
[Attachment B.12 was attached to this email]

From: Redacted
Sent: Tuesday, 29 October 2013 3:16 PM
Cc: Michelle Davis
Subject: DWS Recovery Overview Report 1 - 29 Oct 2013

Dear colleagues,

Please see attached report outlining current DWS Recovery operations in the recent NSW Bush fires.

Regards,

Redacted



SITUATION

Following a lengthy response phase to a number of major bushfires affecting multiple LGA's across NSW since 13 October 2013, the Welfare Services Functional area has now moved its focus to Disaster Welfare Recovery operations.

- In the Blue Mountains, the Linksvie Road Fire severely impacted parts of the Springwood, Winmalee and Yellow Rock areas with substantial property losses occurring. 193 homes were completely destroyed with a further 109 sustaining damage. There was no loss of life during this event.
- The Mount York Fire impacted the north-western part of Mount Victoria where 7 houses were lost and one damaged.
- The State Mine Fire impacted the village of Mount Irvine, where two properties were lost.
- In the Hunter /Central Coast, the Hank Street fire (Port Stephens) resulted in six habitable dwellings sustaining damage and three habitable dwellings were destroyed and three were damaged in the Ruttleys Road Fire.

The loss of a substantial number of properties has resulted in many displaced people and companion animals. These displaced residents were initially supported by Disaster Welfare Services, Community Partners and the Department of Primary Industries through multiple evacuation centres which have now all closed.

This report outlines Disaster Welfare Recovery Operations primarily relating to teams stationed in the Blue Mountains.

CURRENT OPERATIONS

A Recovery Centre has been established at the Springwood Presbyterian Hall at 160 Macquarie St Springwood from which a team of 10 Alumni Disaster Welfare Officers (DWO's) are based. To date the team have conducted 152 interviews at the centre resulting in 11 Disaster Relief grant applications being issued of which 11 completed applications have been received. 13 home visit inspections have also been conducted as part of the application process for these grants.

From today the DWO's have also commenced a telephone contact strategy with the purpose of providing information about Recovery Centre services and the Disaster Relief Grant scheme as well as identifying individuals who may require on going support.

The DWS Alumni Manager is also represented on the Recovery Committee and a number of Sub Committees to provide and receive information and support for the community and provide input to recovery planning.

DRCN

Throughout the response phase of these emergencies the Disaster Recovery Chaplaincy Network have been heavily engaged in and working closely with NSW Mental health to support disaster affected people in a number of evacuation centres. One Chaplain spent over an hour with a war veteran who suffered a trauma attack from helicopters flying overhead and another with a lady who hadn't driven for 13 years but had loaded up her car and drove to the evacuation centre at Lithgow.

DRCN have also been engaged to provide support at the Recovery Centre at Springwood.

Save the Children Australia

Save the Children (SCA) were initially activated by DWS to establish child friendly spaces (CFS) in a number of evacuation centres and later in the Recovery Centre at Springwood by the Recovery Committee. The SCA team have had up to 13 children through the CFS on any given day. Respite was the top request from parents. Some were emotional and exhausted and came by the space to express that what they really need right now is "a break, a nanny". One mother left her daughter for the first time since Thursday at the Child Friendly Space to do groceries.

saying her daughter had clung on to her since the fire but now she was at least having fun with other children. Another young girl who lost everything in the fire came to the space to celebrate her birthday.

Numbers of children presenting at the recovery centre have since declined with the return to school yesterday and SCA staff reverted to standby as needed.

Outreach

Outreach commenced in the most fire affected area of Winmalee on Saturday 26 October and is being coordinated by two DWS Alumni and delivered by 40 volunteers from Red Cross and Anglicare. To date this has resulted in visits to 2,422 properties of which contact was made with 1,294 residents. As well as providing referrals to the Recovery Centre and information to the Recovery Committee, Outreach volunteers are also identifying people who do not require a formal referral but who could benefit from or appreciate a follow up visit in a week or so. Volunteers report that the people they are identifying are showing signs of stress and or anxiety which may subside once services are restored or they have finished cleaning. A process has been put in place to track follow up visits.

Lithgow Red Cross along with one DWS Alumni is delivering Outreach to the affected areas of Lithgow today including the community of Clarence near the Zig Zag Track.

Hunter Central Coast

A team of three DWS Alumni had been based in the Hunter Central Coast to conduct Outreach and assess referrals for Disaster Relief Grants. Outreach was conducted in conjunction with Red Cross to the communities of Swansea, Salt Ash, Williamtown, Cams wharf, Nords wharf, Catherine Hill Bay, Port Stephens, Gloster and Lake Munmorah.

A total of 3 Disaster relief grants have been issued and received completed and the DWS team from this area have now stood down.

RECOVERY CENTRES

Location	Address	Status	N° of Welfare enquiries	N° of DRG applications Issued	N° of DRG applications received	N° of home visits conducted	OUTREACH N° of homes
Springwood Presbyterian Hall	160 Macquarie St, Springwood	OPEN 08:00 to 18:00 daily	152	11	8	13	2422
Hunter CC DWS base		CLOSED	6	3	3	6	0

DISASTER WELFARE ASSISTANCE LINE

The Disaster Welfare Assistance line is currently in operation from Monday to Friday, 0800 to 1630 and is being managed by one DWS Alumni at Sydney Olympic Park. To date there have been 272 calls since it opened on Friday 18 October. The majority of these calls have been offers of donations, accommodation and volunteer with few requests for assistance.

N° of Calls last 24hrs	N° of Welfare calls to PIIC	N° of calls for event
16	NA	272

Offers of donated goods and services are now being referred to the Blue Mountains Recovery Goods and Services Register on:

02 4751 1299 or disasterrelief13@outlook.com

AGENCY STAFF IN ACTIVATION

(At time of report)

Agency →	FACS	MPES	Alumni	Red Cross	ADRA	Salvation Army	Anglicare	DRCN
Location ↓								
Springwood		2	10	17			22	
MPES			1					
Hunter								

PLANS

- Outreach will continue throughout the Blue Mountains over the coming weekend in the communities of Mount Riverview, Warrimoo and Faulconbridge.
- It is planned that Outreach will be delivered to the communities between Bell and Kurrajong along the Bells Line of Road once the area has been reopened.

FURTHER INFORMATION

Blue Mountains Recovery: <http://bmcc.nsw.gov.au/yourcouncil/bushfirerecoveryinformation>

MPES: <http://www.emergency.nsw.gov.au/currentemergencies/bushfires>

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

The next report will be provided on Thursday 31st of October.

Prepared by: Redacted Event Coordinator

Released by: Redacted Director, Disaster Welfare

[Attachment B.13 was attached to this email]

From: Redacted

Sent: Friday, 1 November 2013 1:26 PM

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

Subject: DWS Recovery Sitrep 2 1 November 2013

Dear All

Please find attached.

Regards
Redacted



SITUATION

Following a lengthy response phase to a number of major bushfires affecting multiple LGA's across NSW since 13 October 2013, the Welfare Services Functional area has now moved its focus to Disaster Welfare Recovery operations.

- In the Blue Mountains, the Linksvie Road Fire severely impacted parts of the Springwood, Winmalee and Yellow Rock areas with substantial property losses occurring. 193 homes were completely destroyed with a further 109 sustaining damage. There was no loss of life during this event.
- The Mount York Fire impacted the north-western part of Mount Victoria where 7 houses were lost and one damaged.
- The State Mine Fire impacted the village of Mount Irvine, where two properties were lost.
- In the Hunter /Central Coast, the Hank Street fire (Port Stephens) resulted in six habitable dwellings sustaining damage and three habitable dwellings were destroyed and three were damaged in the Ruttley's Road Fire.

The loss of a substantial number of properties has resulted in many displaced people and companion animals. These displaced residents were initially supported by Disaster Welfare Services, Community Partners and the Department of Primary Industries through multiple evacuation centres which have now all closed.

This report outlines Disaster Welfare Recovery Operations primarily relating to teams stationed in the Blue Mountains.

CURRENT OPERATIONS

A Recovery Centre has been established at the Springwood Presbyterian Hall at 160 Macquarie St Springwood from which a team of 10 Alumni Disaster Welfare Officers (DWOs) are based. To date the team have conducted 194 face-to-face interviews at the centre resulting in 12 Disaster Relief grant applications being issued of which 9 completed applications have been received. 16 home visit inspections have also been conducted as part of the application process for these grants.

The team are continuing the telephone contact strategy with the purpose of providing information about Recovery Centre services and the Disaster Relief Grant scheme as well as identifying individuals who may require ongoing support. Phone contact has been made with 117 households that have been burned/damaged, to provide a connection with the Recovery Centre and provide information on available services. Nine of these households have requested follow up contact over time.

The DWS Alumni Manager continues to represent DWS on the Recovery Committee and a number of Sub Committees to provide and receive information and support for the community and provide input to recovery planning.

Outreach

The Outreach strategy has continued this week and was delivered in the communities of Winmalee, Hawkesbury, Mt Riverview, Faulconbridge and small communities around Lithgow and Zig Zag Railway. Anglicare and Red Cross volunteers continue to deliver the outreach intervention coordinated by MPES DWS Alumni. Of the total 3571 visits to date, 1763 resulted in contact with the resident, and 60 referrals to the Recovery Centre were made.

RECOVERY CENTRES

Location	Address	Status	N° of Welfare enquiries	N° of DRG applications issued	N° of DRG applications received	N° of home visits conducted	OUTREACH N° of homes
Springwood Presbyterian Hall	160 Macquarie St, Springwood	OPEN 08:00 to 18:00 daily	194	12	9	16	3571
Hunter CC DWS base		CLOSED	6	3	3	6	0

DISASTER WELFARE ASSISTANCE LINE

The Disaster Welfare Assistance line is currently in operation from Monday to Friday, 0800 to 1630 and is being managed by one DWS Alumni at Sydney Olympic Park. To date there have been 289 calls since it opened on Friday 18 October. The majority of these calls have been offers of donations, accommodation and volunteer with few requests for assistance.

Offers of donated goods and services are now being referred to the Blue Mountains Recovery Goods and Services Register on:

02 4751 1299 or disasterrelief13@outlook.com

N° of Calls since last report	N° of Welfare calls to PIC	N° of calls for event
17	NA	290

AGENCY STAFF IN ACTIVATION

(At time of report)

Agency →	FACS	MPES	Alumni	Red Cross	ADRA	Salvation Army	Anglicare	DRCN
Location ↓								
Springwood		2	10	28			19	
MPES			1					
Hunter								

PLANS

- Outreach will continue throughout the Blue Mountains over the coming weekend in the communities with locations to be determined on Friday.
- It is planned that Outreach will be delivered to the communities between Bell and Kurrajong along the Bells Line of Road once the area has been reopened.

FURTHER INFORMATION

Blue Mountains Recovery: <http://bmcc.nsw.gov.au/yourcouncil/bushfirerecoveryinformation>

MPES: <http://www.emergency.nsw.gov.au/currentemergencies/bushfires>

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

The next report will be provided as details come to hand.

Prepared by: Redacted, Event Coordinator

Released by: Redacted, Director, Disaster Welfare

[Attachment B.14 was attached to this email]

From: Redacted

Sent: Friday, 1 November 2013 7:35 PM

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

Subject: Fwd: Memorandum - Bush Fire Survival Plan

Dear all

FYI

Regards
Redacted

Good morning,
Please refer to the attached memorandum.

Regards,

Redacted



MEMORANDUM

To: State Emergency Management Committee
From: Assistant Commissioner, Response & Co-ordination
Subject: New App – Bush Fire Survival Plan
Date: 29 October 2013 **File No.**

As part of the ongoing NSW RFS *Prepare Act Survive* public awareness campaign, a new online version of the Bush Fire Survival Plan has been released.

The *MyFirePlan* app provides general advice on understanding your risk, steps to prepare your property, and the decision on what to do during a fire.

Users can complete their Plan including key contacts, email and print it, and share it with family and friends.

The MyFirePlan can be downloaded on iOS and Android at the following links:

<https://itunes.apple.com/au/app/myfireplan/id726634175?mt=8>

<https://play.google.com/store/apps/details?id=au.gov.nsw.rfs.myfireplan&hl=en>

Feedback regarding the new app is welcome which can be forwarded to Mr Anthony Clark - Group Manager, Corporate Communications via email anthony.clark@rfs.nsw.gov.au

I encourage you to circulate this information within your respective agencies.

I thank you for your continued support and co-operation.


Steve Yorke AFSM
Assistant Commissioner

[Attachment B.15 was attached to this email]

From: Redacted

Sent: Tuesday, 5 November 2013 9:02 AM

To: Todorova, Emilija; Webber, Paula

Cc: [Other recipients removed for privacy purposes]

Subject: DWS Recovery Sitrep 3 4 Nov 13

Colleagues

Please find attached for your information.

regards
Redacted



SITUATION

Following a lengthy response phase to a number of major bushfires affecting multiple LGA's across NSW since 13 October 2013, the Welfare Services Functional area is now focused on Disaster Welfare Recovery operations.

- In the Blue Mountains, the Linksvie Road Fire severely impacted parts of the Springwood, Winmalee and Yellow Rock areas with substantial property losses occurring. 193 homes were completely destroyed with a further 109 sustaining damage. There was no loss of life during this event.
- The Mount York Fire impacted the north-western part of Mount Victoria where 7 houses were lost and one damaged.
- The State Mine Fire impacted the village of Mount Irvine, where two properties were lost.
- In the Hunter /Central Coast, the Hank Street fire (Port Stephens) resulted in six habitable dwellings sustaining damage and three habitable dwellings were destroyed and three were damaged in the Ruttley's Road Fire.

The loss of a substantial number of properties has resulted in many displaced people and companion animals. These displaced residents were initially supported by Disaster Welfare Services, Community Partners and the Department of Primary Industries through multiple evacuation centres which have now all closed.

This report outlines Disaster Welfare Recovery Operations primarily relating to teams stationed in the Blue Mountains.

CURRENT OPERATIONS

A Recovery Centre has been established at the Springwood Presbyterian Hall at 160 Macquarie St Springwood from which a team of 10 Alumni Disaster Welfare Officers (DWOs) are based. To date the team have conducted 228 face-to-face interviews at the centre resulting in 12 Disaster Relief grant applications being issued of which 9 completed applications have been received. 18 home visit inspections have also been conducted as part of the application process for these grants.

The team are continuing the telephone contact strategy with the purpose of providing information about Recovery Centre services and the Disaster Relief Grant scheme as well as identifying individuals who may require ongoing support. Phone contact has been made with 264 households that have been burned/damaged, to provide a connection with the Recovery Centre and provide information on available services. Eighty two of these households have requested follow up contact over time.

The DWS Alumni Manager continues to represent DWS on the Recovery Committee and a number of Sub Committees to provide and receive information and support for the community and provide input to recovery planning.

Outreach

The Outreach strategy has continued and has been delivered in the communities of Springwood, Winmalee, Warrimoo, Hawkesbury Heights, Mt Riverview, Faulconbridge, Mt Victoria and small communities around Lithgow and Zig Zag Railway. On Sunday, outreach commenced in Blackheath. Anglicare and Red Cross volunteers continue to deliver the outreach intervention coordinated by MPES DWS Alumni with 4200 visits to date.

Extra Support for the Community

On Saturday 2 November 2013, the Treasurer announced initial joint NSW and Australian Government funding for the establishment of the Blue Mountains Bushfire Support Service. The service will be funded through the Natural Disaster Relief and Recovery Arrangements (NDRRA). The service was conceptualised by MPES Disaster Welfare Services and is similar to the one established in Warrumbungle Shire in February 2013, following bushfires.

The Blue Mountains Bushfire Support Service will provide additional support for the community, in particular, the 300 households with homes destroyed or severely damaged in the Blue Mountains bush fires. Final negotiations are underway with a local agency to auspice the service. It is envisaged the service will officially commence on Friday 8/11/13.

The support service will provide:

- Assessment of individual/family practical, financial and emotional needs
- Referral for financial advice, legal advice, counselling and specialised input for children's needs as required
- Assistance with dealing with insurance companies, replacing key documents and liaising with various service providers
- Providing information regarding recovery processes including psychological recovery

RECOVERY CENTRES

Location	Address	Status	N° of Welfare enquiries	N° of DRG applications issued	N° of DRG applications received	N° of home visits conducted	OUTREACH N° of homes
Springwood Presbyterian Hall	160 Macquarie St, Springwood	OPEN 08:00 to 18:00 daily	241	12	9	18	4200
					N° of Calls since last report	N° of Welfare calls to PIIC	N° of calls for event
					07	NA	297
Hunter CC DWS base		CLOSED	6	3	3	6	0

DISASTER WELFARE ASSISTANCE LINE

The Disaster Welfare Assistance line operates from Monday to Friday, 0800 to 1630 and has reverted to normal arrangements. To date there have been 297 calls since it opened on Friday 18 October. The majority of these calls have been offers of donations, accommodation and volunteer with few requests for assistance.

Offers of donated goods and services are now being referred to the Blue Mountains Recovery Goods and Services Register on:

02 4751 1299 or disasterrelief13@outlook.com

AGENCY STAFF IN ACTIVATION

(At time of report)

Agency →	FACS	MPES	Alumni	Red Cross	ADRA	Salvation Army	Anglicare	DRCN
Location ↓								
Springwood			10	19			15	
MPES								
Hunter								

PLANS

- It is planned that Outreach will be delivered to the communities between Bell and Kurrajong along the Bells Line of Road from Thursday 7/11/13.

FURTHER INFORMATION

Blue Mountains Recovery: <http://bmcc.nsw.gov.au/yourcouncil/bushfirerecoveryinformation>

MPES: <http://www.emergency.nsw.gov.au/currentemergencies/bushfires>

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

The next report will be provided as details come to hand.

Prepared by: Sonya Ramke, Senior Manager
Redacted

Released by: Director, Disaster Welfare

[There was no attachment attached to this email]

From: Redacted

Sent: Friday, 8 November 2013 2:52 PM

To: Todorova, Emilija; Webber, Paula

Cc: [Other recipients removed for privacy purposes]

Subject: Disaster Welfare Services Recovery Overview Report No 4

Dear Colleagues

Please find attached FYI.

Regards
Redacted

From: Redacted

Sent: Monday, 11 November 2013 4:50 PM

To: Webber, Paula

Subject: Mobile Recovery Centre

Hi Paula

As previously discussed, a Mobile Recovery Service will be held this coming Thursday 14th and Friday 15th November in Mount Victoria. This service will be in addition to the Recovery Centre operating in Springwood.

We have confirmed attendance from your agency and an additional eight agencies to provide advice and support to the Community for these two days.

The Mobile Recovery Service details are as follows:

Location: Saint Peters Anglican Church Hall, 79 Great Western Highway, Mount Victoria
Entrance & Off Street Parking via Ailsa Street.

Date: Thursday 14th & Friday 15th November, 2013

Opening Hours: 10am - 4pm (please arrive 30 minutes prior to settle into your work space)

Please ensure your agencies representative come self sufficient in terms of Internet/Communications/Technology, as internet connection, printing and fax facilities will not be available in the Church Hall.

The Salvation Army will be in attendance to provide tea/coffee/water and lunch.

Please do not hesitate to contact me should you have any questions.

Kind regards
Redacted

[Attachment B.16 was attached to this email]

From: Redacted

Sent: Wednesday, 13 November 2013 2:41 PM

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

Subject: DWS Recovery overview report 5 - 13 Nov 2013

good afternoon,

Please see attached DWS Recovery overview report 5 - Blue Mountains Bushfires.

Regards,

Redacted



SITUATION

Following a lengthy response phase to a number of major bushfires affecting multiple LGA's across NSW since 13 October 2013, the Welfare Services Functional area is now focused on Disaster Welfare Recovery operations.

- In the Blue Mountains, the Linksvie Road Fire severely impacted parts of the Springwood, Winmalee and Yellow Rock areas with substantial property losses occurring. 193 homes were completely destroyed with a further 109 sustaining damage. There was no loss of life during this event.
- The Mount York Fire impacted the north-western part of Mount Victoria where 7 houses were lost and one damaged.
- The State Mine Fire impacted the village of Mount Irvine, where two properties were lost.
- In the Hunter /Central Coast, the Hank Street fire (Port Stephens) resulted in six habitable dwellings sustaining damage and three habitable dwellings were destroyed and three were damaged in the Ruttleys Road Fire.

The loss of a substantial number of properties has resulted in many displaced people and companion animals. These displaced residents were initially supported by Disaster Welfare Services, Community Partners and the Department of Primary Industries through multiple evacuation centres which have now all closed.

This report outlines Disaster Welfare Recovery Operations primarily relating to teams stationed in the Blue Mountains.

CURRENT OPERATIONS

A Recovery Centre has been established at the Springwood Presbyterian Hall at 160 Macquarie St Springwood from which a team of 10 Alumni Disaster Welfare Officers (DWOs) is based. To date the team has conducted 263 face-to-face interviews at the centre resulting in 21 Disaster Relief grant applications being issued of which 15 completed applications have been received. 36 home visit inspections have also been conducted as part of the application process for these grants.

The team is continuing the telephone contact strategy with the purpose of providing information about Recovery Centre services and the Disaster Relief Grant scheme as well as identifying individuals who may require ongoing support. Phone contact has been made with 693 households that have been burned/damaged, to provide a connection with the Recovery Centre and provide information on available services. 101 of these households have requested follow up contact over time.

Additionally, the team is following up those bushfire-affected residents who requested advice regarding availability of donated goods and services. These residents will be provided a Fact Sheet on how to access various donations and details of the recovery website. Any additional needs expressed will be noted and referred to the Blue Mountains Bushfire Recovery Support Service to follow up.

The DWS Alumni Manager continues to represent DWS on the Recovery Committee and a number of Sub Committees to provide and receive information and support for the community and provide input to recovery planning.

Outreach

The final Outreach strategy was delivered in the community of Mt Wilson, Mt Irvine, Berambing and Bilpin on Saturday 09 November with nine Red Cross volunteers and two DWS Alumni. 164 homes were visited resulting in 40 contacts being made. Throughout the strategy Red Cross and Anglicare volunteers have conducted over 5132 visits which resulted in 2332 contacts being made.

Blue Mountains Bushfire Recovery Support Service (BMBRSS)

Blue Mountains Bushfire Recovery Support Service (BMBRSS) has commenced service delivery at the Recovery Centre in Springwood. The Service is refining their set up requirements at the centre and working collaboratively with Disaster Welfare Services Alumni to ensure a smooth transition including making initial contact with the affected community who have requested follow up. Four families have accessed the support service at the Recovery Centre. BMBRSS is currently scoping alternative locations for their base in Winmalee and in the Upper Blue Mountains (Mt Victoria). Support workers from the service will be attending the mobile recovery centres to be held in the Upper Blue Mountains 14-15 November.

RECOVERY CENTRES

Location	Address	Status	N° of Welfare enquiries	N° of DRG applications issued	N° of DRG applications received	N° of home visits conducted	OUTREACH N° of homes
Springwood Presbyterian Hall	160 Macquarie St, Springwood	OPEN 08:00 to 18:00 daily	263	21	15	36	5132
Hunter CC DWS base		CLOSED	6	3	3	6	0

DISASTER WELFARE ASSISTANCE LINE

The Disaster Welfare Assistance line operates from Monday to Friday, 0800 to 1630 and has reverted to normal arrangements. To date there have been 314 calls since it opened on Friday 18 October. The majority of these calls have been offers of donations, accommodation and volunteer with few requests for assistance.

Offers of donated goods and services are now being referred to the Blue Mountains Recovery Goods and Services Register on:

02 4751 1299 or disasterrelief13@outlook.com

N° of Calls since last report	N° of Welfare calls to PIC	N° of calls for event
09	NA	314

AGENCY STAFF IN ACTIVATION

(At time of report)

Agency →	FACS	MPES	Alumni	Red Cross	ADRA	Salvation Army	Anglicare	DRCN
Location ↓								
Springwood			04					
MPES								
Hunter								

PLANS

- Due to the changing needs of the community, Disaster Welfare Services will scale down their presence at the Recovery Centre this week.
- Administrative tasks for the processing of disaster relief grant applications will continue.

FURTHER INFORMATION

Blue Mountains Recovery: www.bluemountainsbushfirerecovery.com

MPES: <http://www.emergency.nsw.gov.au/currentemergencies/bushfires>

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

The next report will be provided as details come to hand.

Prepared by: Redacted

Released by: