
[Attachment B.8 was attached to this email]

Redacted

From:

Sent: Wednesday, 23 October 2013 2:44 PM

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

Subject: Disaster Welfare Services - Sitrep 7 - NSW Bushfires - 23 October

All,

Please find attached Disaster Welfare Services Sitrep 7 for the current bushfire event.

Regards

Redacted



SITUATION REPORT 7

NEW SOUTH WALES FIRES - 17 OCTOBER 2013

AS AT 23 OCTOBER 2013 - 1300 HRS

SITUATION

As at 1030 on Wednesday 23 October 2013 there are 59 bush and grass fire incidents across NSW of which 19 fires remain uncontained. Fires of significance include:

- State Mines fire – Lithgow LGA
- Mt York Road fire – Blue Mountains LGA
- Linksview 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 throughout the day.

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 4 centres, including an Information and Assistance Centre at Penrith, are in operation to assist displaced residents affected by these fires. These are currently open at:

- Lithgow
- Springwood
- North Richmond
- Penrith

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, NSW Health – Mental Health and Save the Children.

The Ministry for Police and Emergency Services – Disaster Welfare Services team is currently managing the Penrith Panthers Assistance and Information Point to support those relocating from the Blue Mountains. This centre is being managed in conjunction with Family and Community Services and the Community Partner agencies. Currently there are large numbers of people presenting to Springwood Evacuation Centre to avoid travelling to Penrith. Centre staff have advised those affected that accommodation is being arranged from Penrith and to attend that centre if accommodation is required.

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
- Wingecarribee RFS Fire Control Centre
- Picton RFS Fire Control Centre
- Regentville RFS Fire Control Centre (Regional EOC)

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

EVACUATION CENTRES

Location		Address				Status	Capacity	N° of people registered	N° Adults	N° Children		
Lithgow Workers		3-7 Tank Street, Lithgow				Open	~	116	99	20		
STAFF AT THIS CENTRE												
Community Services	5	Housing NSW	0	ADHC	0	MPES	0	DPI	1	N° Accom at Centre	0	N° of meals
Red Cross	2	ADRA	2	Salvation Army	2	Anglicare	1	Chaplaincy	1	N° Accom Commercially	21	~

Lithgow Workers – 3 St John Ambulance Officer as at 0800 on 23 October 2013.

Location		Address				Status	Capacity	N° of people registered	N° Adults	N° Children		
Springwood Sports Centre		83 Macquarie Road Springwood				Open	~	777	~	~		
STAFF AT THIS CENTRE												
Community Services	5	Housing NSW	0	ADHC	0	MPES	1	DPI	0	N° Accom at Centre	52	N° of meals
Red Cross	2	ADRA	1	Salvation Army	0	Anglicare	0	Chaplaincy	2	N° Accom Commercially	76	~

Also in attendance at Springwood are 4 St John Ambulance Officers.

Location		Address				Status	Capacity	N° of people registered	N° Adults	N° Children		
North Richmond Community Hall		33 William Street, North Richmond				Open	~	53	~	~		
STAFF AT THIS CENTRE												
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	0	Anglicare	4	Chaplaincy	4	N° Accom Commercially	38	~

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

Location		Address				Status	Capacity	N° of people registered	N° Adults	N° Children		
Penrith Panthers		Mulgoa Road, Penrith				Open	~	50*	~	~		
STAFF AT THIS CENTRE												
Community Services	~	Housing NSW	~	ADHC	~	MPES	2	RSPCA	~	N° Accom at Centre	~	N° of meals
Red Cross	~	ADRA	~	Salvation Army	~	Anglicare	~	Chaplaincy	~	N° Accom Commercially	~	~

DISASTER WELFARE ASSISTANCE LINE

- Approximately 180 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. Escalation plans are in place should surge capacity be required.

DWS DISASTER RELIEF GRANTS

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

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 and assistance and information points 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	11	8	7	2	5	7
SEOC										
RFS SOC				2						
RFS FCC/EOC	5									
PIIC										
DWS call centre				5	1					
TOTAL	20			10	12	8	7	2	5	7

PLANS

- Disaster Welfare Services to continue to monitor and provide assistance to the Districts in their response as required. A Liaison Officer will remain in place at RFS State Operations until further notice.
- 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 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. Outreach will be undertaken pending a Hazmat assessment of properties which could contain asbestos.
- 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 and Southern Highlands areas.
- Increase in calls to the Disaster Welfare Assistance Line as the affected gain access to their property and assess damage.

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 Thursday 24 October 2013.

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

Released by: Sonya Ramke, Senior Manager, Disaster Welfare Services

From: Creedon, Paul
Sent: Wednesday, 23 October 2013 3:14 PM
To: Garton, William
Cc: Webber, Paula
Subject: FYI: Meeting - Impacted Residents [DLM=For-Official-Use-Only]

Hi Will,

See my response below FYI.

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

humanservices.gov.au/expos
Please send return emails to paul.creedon@humanservices.gov.au

Important note: my email has changed to 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

From: Creedon, Paul
Sent: Wednesday, 23 October 2013 2:17 PM
To: Tamwyn Daley
Subject: RE: Meeting - Impacted Residents [SEC=UNCLASSIFIED]

Hi Tamwyn,

I would suggest that rather than the Departmental reps speak, perhaps it would be better for them to address issues, engage in the discussion and answer questions as they arise. That way we are not talking for talking sake and providing important information that's relevant to the conversation.

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

humanservices.gov.au/expos
Please send return emails to paul.creedon@humanservices.gov.au

Important note: my email has changed to 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

From: Tamwyn Daley [TDaley@bmcc.nsw.gov.au]
Sent: Wednesday, 23 October 2013 1:46 PM
To: Creedon, Paul
Subject: RE: Meeting - Impacted Residents [SEC=UNCLASSIFIED]

Thank you.

Can you please advise who I will be listing as the speaker on the evening?

Kind regards,

Tamwyn Daley
Acting for the Recovery Coordinator Phil Koperberg

From: Creedon, Paul [mailto:Paul.Creedon@humanservices.gov.au]
Sent: Wednesday, 23 October 2013 12:45 PM
To: Tamwyn Daley
Cc: Webber, Paula; EMERGENCY.MANAGEMENT; COMMS.EMERGENCIES; Schwass, Gina
Subject: RE: Meeting - Impacted Residents [SEC=UNCLASSIFIED]

Hi Tamwyn,

As discussed, the Department will be sending along three representatives on the evening. These are:

Debbie Robertson (Technical Expert)
Helen Boundy (Senior Social Work)
Paul Creedon (Observer/DLO)

I have advised the Minister of the meeting and she is giving attending her consideration.

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

humanservices.gov.au/expos
Please send return emails to paul.creedon@humanservices.gov.au

Important note: my email has changed to 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

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 Coordinator Phil Koperberg

[Attachment B.9 was attached to this email]

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

Sent: Thursday, 24 October 2013 3:16 PM

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

Subject: Disaster Welfare Services - Situation Report # 8

Dear All,

Please find attached Disaster Welfare Services Sitrep 8 for the current bushfire event.

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 REPORT 7

NEW SOUTH WALES FIRES - 17 OCTOBER 2013

AS AT 24 OCTOBER 2013 - 1400 HRS

SITUATION

As at 0900 on Thursday, 24 October 2013 there are 64 bush and grass fire incidents across NSW of which 25 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.

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 22 evacuation centres since the event began on Thursday 18 October. Currently 3 centres are opened. These are at:

- Springwood
- North Richmond

On Wednesday, 23 October 2013, three additional centres were opened. These were an Information and Assistance Centre at Penrith Panthers, with additional capacity at Penrith RSL if required as an overflow, and Evacuation Centres at Wallsend Diggers and Charlestown Leagues. Penrith Panthers was opened as a contingency measure in case the fire situation significantly deteriorated in the Blue Mountains. North Richmond Evacuation Centre had over 700 people register, with people leaving their homes, but not continuing to Panthers.

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, NSW Health – Mental Health and Save the Children.

FACS & MPES Welfare Services Liaison Officers are available at Emergency Operations Centres as required.

Disaster Welfare staff are present at the Recovery Centre, that opened on Tuesday, 22 October 2013 at the Presbyterian Hall, at 160 Macquarie Street, Springwood.

EVACUATION CENTRES

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Lithgow Workers		3-7 Tank Street, Lithgow				Closing 24 Oct – on call			~	116	99	20
STAFF AT THIS CENTRE												
Community Services	6	Housing NSW	0	ADHC	0	MPES	0	DPI	1	N° Accom at Centre	0	N° of meals
Red Cross	2	ADRA	2	Salvation Army	1	Anglicare	2	Chaplaincy	1	N° Accom Commercially	21	9

Lithgow Workers – 3 St John Ambulance Officer as at 0800 on 23 October 2013.

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Springwood Sports Centre		83 Macquarie Road Springwood				Open			~	1104	~	~
STAFF AT THIS CENTRE												
Community Services	5	Housing NSW	0	ADHC	0	MPES	1	DPI	0	N° Accom at Centre	53	N° of meals
Red Cross	6	ADRA	1	Salvation Army	0	Anglicare	6	Chaplaincy	6	N° Accom Commercially	76	~

Also in attendance at Springwood are 2 St John Ambulance Officers & 1 RSPCA.

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
North Richmond Community Hall		33 William Street, North Richmond				Open			~	798	~	~
STAFF AT THIS CENTRE												
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	0	Anglicare	4	Chaplaincy	4	N° Accom Commercially	80	~

Also in attendance are representatives St John Ambulance.

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Penrith Panthers & Penrith RSL (overflow only)		Mulgoa Road, Penrith				Open			~	147	~	~
STAFF AT THIS CENTRE												
Community Services	4	Housing NSW	3	ADHC	5	MPES	2	RSPCA	~	N° Accom at Centre	~	N° of meals
Red Cross	9	ADRA	5	Salvation Army	10	Anglicare	14	Chaplaincy	4	N° Accom Commercially	23	~

Also in attendance 6 NSW Police; 2 primary Industries

Location		Address				Status			Capacity	N° of people registered	N° Adults	N° Children
Wallsend Diggers		Tyrell St, Wallsend				Closed at 20:15 - 23 Oct 2013			~	0	~	~
STAFF AT THIS CENTRE												
Community Services	4	Housing NSW	~	ADHC	~	MPES	2	RSPCA	~	N° Accom at Centre	~	N° of meals
Red Cross	~	ADRA	~	Salvation Army	~	Anglicare	~	Chaplaincy	~	N° Accom Commercially	~	~

Location		Address			Status	Capacity	N° of people registered	N° Adults	N° Children			
Charlestown Leagues		Bula Street, Charlestown			Closed	~	42	34	8			
STAFF AT THIS CENTRE												
Community Services	3	Housing NSW	~	ADHC	~	MPES	~	RSPCA	~	N° Accom at Centre	~	N° of meals
Red Cross	1	ADRA	~	Salvation Army	1	Anglicare	~	Chaplaincy	~	N° Accom Commercially	6	~

DISASTER WELFARE ASSISTANCE LINE

- Approximately 220 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. Escalation plans are in place should surge capacity be required.

DWS DISASTER RELIEF GRANTS

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

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 and assistance and information points 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 →	Community Services	Housing NSW	ADHC	MPES	Alumni	Red Cross	ADRA	Salvation Army	Anglicare	Chaplaincy
Evacuation centres	15			3	11	8	7	2	5	7
SEOC										
RFS SOC				2						
RFS FCC/EOC	5									
PIIC										
DWS call centre				5	1					
TOTAL	20			10	12	8	7	2	5	7

PLANS

- Disaster Welfare Services to continue to monitor and provide assistance to the Districts in their response as required. A Liaison Officer will remain in place at RFS State Operations until further notice.

- 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 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. Outreach will be undertaken pending a Hazmat assessment of properties which could contain asbestos.
- 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.
- Increase in calls to the Disaster Welfare Assistance Line as the affected gain access to their property and assess damage.

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 Friday, 25 October 2013.

Prepared by: Jennifer Hastings, Senior Policy Officer, Disaster Welfare Services
Released by: Redacted, Director, Disaster Welfare Services

From: Redacted
Sent: Friday, 25 October 2013 11:53 AM
To: Webber, Paula
Cc: [Other recipients removed for privacy purposes]
Subject: Re: Communication fact sheet re bushfire assistance [SEC=UNOFFICIAL]

Hi Paula

That is good to go. Very pleased it can happen. Are you mentioning the recov centre location because if so, could possibly add that dws is there.

Cheers

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

From: "Webber, Paula" <Paula.Webber@humanservices.gov.au>
To: Redacted

Sent: 25/10/2013 11:48:58 AM
Subject: FW: Communication fact sheet re bushfire assistance [SEC=UNOFFICIAL]

Hi Redacted

DHS Communication team have developed a fact sheet summarising bushfire assistance available across Australian Government agencies.

The Minister for Human Services has also requested we include the NSW Government personal hardship information as well.

Communications propose to use the wording below, taken directly from your website.

Personal Hardship and Distress Assistance is available for eligible individuals and families whose homes and essential household items have been destroyed or damaged by a natural disaster. People with limited financial resources and no insurance may be eligible for assistance for essential household items and structural repairs to the home.
For more information visit emergency.nsw.gov.au or call 1800 018 444

I understand how busy you are, however an urgent response is required. I will forward the draft fact sheet for your information as soon as I have it.

Regards

Paula Webber
A/g Region Manager
Stakeholder and Community Relationships
Zone Central NSW
Department of Human Services
0414831895

[Attachment B.10 was attached to this email]

From: Creedon, Paul
Sent: Friday, 25 October 2013 11:55 AM
To: Webber, Paula; Petrie, Grant
Subject: FW: An update from Mr Phil Koperberg, Blue Mountains Bushfire Recovery Coordinator [DLM=For-Official-Use-Only]

Hi Paula and Grant,

See the attached update advice from Phil Koperberg's team.

Referred FYI only.

Regards

From: Emily Doyle [<mailto:e.doyle@kjassoc.com.au>]
Sent: Friday, 25 October 2013 11:42 AM
Subject: An update from Mr Phil Koperberg, Blue Mountains Bushfire Recovery Coordinator

Please find attached the latest update from Mr. Phil Koperberg regarding the Recovery Centre and its operations. Please share this information as you see fit, including social media. Note this evening's public meeting at Winmalee.

Regards,
Blue Mountains Bushfires Recovery Team



Blue Mountains Bushfire Recovery 25 October 2013 Update

The Blue Mountains Bushfire Recovery Centre is asking for all residents that have had their property damaged or destroyed to please **call and register** at the Blue Mountains City Council on 4723 5000.

Fire & Rescue NSW Impact Assessment Teams have been undertaking assessments of the fire damaged property. Bushfires cause significant structural damage to buildings making them unstable and extremely dangerous to move around in. Wall and roof collapses can occur, as well as falling trees and branches that have been fire affected. The other risk is asbestos.

Safety is still our number one concern and it is crucial that the residents ring Council to get the information and help they need to make sure their property is safe to enter. Properties that have been assessed as posing a health and or safety risk have been clearly marked. With 210 properties destroyed and 109 damaged, it's important we inform impacted residents of the health and safety issues on their property as quickly as possible.

If you know of someone who has had their property damaged or destroyed please get them to call the Blue Mountains City Council on 4723 5000 (seven days).

A **community meeting** will be held this evening to discuss the recovery efforts and provide important information that residents need to know about health and safety. Please arrive at 6.30pm for a 7.00 pm start at Winmalee High School, High School Drive, Winmalee.

A reminder that the **Recovery Centre** is up and running at the Presbyterian Hall, 158 Macquarie Road in Springwood. A one stop shop for the community and workers affected by the bushfires, I encourage anyone in need of help to drop by. We are offering information on safe access to your property, help with reissuing personal documentation, counselling, respite and trauma support for children and information on the disaster and recovery allowance. In addition, free legal advice is being offered.

For further information please visit the Recovery Centre or alternatively view our website by following the link to the Bushfire Recovery Information webpage at www.bmcc.nsw.gov.au.

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.

Bushfire Recovery Coordination Centre – one stop shop for residents and workers needing support from the impact of the bush fires.
Presbyterian Hall, 158 Macquarie Road in Springwood. 8am to 6pm, 7 days a week

[Attachment B.11 was attached to this email]

From: Todorova, Emilija

Sent: Friday, 25 October 2013 3:27 PM

To: EMERGENCY.MANAGEMENT; DL.csw.exec; [Other recipients removed for privacy purposes]

Subject: FW: Disaster Welfare Services - Sitrep 9 - NSW Bushfires 25 October [DLM=For-Official-Use-Only]

Colleagues

Attached is the latest Situation Report from the NSW Disaster Welfare Services. It focuses only on the fires in the Blue Mountains and Lithgow.

Regards,

Emilija

Emilija Todorova PSM
Region Manager
Stakeholder and Community Engagement
Department of Human Services
Service Zone Central NSW
Mobile: 0416 110 205
E-mail: emilija.todorova@humanservices.gov.au

All,

Please find attached Disaster Welfare Services Sitrep 9 for the current bushfire event. No DWS sitreps are expected to be produced over the weekend.

Regards,

Redacted



SITUATION REPORT 9

NEW SOUTH WALES FIRES - 17 OCTOBER 2013

AS AT 25 OCTOBER 2013 - 1430 HRS

SITUATION

As at 1000 on Friday 25 October 2013 there are 58 bush and grass fire incidents across NSW of which 24 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

Welfare Services staff remain on standby to staff evacuation centres and attend Emergency Operations Centres as required.

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 22 evacuation centres since the event began on Thursday 18 October. Currently one centre is open at North Richmond.

These centres are being managed by Family and Community Services and have been supported by Community Partners Red Cross, ADRA, Salvation Army and Anglicare as well as the NSW Disaster Recovery Chaplaincy Network, St John Ambulance, NSW Health – Mental Health and Save the Children.

FACS & MPES Welfare Services Liaison Officers are available at Emergency Operations Centres as required.

Disaster Welfare staff are present at the Recovery Centre, that opened on Tuesday, 22 October 2013 at the Presbyterian Hall, at 160 Macquarie Street, Springwood.

EVACUATION CENTRES

Location		Address				Status	Capacity	N° of people registered	N° Adults	N° Children		
Springwood Sports Centre		83 Macquarie Road Springwood				Closed at 1900 on 24 Oct	~	1116	~	~		
STAFF AT THIS CENTRE												
Community Services	7	Housing NSW	0	ADHC	0	MPES	0	DPI	0	N° Accom at Centre	53	N° of meals
Red Cross	6	ADRA	0	Salvation Army	0	Anglicare	5	Chaplaincy	0	N° Accom Commercially	76	~

Also in attendance at Springwood were 4 St John Ambulance Officers.

Location		Address				Status	Capacity	N° of people registered	N° Adults	N° Children		
North Richmond Community Hall		33 William Street, North Richmond				Open	~	810	~	~		
STAFF AT THIS CENTRE												
Community Services	3	Housing NSW	0	ADHC	0	MPES	0	DPI	2	N° Accom at Centre	~	N° of meals
Red Cross	3	ADRA	0	Salvation Army	4	Anglicare	3	Chaplaincy	2	N° Accom Commercially	92	~

DISASTER WELFARE ASSISTANCE LINE

- Approximately 230 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.
- Based on current call volumes, this line will not be open over the weekend 26-27 October.

DWS DISASTER RELIEF GRANTS

- Approximately 30 applications for Disaster Relief grants have been received to date for assessment from the Blue Mountains and Central Coast bushfires.
- Approximately 60 requests for Disaster Welfare assistance have been received in total and have been referred to the Recovery Centre for follow up.

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 and assistance and information points 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.
- The Alumni in their capacity as Disaster Welfare Officers have been interviewing approximately 20 families on average per day at the Springwood Recovery Centre.
- Save the Children are in attendance at the Springwood Recovery Centre and have supported 13 children. Their services provide a short term level of respite for affected families while they seek access to services in Evacuation or Recovery Centres.

FUNCTIONAL AREA STAFF IN ACTIVATION

Agency → Location ↓	Community Services	Housing NSW	ADHC	MPES	Alumni	Red Cross	ADRA	Salvation Army	Anglicare	Chaplaincy
Evacuation centres	10				11	9		4	8	2
SEOC										
RFS SOC				1						
RFS FCC/EOC	1									
PIIC										
DWS call centre					1					
TOTAL	11			1	12	9		4	8	2

PLANS

- Disaster Welfare Services to continue to monitor and provide assistance to the Districts in their response as required.
- Outreach through Disaster Welfare and utilising Red Cross and Anglicare volunteers will commence in affected areas on Saturday 26 October and will run throughout the weekend and into the following week until further notice. Up to 50 volunteers will be working in the outreach program.

- Disaster Welfare Services is meeting with local agencies in Springwood on Tuesday 29 October regarding the transition from the disaster welfare response to the broader community recovery process.
- The Disaster Recovery Chaplaincy Network has been working in Lithgow and North Richmond connecting disaster affected persons to local services. The chaplains are also in the planning phase of delivering support in the recovery phase.

POTENTIAL ISSUES

- DWS has rostering in place to support a Welfare Services FA response as required.

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 28 October 2013 unless there is any significant changes.

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

Released by: Redacted Director, Disaster Welfare Services

From: Redacted
Sent: Friday, 25 October 2013 3:57 PM
To: Webber, Paula
Subject: Re: Information flyer [SEC=UNOFFICIAL]

Was it to be attached Paula?

Cheers

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

From: "Webber, Paula" <Paula.Webber@humanservices.gov.au>
To: Redacted

Sent: 25/10/2013 3:26:03 PM
Subject: Information flyer [SEC=UNOFFICIAL]

Hi Redacted

Here is the final information sheet. It will be distributed at the community meeting this evening.

I have had no response to my query re specific information about the Recovery centre.

Regards

Paula Webber
A/g Region Manager
Stakeholder and Community Relationships
Zone Central NSW
Department of Human Services
0414831895