA
Hall Road fire - Wingecarribee LGA

Welfare Services staff remain on standby to staff evacuation centres and attend Emergency Operations Centres as required, noting that weather forecasts predict a deterioration of conditions. Significant planning is underway for relocating communities along the Bells Line of Road area which could become impacted in coming days.

This Sitrep covers the Welfare Services Functional Area response to the bushfires burning in various locations.

IMPACT

As requested by the NSW RFS the Welfare Services Functional Area has opened 19 evacuation centres in the last 72 hours across NSW. Currently 4 of these centres are still in operation to assist displaced residents affected by these fires. Evacuation Centres are currently open at:

- Lithgow
Springwood
Swansea
Richmond

These centres are being managed by Family and Community Services, supported by Community Partners Red Cross, ADRA, Salvation Army and Anglicare as well as the NSW Disaster Recovery Chaplaincy Network.

FACS & MPES Welfare Services Liaison officers are also in place in the following Fire Control Centres:

- RFS HQ - State Operations
Katoomba RFS Fire Control Centre

EVACUATION CENTRES

Table with 7 main columns: Location, Address, Status, Capacity, N° of people registered, N° Adults, N° Children. Includes sub-table for 'STAFF AT THIS CENTRE' with columns for various services like Community Services, Housing NSW, ADHC, MPES, DPI, Red Cross, ADRA, Salvation Army, Anglicare, Chaplaincy.

Also in attendance are 2 representatives of DHS (Centrelink).

Location		Address			Status			Capacity	N° of people registered	N° Adults	N° Children	
Springwood Sports Centre		83 Macquarie Road Springwood			Open			~	669	~	~	
<b>STAFF AT THIS CENTRE</b>												
Community Services	8	Housing NSW	0	ADHC	0	MPES	1	DPI	0	N° Accom at Centre	52	N° of meals
Red Cross	5	ADRA	0	Salvation Army	0	Anglicare	2	Chaplaincy	4	N° Accom Commercially	76	~

Also in attendance at Springwood: 3 NRMA and 3 Telstra representatives

Location		Address			Status			Capacity	N° of people registered	N° Adults	N° Children	
Swansea RSL		5 Bridge St Swansea			Open <i>(closed Saturday night and reopened Sunday)</i>			~	287	232	55	
<b>STAFF AT THIS CENTRE</b>												
Community Services	3	Housing NSW	0	ADHC	0	MPES	0	RSPCA	0	N° Accom at Centre	0	N° of meals
Red Cross	2	ADRA	1	Salvation Army	0	Anglicare	0	Chaplaincy	0	N° Accom Commercially	27	~

Location		Address			Status			Capacity	N° of people registered	N° Adults	N° Children	
Richmond Club		East Market St. Richmond			Open			~	5	~	~	
<b>STAFF AT THIS CENTRE</b>												
Community Services	1	Housing NSW	0	ADHC	0	MPES	0	RSPCA	0	N° Accom at Centre	2	N° of meals
Red Cross	1	ADRA	0	Salvation Army	0	Anglicare	0	Chaplaincy	1	N° Accom Commercially	~	~

#### DISASTER WELFARE ASSISTANCE LINE

- 37 calls have been made to the Disaster Welfare Assistance line since it opened on Friday 18 October 2013. Most of these calls have been members of the public offering assistance.
- Disaster Welfare Assistance Line to remain open over weekend, 8.30am till 4.30pm and is being supported by volunteers from Red Cross.

#### DWS DISASTER RELIEF GRANTS

- One applications for a Disaster Relief grant has been received to date.

#### RESOURCES

- FACS staff, the Community Partners, Disaster Recovery Chaplaincy Network and Save the Children have been activated for evacuation centres.
- DWS Alumni have been activated to manage the DWAL at Olympic Park and to assess needs/provide information in local communities in Springwood and at Lake Macquarie.

## FUNCTIONAL AREA STAFF IN ACTIVATION

Agency → Location ↓	Community Services	Housing NSW	ADHC	MPES	Alumni	Red Cross	ADRA	Salvation Army	Anglicare	Chaplaincy
Evacuation centres	13			1	7	8	3	1	2	
SEOC										
RFS SOC				2						
RFS FCC/EOC	1									
PIIC										
DWS call centre					1					
<b>TOTAL</b>	<b>14</b>			<b>3</b>	<b>8</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>2</b>	

## PLANS

- Disaster Welfare Services to continue to monitor and provide assistance to the Districts in their response as required.
- Disaster Welfare Services have deployed Alumni staff to Springwood and Lake Macquarie to commence Personal Hardship and Distress assistance to those impacted by these events.
- DWS Planning Officer currently in Springwood to scope welfare services support for transition to recovery.
- Consultation will occur on 21 October with local human service agencies, including FACS, in affected communities regarding needs assessment and linkages to recovery committees.

## POTENTIAL ISSUES

- DWS notes the potential for further fire activity over coming days and has rostering in place to support a Welfare Services FA response as required. A Liaison Officer will remain in place at RFS State Operations as required.
- Increase in calls to the Disaster Welfare Assistance Line as the affected gain access to their property and assess damage. Promotion of the assistance line number is occurring locally in the affected communities but also through the website and RFS social media feeds.

## FURTHER INFORMATION

Weather <http://www.bom.gov.au/weather/nsw/>

Combat agency <http://www.rfs.nsw.gov.au>

**Further Situational report will be provided on Monday 21 October.**

Prepared by: <sup>Redacted</sup> A/ Planning Officer, Disaster Welfare Services

Released by: <sup>Redacted</sup> Director, Disaster Welfare Services

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[Attachment B.5 was attached to this email]

Redacted

**From:**

**Sent:** Monday, 21 October 2013 11:48 AM

**To:** Todorova, Emilija; Webber, Paula [Other recipients removed for privacy purposes]

**Subject:** Disaster Welfare Services Sitrep 5 - 21 October

Hi all,

Please find attached Disaster Welfare Services Sitrep 5 for the current bushfire event.

Thanks and regards,

Redacted





## SITUATION REPORT 5

NEW SOUTH WALES FIRES - 17 OCTOBER 2013

AS AT 21/10/13 1030 HRS

### SITUATION

As at 1030 on Monday 21 October there are 56 bushfire incidents across NSW of which 16 fires remain uncontained. Fires of significance include:

- State Mines fire – Lithgow LGA
- Mt York Road fire – Blue Mountains LGA
- Linksvie Rd Springwood fire – Blue Mountains LGA
- Hall Road fire - Wingecarribee LGA

Welfare Services staff remain on standby to staff evacuation centres and attend Emergency Operations Centres as required, noting that weather forecasts predict a deterioration of conditions. Significant planning is underway for communities which may require relocation from the Blue Mountains area which could become impacted in coming days.

This Sitrep covers the Welfare Services Functional Area response to the bushfires burning in various locations.

### IMPACT

As requested by the NSW RFS the Welfare Services Functional Area has opened 19 evacuation centres since the event began on Thursday 18 October. Currently 3 of these centres are still in operation to assist displaced residents affected by these fires. Evacuation Centres are currently open at:

- Lithgow
- Springwood
- North Richmond

These centres are being managed by Family and Community Services, supported by Community Partners Red Cross, ADRA, Salvation Army and Anglicare as well as the NSW Disaster Recovery Chaplaincy Network, St John Ambulance and Save the Children. Currently, these centres are experiencing people presenting intermittently with many people choosing to remain in sourced emergency accommodation and attending for meal times.

FACS & MPES Welfare Services Liaison officers are also in place in the following Emergency Operations Centres:

- RFS HQ – State Operations
- Katoomba RFS Fire Control Centre
- Wollongong Emergency Operations Centre

## EVACUATION CENTRES

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Lithgow Workers		3-7 Tank Street, Lithgow				Open			~	118	98	20
<b>STAFF AT THIS CENTRE</b>												
Community Services	2	Housing NSW	0	ADHC	0	MPES	0	DPI	0	N° Accom at Centre	0	N° of meals
Red Cross	2	ADRA	2	Salvation Army	2	Anglicare	0	Chaplaincy	1	N° Accom Commercially	17	~

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Springwood Sports Centre		83 Macquarie Road Springwood				Open			~	753	~	~
<b>STAFF AT THIS CENTRE</b>												
Community Services	5	Housing NSW	0	ADHC	0	MPES	1	DPI	0	N° Accom at Centre	52	N° of meals
Red Cross	6	ADRA	4	Salvation Army	0	Anglicare	0	Chaplaincy	2	N° Accom Commercially	76	~

Also in attendance at Springwood are NRMA, Centrelink, Suncorp, Myst, St John Ambulance, Police and Telstra.

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Swansea RSL		5 Bridge St Swansea				Closed			~	287	232	55
<b>STAFF AT THIS CENTRE</b>												
Community Services	3	Housing NSW	0	ADHC	0	MPES	0	RSPCA	0	N° Accom at Centre	0	N° of meals
Red Cross	2	ADRA	1	Salvation Army	0	Anglicare	0	Chaplaincy	0	N° Accom Commercially	27	~

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
North Richmond Community Hall		33 William Street, North Richmond				Open			~	24	~	~
<b>STAFF AT THIS CENTRE</b>												
Community Services	5	Housing NSW	0	ADHC	0	MPES	0	RSPCA	0	N° Accom at Centre	~	N° of meals
Red Cross	4	ADRA	4	Salvation Army	4	Anglicare	3	Chaplaincy	4	N° Accom Commercially	20	~

Also in attendance are representatives of Save The Children and St John Ambulance.

## DISASTER WELFARE ASSISTANCE LINE

- Approximately 100 calls have been made to the Disaster Welfare Assistance Line since it opened on Friday 18 October 2013. Most of these calls have been members of the public offering assistance.
- Disaster Welfare Assistance Line remains open from 8.30am till 4.30pm and is being supported by one Alumni staff member and other Disaster Welfare staff as appropriate.

## DWS DISASTER RELIEF GRANTS

- Four applications for Disaster Relief grants have been received to date.

## RESOURCES

- FACS staff, the Community Partners, Disaster Recovery Chaplaincy Network, St John Ambulance and Save the Children have been activated for evacuation centres. FACS staff have also supplied several staff members to provide a Welfare Services Liaison Officer to operations centres as requested.
- DWS Alumni have been activated to manage the DWAL at Olympic Park and to assess needs/provide information in local communities in Springwood and at Lake Macquarie.

## FUNCTIONAL AREA STAFF IN ACTIVATION

Agency → Location ↓	Community Services	Housing NSW	ADHC	MPES	Alumni	Red Cross	ADRA	Salvation Army	Anglicare	Chaplaincy
Evacuation centres	15			3	7	14	11	6	3	7
SEOC										
RFS SOC				3						
RFS FCC/EOC	2									
PIIC										
DWS call centre				3	1					
<b>TOTAL</b>	<b>17</b>			<b>9</b>	<b>8</b>	<b>14</b>	<b>11</b>	<b>6</b>	<b>3</b>	<b>7</b>

## PLANS

- Disaster Welfare Services to continue to monitor and provide assistance to the Districts in their response as required. Significant planning is underway in the Blue Mountains and Illawarra districts.
- Disaster Welfare Services have deployed Alumni staff to Springwood and Lake Macquarie to commence Personal Hardship and Distress assistance to those impacted by these events.
- DWS Planning Officer currently in Springwood to scope welfare services support for transition to recovery.
- Consultation is occurring with local human service agencies, including FACS, in affected communities regarding needs assessment and linkages to recovery committees.

## POTENTIAL ISSUES

- DWS notes the potential for further fire activity over coming days and has rostering in place to support a Welfare Services FA response as required particularly in the Blue Mountains or Southern Highlands areas. A Liaison Officer will remain in place at RFS State Operations until further notice.
- Increase in calls to the Disaster Welfare Assistance Line as the affected gain access to their property and assess damage. Promotion of the assistance line number is occurring locally in the affected communities but also through the website and RFS social media feeds.

## FURTHER INFORMATION

Weather <http://www.bom.gov.au/weather/nsw/>

Combat agency <http://www.rfs.nsw.gov.au>

Further Situational report will be provided on Tuesday 22 October 2013.

Prepared by: Redacted A/ Planning Officer, Disaster Welfare Services

Released by: Redacted , Director, Disaster Welfare Services

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**From:** Garton, William  
**Sent:** Tuesday, 22 October 2013 11:58 AM  
**To:** Morrison, Susan  
**Cc:** Rodrigues, Josh; Webber, Paula  
**Subject:** Fwd: Recovery Sub Group meeting today 22/10/13 at 2pm

Sue

Pls note we have a seat at this meeting. Glenda lee is the recovery coordinator and she will be attending these daily if that's what they end up being.

Begin forwarded message:

**From:** Philip Koperberg <[Philip.Koperberg@mpes.nsw.gov.au](mailto:Philip.Koperberg@mpes.nsw.gov.au)>  
**Date:** 22 October 2013 11:10:10 am AEDT  
**To:** <[william.garton@humanservices.gov.au](mailto:william.garton@humanservices.gov.au)>  
**Subject:** Recovery Sub Group meeting today 22/10/13 at 2pm

Hi,

This email is to confirm todays meeting of the Recovery Sub Group at **2pm** - Lower ground floor - Springwood Library

Regards  
Phil Koperberg

---

[Attachment B.6 was attached to this email]

**From:** Sonya Ramke [mailto:Sonya.Ramke@mpes.nsw.gov.au]

**Sent:** Tuesday, 22 October 2013 12:52 PM

**To:** Todorova, Emilija; Webber, Paula [Other recipients removed for privacy purposes]

**Subject:** Disaster Welfare Services Sitrep 6 - 22 October

Hi all,

Please find attached Disaster Welfare Services Sitrep 6 for the current bushfire event.

Thanks and regards,

Sonya

Regards,  
Sonya

**Sonya Ramke**

Senior Manager, Disaster Welfare Services

**Ministry for Police and Emergency Services**

t: 02 8247 5994 m: 0400 239 266

f: 02 82475951

Level 2, Quad 1, 8 Parkview Drive, Olympic Park

PO Box 6976, Silverwater, NSW 2128



## SITUATION

As at 8300 on Tuesday 22 October 2013 there are 66 bush and grass fire incidents across NSW of which 14 fires remain uncontained. Fires of significance include:

- State Mines fire – Lithgow LGA
- Mt York Road fire – Blue Mountains LGA
- Linksvie Rd Springwood fire – Blue Mountains LGA
- Hall Road fire - Wollondilly LGA

Welfare Services staff remain on standby to staff evacuation centres and attend Emergency Operations Centres as required, noting that weather forecasts predict a deterioration of conditions. Significant planning is underway for communities which may require relocation from the Blue Mountains area which could become impacted in coming days.

This Sitrep covers the Welfare Services Functional Area response to the bushfires burning in various locations.

## IMPACT

As requested by the NSW RFS the Welfare Services Functional Area has opened 19 evacuation centres since the event began on Thursday 18 October. Currently 3 of these centres are still in operation to assist displaced residents affected by these fires. Evacuation Centres are currently open at:

- Lithgow
- Springwood
- North Richmond

These centres are being managed by Family and Community Services, supported by Community Partners Red Cross, ADRA, Salvation Army and Anglicare as well as the NSW Disaster Recovery Chaplaincy Network, St John Ambulance and Save the Children. Currently, these centres are experiencing people presenting intermittently with many people choosing to remain in sourced emergency accommodation and attending for meal times.

Disaster Welfare Services is developing plans to support any relocation of target populations that occur as a result of the fire situation deteriorating and putting large numbers of people at risk. Planning is underway for an assistance and information point, if one is required.

Disaster Welfare staff are present at the Recovery Centre, that has opened today at the Presbyterian Hall, at 160 Macquarie Street, Springwood.

FACS & MPES Welfare Services Liaison officers are also in place in the following Emergency Operations Centres:

- RFS HQ – State Operations
- Katoomba RFS Fire Control Centre
- Wollongong Emergency Operations Centre

## EVACUATION CENTRES

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Lithgow Workers		3-7 Tank Street, Lithgow				Open			~	119	99	20
<b>STAFF AT THIS CENTRE</b>												
Community Services	2	Housing NSW	0	ADHC	0	MPES	0	DPI	0	N° Accom at Centra	0	N° of meals
Red Cross	2	ADRA	2	Salvation Army	2	Anglicare	1	Chaplaincy	1	N° Accom Commercially	17	~

Lithgow Workers – 1 St John Ambulance Officer as at 0900 on 22 October 2013.

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Springwood Sports Centre		83 Macquarie Road Springwood				Open			~	753	~	~
<b>STAFF AT THIS CENTRE</b>												
Community Services	5	Housing NSW	0	ADHC	0	MPES	1	DPI	0	N° Accom at Centre	52	N° of meals
Red Cross	5	ADRA	1	Salvation Army	0	Anglicare	5	Chaplaincy	3	N° Accom Commercially	76	~

Also in attendance at Springwood are NRMA, Centrelink, Suncorp, Myst, St John Ambulance, Police and Telstra.

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Swansea RSL		5 Bridge St Swansea				Closed			~	287	232	55
<b>STAFF AT THIS CENTRE</b>												
Community Services	3	Housing NSW	0	ADHC	0	MPES	0	RSPCA	0	N° Accom at Centre	0	N° of meals
Red Cross	2	ADRA	1	Salvation Army	0	Anglicare	0	Chaplaincy	0	N° Accom Commercially	27	~

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
North Richmond Community Hall		33 William Street, North Richmond				Open			~	37	~	~
<b>STAFF AT THIS CENTRE</b>												
Community Services	5	Housing NSW	0	ADHC	0	MPES	0	RSPCA	0	N° Accom at Centre	~	N° of meals
Red Cross	4	ADRA	3	Salvation Army	3	Anglicare	3	Chaplaincy	2	N° Accom Commercially	38	~

Also in attendance are representatives of Save The Children and St John Ambulance.

## DISASTER WELFARE ASSISTANCE LINE

- Approximately 160 calls have been made to the Disaster Welfare Assistance Line since it opened on Friday 18 October 2013. Most of these calls have been members of the public offering assistance.
- Disaster Welfare Assistance Line remains open from 8.30am till 4.30pm and is being supported by one Alumni staff member, other Disaster Welfare staff and Red Cross as appropriate.

## DWS DISASTER RELIEF GRANTS

- Five applications for Disaster Relief grants have been received to date.

## RESOURCES

- FACS staff, the Community Partners, Disaster Recovery Chaplaincy Network, St John Ambulance and Save the Children have been activated for evacuation centres. FACS staff have also supplied several staff members to provide a Welfare Services Liaison Officer to operations centres as requested.
- DWS Alumni have been activated to manage the DWAL at Olympic Park and to assess needs/provide information in local communities in Springwood and at Lake Macquarie.

## FUNCTIONAL AREA STAFF IN ACTIVATION

Agency → Location ↓	Community Services	Housing NSW	ADHC	MPES	Alumni	Red Cross	ADRA	Salvation Army	Anglicare	Chaplaincy
Evacuation centres	15			3	7	14	11	6	3	7
SEOC										
RFS SOC				3						
RFS FCC/EOC	2									
PIIC										
DWS call centre				3	1	1				
<b>TOTAL</b>	<b>17</b>			<b>9</b>	<b>8</b>	<b>15</b>	<b>11</b>	<b>6</b>	<b>3</b>	<b>7</b>

## PLANS

- Disaster Welfare Services to continue to monitor and provide assistance to the Districts in their response as required. Significant planning is underway in the Blue Mountains and Illawarra districts.
- Disaster Welfare Services have deployed Alumni staff to Springwood and Lake Macquarie to commence Personal Hardship and Distress assistance to those impacted by these events. Outreach was conducted in the Catherine Hill Bay and Port Stephens area today, with no significant issues emerging.
- DWS Planning Officer currently in Springwood to scope welfare services support for transition to recovery.
- An Outreach Co-ordinator commenced in Springwood on Tuesday 22 October 2013 and an outreach strategy will be undertaken with the assistance and support of Red Cross and Anglicare volunteers.
- Consultation is occurring with local human service agencies, including FACS, in affected communities regarding needs assessment, support services and linkages to recovery committees.

## POTENTIAL ISSUES

- DWS notes the potential for further fire activity over coming days and has rostering in place to support a Welfare Services FA response as required particularly in the Blue Mountains or Southern Highlands areas. A Liaison Officer will remain in place at RFS State Operations until further notice.



- Increase in calls to the Disaster Welfare Assistance Line as the affected gain access to their property and assess damage. Promotion of the assistance line number is occurring locally in the affected communities but also through the website and RFS social media feeds.

#### FURTHER INFORMATION

Weather <http://www.bom.gov.au/weather/nsw/>

Combat agency <http://www.rfs.nsw.gov.au>

**Further Situational report will be provided on Tuesday 22 October 2013.**

Prepared by: Jennifer Hastings, Senior Planning Officer, Disaster Welfare Services

Released by: <sup>Redacted</sup> Director, Disaster Welfare Services

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**From:** Creedon, Paul  
**Sent:** Tuesday, 22 October 2013 4:43 PM  
**To:** EMERGENCY.MANAGEMENT  
**Cc:** Webber, Paula  
**Subject:** REQUEST: Meeting - Impacted Residents [DLM=For-Official-Use-Only]

Hi EM,

See request below for consideration and action.

Please advise me of your decision so as I can respond to the request.

Regards

Paul CREEDON  
Senior Media Adviser  
Department of Human Services  
Level 5,  
130 George St, Parramatta NSW 2150  
W: (02) 8855 3001  
Spect: 253 001  
M: 0411 670 923  
[paul.creedon@humanservices.gov.au](mailto:paul.creedon@humanservices.gov.au)

[humanservices.gov.au/expos](http://humanservices.gov.au/expos)  
Please send return emails to [paul.creedon@humanservices.gov.au](mailto:paul.creedon@humanservices.gov.au)

Important note: my email has changed to [paul.creedon@humanservices.gov.au](mailto:paul.creedon@humanservices.gov.au) following the 1 July integration of Centrelink, Medicare Australia and Child Support Agency to form the Department of Human Services

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**From:** Tamwyn Daley [TDaley@bmcc.nsw.gov.au]  
**Sent:** Tuesday, 22 October 2013 4:35 PM  
**To:** Creedon, Paul  
**Subject:** Meeting - Impacted Residents

Dear Mr Creedon

As per our telephone discussion, you are invited to attend a meeting with Phil Koperberg and residents impacted by the Blue Mountains bushfires. This will be held Friday 25 October in the Winmalee High School Hall. Doors will open at 6:30pm for a 7pm start.

Phil Koperberg has asked for a speaker from the Department of Human Services to be available to provide a brief overview and answer any questions from impacted residents that arise.

Please advise if Department of Human Services will be in attendance and who will be the speaker.

Kind regards,

Tamwyn Daley  
Acting for the Recovery Coördinator Phil Koperber

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**[Attachment B.7 was attached to this email]**

**From:** Barrett, Kevena  
**Sent:** Wednesday, 23 October 2013 8:59 AM  
**To:** Garton, William  
**Cc:** Webber, Paula; Lee, Glenda  
**Subject:** FW: Update 1 from Phil Koperberg [DLM=For-Official-Use-Only]

FYI, ( Glenda, I note you are on list)

Kevena

**From:** Emily Doyle [<mailto:e.doyle@kiassoc.com.au>]  
**Sent:** Wednesday, 23 October 2013 8:55 AM  
**To:** Lee, Glenda; Barrett, Kevena [**Other recipients removed for privacy purposes**]

**Subject:** Update 1 from Phil Koperberg

Hi All,

Please find the first update attached on behalf of Phil Koperberg. Please distribute how you see fit.

Please stay tuned for further updates.

Thank you and regards,  
Emily Doyle  
0424 951 400



## Blue Mountains Bushfire Recovery

23 October 2013 Update

The NSW Government is working closely with Blue Mountains City Council, the Australian Government and many non-Government organisations to ensure that the Blue Mountains community can recover from the effects of these terrible bushfires.

Our first concern, in these early days of recovery and especially when the bushfire emergency is still underway, is safety.

Please take note of the warnings being issued by both the NSW Police and WorkCover about the dangers of asbestos on home sites. If your home or your neighbour's home was constructed before 1987, then it may have asbestos containing materials (e.g. fibro). Please check with the local emergency services that it is safe to re-enter your property and in particular if it is safe for children. Asbestos debris should be kept wet to suppress the release of fibres until it is safely removed. Please wear a type "P2" dust mask (available from chemists) and disposable coveralls in areas where asbestos debris may be disturbed.

Properties with asbestos debris should be assessed by a licensed Asbestos Assessor or an Occupational Hygienist prior to re-entry ([www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)).

Ten Rapid Impact Assessment Teams began working in the Blue Mountains area on Tuesday this week to understand and assess the extent of the damage to properties and infrastructure. They will be reporting back on their findings to the Recovery Coordination Committee which includes representatives of the Blue Mountains City Council, NSW government agencies, the Australian Government and service organisations. Our task is to address key issues raised by the community including disaster recovery payments, details around insurance claims and service fees.

A Recovery Coordination Centre was opened on Tuesday at the Presbyterian Hall, 158 Macquarie Road in Springwood. This facility will be a one stop shop for the Blue Mountains, providing access to Legal Aid, CentreLink, the Insurance Council and a range of service providers who can help the community with both financial and pastoral support.

I urge you all to continue to listen and act on the advice provided by the NSW Rural Fire Service and NSW Police about the bushfire emergency. The Sports Club, 83 Macquarie Road, Springwood will continue as an evacuation centre. Please be assured, we are ready to support you as the emergency passes. I will be chairing a community meeting to discuss the recovery on Friday evening at 7.00pm at Winmalee High School, High School Drive, Winmalee.

Phil Koperberg,

Blue Mountains Bushfire Recovery Coordinator

*Last Friday, the NSW Government appointed Phil Koperberg to the position of Blue Mountains Bushfire Recovery Coordinator. He will be providing regular updates to the community about the progress of the recovery efforts and drawing your attention to current safety and practical operational issues.*