

## Appendix 9

**Hazelwood Mine Fire**

**Community Engagement Framework**

**Sub-Plan**

(For inclusion in the Hazelwood Mine Fire Recovery Plan)

<b>Version</b>	1.0
<b>Date</b>	17/03/2014
<b>Review</b>	

**Approved by:**

State Recovery Coordinator

**Date:**

18 March 2014

**Distribution:**

Hazelwood Mine Fire Recovery Committee  
2014 Bushfires Recovery Coordination Team  
State Crisis and Resilience Council  
State Emergency Management Team

## 1. Background

### Task

The Department of Human Services (DHS) was tasked by the State Crisis and Resilience Council (SCRC) to coordinate Community Engagement recovery planning across State Government Departments and agencies for the impacts on Morwell.

### Purpose

The purpose of the Community Engagement Framework sub-plan, which will form part of the Hazelwood Mine Fire Recovery Plan, is to set the overarching governance structure for community engagement during the recovery phase. The Framework will also outline and enable arrangements to transition community engagement activities and techniques that have proven successful in the response period.

This document sets out the Framework for the community engagement implementation plan currently in development.

### End State

The ultimate goal for this sub-plan is a community that is:

- The Morwell community is well-informed of the range of recovery support services available to them from the Victorian Government and their local council
- The engagement activities involving the Morwell community generate positive feeling about the community and lead to actual successes which further promote more engagement
- Human capital, organisational resources and social capital is leveraged to solve recovery problems and improve the community of Morwell
- Morwell residents participate in community problem solving and linkages are formed between people within the community

## 2. Overview

### Context

This plan advocates all communication and community engagement activities observe the National Principles for Disaster Recovery, that state successful recovery relies on:

- understanding the context.
- recognising complexity.
- using community-led approaches.
- ensuring coordination of all activities.
- employing effective communication.
- acknowledging and building capacity.

Specifically, effective communication with affected communities and other stakeholders requires that:

- all communication is relevant, timely, clear, accurate, targeted, credible and consistent;
- communication with a community should be two-way, and that input and feedback should be sought and considered over an extended time;
- information is accessible to audiences in diverse situations, addresses a variety of communication needs, and is provided through a range of media and channels;
- communicators establish mechanisms for coordinated and consistent communication with all organisations and individuals; and
- key recovery messages are repeated, because information is more likely to reach community members when they are receptive.

#### Related Documents

- *Hazelwood Mine Fire 2014 Recovery Transition Plan.*
- *State Emergency Relief and Recovery Plan.*
- *Regional Emergency Recovery Plan.*
- *Latrobe City Council Community Engagement Plan.*
- *Australian Red Cross Communicating in Recovery.*

#### Key Considerations

- The recovery team and the community are partners in recovery planning and service delivery.
- Community led approach to recovery reflects National Principles for Disaster Recovery.
- This approach is enabled by community engagement (including communications tactics).
- Engaging and involving a broad range of community members across Morwell is a key condition for successful recovery.
- The local community must be actively engaged in using their existing skills, abilities and resources to build their strengths as well as address their problems.
- Ensure that Aboriginal and Torres Strait Islander people are involved in a way that is culturally appropriate and recognise that each community will have their own 'protocols' for engagement.

#### Priorities

- The recovery teams, through community engagement mechanisms, work with the community to develop a community driven response to community- identified service needs.
- The community is engaged in the planning of the services, the service priorities are the community's priorities. Community members and local recovery teams work together to deliver the services, host the programs and make policy recommendations.

- Provide people, enterprises, local governments and other stakeholders affected by the mine fire with the information, support and services needed to pursue their recovery.
- Plan and deliver recovery supports in a manner consistent with the National Principles for Disaster Recovery.

### 3. Leadership and Coordination

#### State

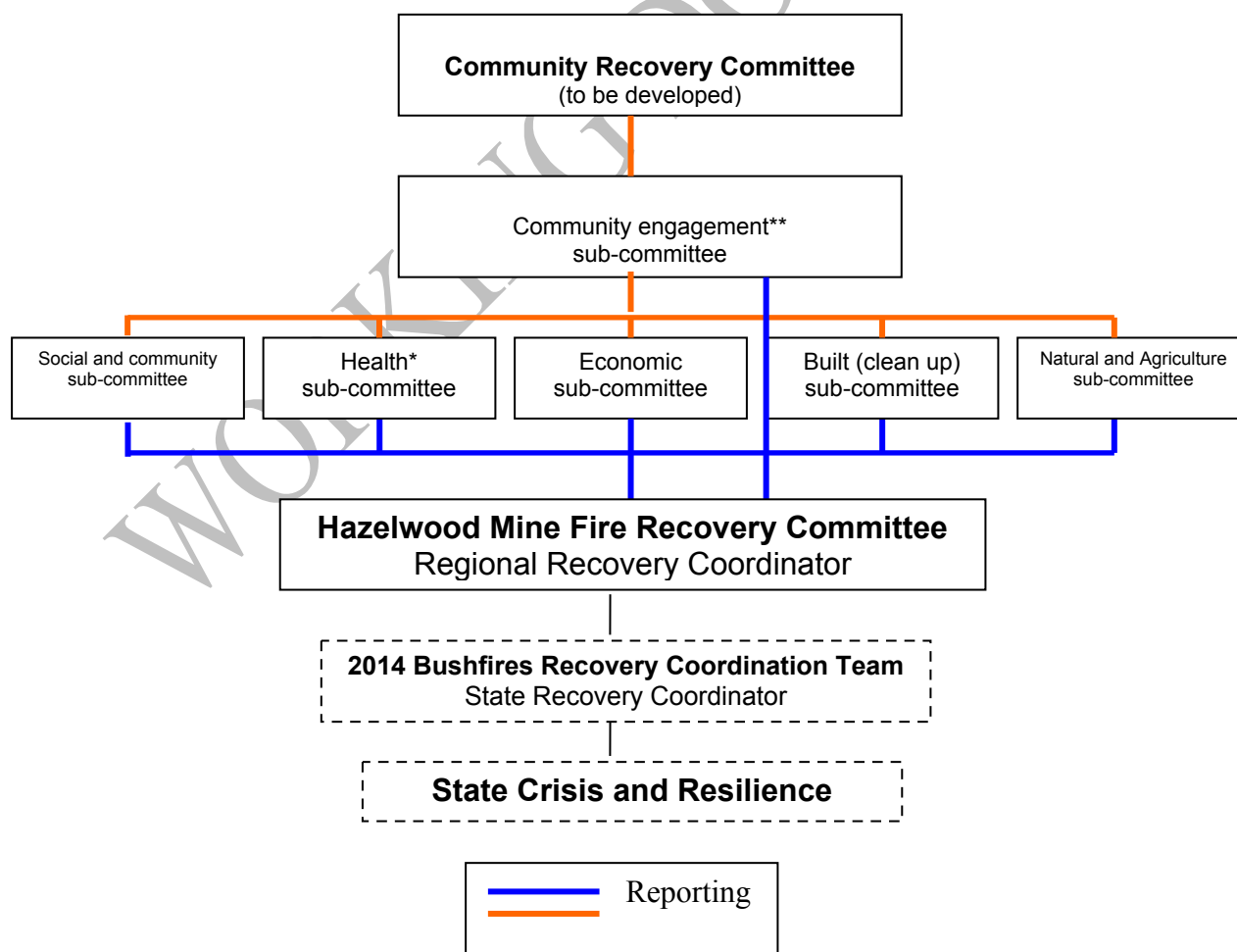
The DHS is responsible for coordinating Community Engagement recovery planning across State Government Departments and agencies.

#### Regional and Local

The Community Recovery Committee is responsible for leading activities with oversight of local implementation.

Latrobe City Council has primacy in planning local operational activities related to their Community Engagement program. This planning and associated implementation will be supported by the Hazelwood Mine Fire Recovery Committee.

#### Governance Structure



The community engagement committee will act as a conduit between the Community recovery committee and each of the other five sub-committees:

- Social and community
- Health
- Economic
- Built Environment
- Natural Environment

As a result of this structure the community engagement committee is at the core of the recovery process.

The Regional EMJPIC formed during the Hazelwood open cut mine fire will transition into the Community Engagement Committee. Suggested terms of reference can be found at Attachment 1.

## RESOURCING

A team will be required to coordinate and support the:

- community engagement sub-committee
- relationships and communications with the community recovery committee and other sub-committees
- planning, implementation, monitoring and evaluation of community engagement activities.

The local government team should consist of two experienced community engagement officers and one communications officer for 12 months.

## **4. Current Activities**

Early recovery activities commenced in tandem with the delivery of relief services to the community, including the establishment by the Latrobe City Council (with support from DHS) of a Community Information and Recovery Centre in Morwell. This was complemented by the establishment of a Community Respite Centre at Moe Town Hall, and several Relocation Assistance Centres in the southern area of Morwell.

These initiatives have been supported and publicised through a range of communications and community engagement activities, first activated by the Public Information and Warnings Unit (PIU) in the Incident Control Centre (ICC) and then by the Community Engagement and Information (CEI) team within the Regional Control Centre (RCC), led by the CFA as the control agency for the Hazelwood open cut mine fire.

These activities have received regular input and guidance from the Regional Emergency Management Public Information Committee (REMJPIC) and the statewide Emergency Management Public Information Committee (EMJPIC).

Through these structures, all relevant local and state government departments and agencies have assisted in the creation, distribution and monitoring of relevant community information to assist with the response, relief and early recovery activities for this incident.

Activities by other agencies through the early recovery period include:

- continuation of Victoria Police reassurance patrols and arson taskforce.
- ongoing health monitoring by Department of Health, including a long-term health study.

- ongoing air monitoring by EPA Victoria.
- Provision of face-to-face information to community members by agency personnel with the support of the weekly Hazelwood Mine Fire Community Information Newsletter.

The Latrobe City Council will undertake the following activities/programs to support local residents:

- Clean-up assistance for vulnerable community members.
- Free access to HEPA vacuum cleaners from several locations across Morwell.
- Free essential item clean-up kits.
- Tips and guidelines for self-supported home clean-up.

The council will provide assistance to those people already supported by council (e.g. HACC clients). The council will also have some discretion to consider exceptional circumstances for other Morwell residents.

#### ***Timeframes***

The estimated timeframes for delivering these activities/programs is 12 months

#### ***Estimated costs***

Refer to Clean-up Sub-plan

## **5. Post-fire community engagement recovery**

### ***Overview***

Beyond the clean-up phase, the recovery focus will shift to the longer-term challenge of helping the Morwell community (and communities further afield in the Latrobe Valley) return to a regular routine and rebuild their sense of pride in their home town and the broader reputation of Morwell.

### ***Operation/Implementation***

A detailed implementation plan will be prepared by council, DHS and consultation with the community recovery committee. This implementation plan will consider stakeholder identification and analysis, consideration of appropriate community engagement activities and tactics (including communications tactics).

The implementation plan will also provide detail for evaluation of the plan.

### ***Timeframes***

The estimated timeframes for delivering these activities/programs is twelve months.

### ***Estimated costs***

The estimated costs for delivering these activities/programs is \$664,000

## **6. Communications**

Communications will one of the tactics utilised by the implementation plan. More detail will be provided in that plan.

## 7. Reporting and Monitoring

The main effort will be to reinforce existing reporting methodologies, as outlined in the Recovery Plan, allowing issues and risks that cannot be treated at appropriate levels to be immediately escalated.

This will be undertaken by the Recovery Committees at each tier (ie local/regional and state). A parallel stream built within the same reporting methodology focussing on reporting financial expenditure (or projected expenditure) across a range of criteria will also be established to ensure clear and accurate reporting for the state, in line with agreed requirements particularly in relation to NDRRA.

WORKING DOCUMENT

### Attachment 1

#### **RECOVERY COMMUNICATIONS AND COMMUNITY ENGAGEMENT – KEY MESSAGES:**

Key messages for communication and community engagement should be aligned with current or new recovery services and supports, as these become available. These will be provided by organisations

including Latrobe City Council, the Victorian Government, the non-government sector, and the private sector.

The following key lines should be included in all public messaging for the period covered by this plan:

- A range of support is available for Morwell residents affected by the Hazelwood mine fire, including:
  - advice and practical assistance to help you return home
  - advice on how to clean your home of ash and dust, inside and out
  - advice on how to care for your health and wellbeing, and that of your family and pets
  - personal support and counselling, including dealing with anxiety
  - and support for small business operators (including financial support)
- Please think about helping your neighbours and others who might need extra support to return home and begin their clean-up.
- For recovery information contact:
  - Latrobe City Council at [www.latrobe.vic.gov.au](http://www.latrobe.vic.gov.au) or 1800 017 777 (TBC)
  - the Emergency Relief and Recovery Victoria website at [www.recovery.vic.gov.au](http://www.recovery.vic.gov.au) (as a secondary port of call)
  - the Victorian Emergency Relief Information Line on 1300 799 232 (as a secondary port of call)
- For life-threatening emergencies call Triple Zero (000).
- For fire and other emergency warnings and information visit [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)
- For health issues contact:
  - your local Local Community Health Service/GP
  - Nurse-On-Call on 1300 60 60 24
  - Department of Health at [www.health.vic.gov.au](http://www.health.vic.gov.au)
  - Better Health Channel at [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)