Morwell fire recovery

Recovery Community Engagement and Communications Plan

INCIDENT: Hazelwood Mine Fire 2014

PLAN SPAN: Monday 10 March 2014 to Sunday xx xxxxx 2014

LOCATION: Morwell, Latrobe Valley, Gippsland region

LEAD LGA: Latrobe City Council

LEAD DEPT: Health and Human Services Emergency Management (for Victorian Government)

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THE PURPOSE OF THIS PLAN:

This plan has been developed for the Hazelwood Mine Fire Recovery Committee (led by the Regional Recovery Coordinator) to help it coordinate, implement and support recovery activities for the Hazelwood Mine Fire 2014 incident across the key streams of:

- social and community (to meet the key social needs for affected people, including temporary housing, psychosocial support, financial assistance services and communities)
- health (to address public health impacts and ongoing impacts to the health service system)
- built environment (focusing on clean-up)
- economic environment (addressing the requirements of business recovery)
- natural environment (monitoring and restoring the natural environment, and addressing impacts on agriculture).

This plan supports the *Hazelwood Mine Fire 2014 Recovery Transition Plan*, with the Department of Human Services (DHS) as the lead agency for the relief/recovery regional functional unit.

This plan has also been prepared with reference to the *State Emergency Relief and Recovery Plan* and the *Regional Emergency Recovery Plan*, and should be read in conjunction with agency specific recovery plans for the Hazelwood Mine Fire 2014.

This plan also supports the *Clean-up Sub-Plan for Morwell*.

It is intended that a number of sub-plans from relevant agencies will sit under this plan.

BACKGROUND:

On 9 February 2014 a fire suspected to have been deliberately lit entered the Hazelwood open cut mine. The fire generated significant smoke across the city of Morwell and surrounding areas. The Environment Protection Authority has been closely monitoring the smoke and the Department of Health has been communicating with the public on potential health impacts.

On Friday 28 February 2014, Victoria's Chief Health Officer Dr Rosemary Lester recommended the following 'at risk' people who live or work in the southern area of Morwell relocate away from the mine:

- pregnant women

- anyone aged 65 and over

- children under school age (under 5 – including babies and infants)

- anyone with pre-existing heart or lung conditions.

Early recovery activities commenced in tandem 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 Respite and 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), 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 (Regional EMJPIC) 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.

Ongoing activities by other agencies through the 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.

DHS will continue reporting on client services.

RECOVERY COMMUNICATIONS AND COMMUNITY ENGAGEMENT – OBJECTIVES:

The objective of recovery is to increase the resilience of impacted communities so they are stronger and safer than before an incident. Therefore, the recovery objectives for the Hazelwood mine fire incident are to:

- 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*.

To help achieve these objectives, this plan advocates the continuation of a multi-agency approach to the communication and community engagement activities needed to support the formal and ongoing recovery process for this incident.

RECOVERY COMMUNICATIONS AND COMMUNITY ENGAGEMENT – PRINCIPLES:

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**.

RECOVERY COMMUNICATIONS AND COMMUNITY ENGAGEMENT:

Recovery is a continuous and seamless process (beginning with relief at the onset of response).

Once the Fire Services Commissioner declares the fire is controlled, and the EPA reports significant improvements in local air quality, Morwell residents who have temporarily relocated might begin to return to their homes to resume their regular routine. This may occur even before the Chief Health Officer recommends it safe for the 'at risk' groups to return to living/working in the southern area of Morwell. The process will probably be accelerated on the cessation of relocation and respite payments.

The immediate recovery needs of many Morwell residents in the short-term – particularly those living closest to the mine – will focus on the best way to clean the interior and exterior of their homes. Most residents will be able to perform their own cleanup; however, a small number will need assistance.

Clean-up messages encompass:

1. assisted clean-up (for HACC clients and some disadvantaged people, to be assessed individually)
2. self-clean (e.g. borrow high pressure hoses and HEPA vacuum cleaners)
3. public spaces clean-up (to be coordinated by Council).

Beyond the cleanup, the recovery focus will shift to the longer-term challenge of helping the Morwell community (and communities further afield along the Latrobe Valley) return to a regular routine.

This will involve activities across the four 'pillars of recovery': the social/community, economic, built/infrastructure, and natural environment. The aspects to be addressed under these 'pillars' are detailed in the *Regional Emergency Recovery Plan*.

Communication and community engagement to support the above activities will need to be tailored to addressing or supporting aspects such as:

- assisting relocated residents in the 'at risk' group to return to their homes (in the southern area of Morwell) as quickly as possible, with a minimum of inconvenience
- informing all Morwell residents of the support available to help them clean their homes and properties of ash
- keeping the Morwell community informed of ongoing health monitoring, and the support available to address any real or perceived health issues
- assisting with the smooth return of students relocated from schools in the southern are of Morwell

- providing the Morwell community with trusted, ongoing information on environmental monitoring (i.e. air quality, potable water cleanliness, and run-off into local waterways)

- informing the Morwell community of the supports available to revitalise and stimulate its commercial and business sectors – including the tourism and accommodation sectors

- helping to re-establish and build overall community cohesion, pride and goodwill

- helping to build and maintain ongoing community trust in government at all levels

- informing the broader Latrobe Valley and Victorians communities that Morwell is recovering from this event, and is returning to regular routine as quickly as possible (i.e. Morwell is back in business)

- keeping local and broader media informed of all progress towards recovery

- assuring the Victorian and Commonwealth Governments that local communities are receiving appropriate support.

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 counseling, 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 cleanup.

- For recovery information contact:

  - Latrobe City Council at www.latrobe.vic.gov.au or 1800 017 777 (TBC)

  - the Emergency Relief and Recovery Victoria website at 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

- For health issues contact:

  - your local GP

  - Nurse-On-Call on 1300 60 60 24

  - Department of Health at www.health.vic.gov.au

  - Better Health Channel at www.betterhealth.vic.gov.au

ACTIVATION APPROVALS:

The activation of this plan requires approval by the State Recovery Coordinator (or delegate), and whole-of-government approval from the Hazelwood Mine Fire Recovery Committee.

Whole-of-government key messaging, together with all advertising content, layouts and style, is to be approved by DPC Strategic Communications at advertising@dpc.vic.gov.au

The Victorian Government brand developed for previous WoVG recovery communications will be used for this incident (as in the header of this document), managed by DPC Strategic Communications – unless otherwise agreed and approved.

While all departments and agencies with a role in the recovery process may develop their own communications plans to guide their activities (e.g. EPA and DH), all such plans should adhere to the over-arching key messages for communication and community engagement as outlined here.

The coordination of these various messages, plans and activities shall be done in strict conjunction with the Manager Communications, Health and Human Services Emergency Management – as the responsible officer for DHS in its capacity as coordinator of WoVG recovery responsibilities.

TARGET AUDIENCES:

Principal LGA: Latrobe City Council

Primary audience: 'At risk' residents of the southern area of Morwell, nearest the mine

All other residents of the southern area of Morwell, nearest the mine

Morwell residents, households and communities affected by the incident

Morwell businesses directly or indirectly affected by the incident (e.g. farmers, tourism operators, local transport operators, etc)

Secondary audience: Infrastructure owners/service providers within the affected LGA

Local and regional media servicing the affected LGA

Neighbouring LGAs affected by the incident (directly or indirectly)

All other Victorians (e.g. potential visitors to Morwell and the Latrobe Valley)

Victorian and Commonwealth Governments

DEMOGRAPHIC PROFILE:

- 2.8% Aboriginal and Torres Strait Islander population (compared to 0.7% generally in Victoria)
- Higher proportion of people over 60 years old
- Lower tertiary education but higher technical education
- Very high unemployment (12.1% compared to 5.4% state average)
- Very low household income (41.1% with less than $600 weekly income, compared to the state average of 23.8% with less than $600 weekly income)
- 33% of households do not have internet access

Source: *ABS 2011 Census.*

CALD COMMUNITIES:

Northern African

Asian

Iranian

Greek

Italian

Arabic

Maltese

German

Polish

Hindi

COMMUNICATION CHALLENGES:

- Lower than average literacy levels
- Lower than average socio-economic profile
- Generational poverty / welfare dependency

PROPOSED OUTCOMES:

- Morwell residents who are well-informed of the range of recovery support services available to them from the Victorian Government and their local council
- Morwell residents who are equipped with practical credible information on how to progress their post-incident journey towards recovery
- Morwell residents within trusted local networks have contributed to the recovery process through effective community engagement
- Morwell residents are more resilient, more connected and feel that their lives have returned to their regular routine

Measures:

- Trusted local trusted networks engage continually through the recovery period with their community and with Council, with attendance at appropriate meetings, forums etc.
- Initially a rise in activity (visits) to the www.latrobe.vic.gov.au website followed by a steady decline in visits (also applicable to the www.recovery.vic.gov.au website)
- A rise in calls to the Latrobe City Council 1800 017 777 number, followed by a steady decline (also applicable to the VERIL hotline for recovery information)
- A rise in personal presentations to local recovery centres / council offices / DHS offices for recovery information, followed by a steady decline
- Minimal complaints from affected residents or councils about a lack of Victorian Government information on available recovery support services

COLLABORATION:

This plan has been developed in collaboration with:

- Hazelwood Mine Fire Recovery Committee
- HHSEM Recovery Manager, and EM Manager Southern Division
- Latrobe City Council
- DPC Strategic Communications
- Emergency Management Joint Public Information Committee (EMJPIC)
- Victorian Emergency Communications Committee (VECC)

RESOURCING:
TBC

EVALUATION:

Qualitative:

- If funds are made available, a formal evaluation of the effectiveness of this communications and community engagement plan will be considered, including:
  - focus groups consisting of diverse groups within the community
  - surveys with targeted groups, including trusted local networks such as schools or health services

- Feedback through various feedback loops embedded within the community engagement and communications activities (as outlined in Attachment 1)

- Anecdotal evidence from on-ground sources, council officers and media reporting that residents are well-informed of the recovery support services available to them

- Anecdotal evidence from on-ground sources, council officers and media reporting that residents are equipped with practical credible information on how to progress on their post-fire journey towards recovery

- Active monitoring of social media against desired outcomes of this plan

Quantitative:

- Personal presentations to local recovery centres / council offices / DHS offices for recovery information

- No complaints from residents or Council about a lack of information on available recovery support services (via phone calls, media reports, etc)

- Activity (visits) to the www.latrobe.vic.gov.au and www.recovery.vic.gov.au websites and the LCC and VERIL hotlines (monitored respectively through Google Analytics and call centre daily reports)

STAKEHOLDER IDENTIFICATION

Government
- Latrobe City Council
- Department of Human Services (including HACC workers)
- Department of Health
- EPA Victoria
- DEPI
- VicPol
- Regional Development Victoria
- Industry groups

Recovery Committees and Sub-Groups
- Community Advisory Group (to become Community Recovery Advisory Group)
- Community Recovery Committee
- Community Engagement Recovery Sub-Committee

Other
- GDF Suez
- Insurance Council of Australia
- Victorian Farmers Federation
- Industry reference group

The above stakeholders to fall within stakeholder communications process.

Community
(different sectors affected – as outlined earlier in audience segments)

Trusted Local Networks
See Community Engagement Activities table at Attachment 1 for a breakdown of these networks

Trusted Local Experts
See Community Engagement Activities table at Attachment 1 for a list of experts

Trusted Local Identities
(sports people, media identities etc. to be identified)

Community and Trusted Local Networks, Experts and Identities to fall within community engagement process.

STAKEHOLDER COMMUNICATIONS PROCESS

Identified stakeholders will be kept informed about, and have the opportunity to input into, recovery communications and community engagement progress. As outlined by the *National Principles for Disaster Recovery*, mechanisms will be put into place to ensure clear and consistent communications.

Effective stakeholder communications will occur across multiple channels:
- through the establishment of the Recovery Public Information Committee (RPIC), to meet each week at Council offices in Morwell, then adjusted to fortnightly as required
- fortnightly status updates sent to all stakeholders, then adjusted to monthly as required
- one on one conversations and standalone briefs to affected stakeholders as issues arise.

Recovery Public Information Committee
RPIC will focus on media and communications activities, as well as community engagement activities. The Secretariat for RPIC will be Latrobe City Council. The Regional EMJPIC established during the incident phase will transition into RPIC. For further information about Regional EMJPIC and the activities to transition please see Attachment 2 [yet to be attached]/

RPIC will comprise of communications representatives from each of the key stakeholders:
- Latrobe City Council
- DHS
- EPA
- DH
- DEPI
- VicPol
- WorkSafe
- others as identified.

Suggested terms of reference for RPIC are at Attachment 3 [yet to be attached].

GOVERNANCE

The implementation and evaluation of this plan will be overseen by:
- the Community Engagement Recovery Sub-Committee.

Implementation of this plan will be led by:
- Latrobe City Council

Latrobe City Council and the Recovery Public Information Committee will report on the progress of this plan through status updates as outlined in the stakeholder communications process.

REGIONAL RISK TABLE – LONGER TERM RISKS/ISSUES:

This register has been developed to capture the identified risks to the state as a result of the Hazelwood Mine Fire 2014, specifically from a communications and community engagement context.

The register outlines the key risks involved in the communications and community engagement process, and what still needs to be done (and by whom) to address and mitigate these risks.

Communications and community engagement						
Risk	**Description**	**Risk Rating**	**Timing**	**Treatment / Mitigation Options**	**Residual Risk Rating**	**Risk Owner**
Messages are not timely	Miss opportunity to highlight information/key events to community	Medium-High		Maintain situational awareness of events across the area	Low-Medium	LCC/DHS
Messages are not tailored to the audience	Message could be lost or misunderstood e.g. language not appropriate	Medium-High		Consult with key stakeholders and subject knowledge experts to ensure the information is tailored and appropriate	Medium	LCC/DHS
Message is not relevant to audience	Message will be ignored, no benefit provided to community e.g. wrong message given out	Low-Medium		Consult with key stakeholders and subject knowledge experts to ensure the information is relevant	Low	LCC/DHS
Conflict of advice provided to community v the department	Perception that government agencies follow different advice that is issued to the community i.e. DHS gets professional cleaning for offices, but does not provide this to community	Medium-High		Maintain situational awareness and obtain advice from subject matter experts on issues	Medium	LCC/DHS
Conflicting information about assistance for Morwell v greater surrounding areas	Perception that advice and support is only available to residents of Morwell	Medium-High		Maintain situational awareness and promote surrounding areas in communications	Low-Medium	LCC/DHS

PLANNED COMMUNICATION AND COMMUNITY ENGAGEMENT ACTIVITIES/TOOLS –

NO-COST ACTIVITIES:

The communications and community engagement tools and tactics outlined here are an extension and continuation of those proven successful during the incident response and relief phases. The focus is on community-led recovery, with clear consistent communications and with multiple information sources. Lessons learnt during the incident phase indicate that the community prefers to draw on their trusted local networks for information (e.g. schools, pharmacists etc.).

For this event, two-way communication flows occur through:

- Strong relationships between LCC, DHS and trusted local networks to support the distribution of information and continue strong feedback loops to inform the recovery process (trusted local networks are identified in the table at Attachment 1 – Community Engagement Activities)

- Face to face community engagement activities in the township, including an information bus and community engagement teams attending pre-advertised locations in Morwell and surrounding towns to provide information and answer questions – for e.g. VLine stations and commuter trains between Moe and Morwell and Traralgon, Mid Valley shopping centre etc.

- The Community Information and Recovery Centre in Morwell, which offers information about the range of assistance and supports available to Morwell residents, and serves as a strong feedback portal

- The community respite centre, located in Moe, which has information on fire management, public health messages and social supports as provided by key relief partner agencies located at the respite centre

- Face to face engagement by DHS officers during client interviews for assistance

- Community Advisory Group – diverse group of key agency and community representatives who provide informal and formal input into recovery process and act as a feedback conduit

- Local community radio forums and virtual community meetings

- Public engagement on relevant social media channels (via SCC SM team, and LCC officers)

- Media releases with updated information by Incident Control public information cell (daily, then adjusted as required)

- The LCC hotline on 1800 017 777 (TBC)

- The DHS hotline on 1800 006 468

- The VERIL hotline on 1300 799 232

- The promotion of Latrobe City Council website as the first port of call for recovery information and support (with links to relevant websites providing information on fire conditions, air quality, public health messages)

- Ongoing updating and maintenance of the www.recovery.vic.gov.au website, as a secondary website

- Regular on-demand media interviews with community leaders or organisational spokespeople, including DHS Area Managers and/or LCC Mayor/CEO

- Letterbox drop of community newsletter and other printed collateral

- Letters to parents/guardians of children attending Morwell schools and pre-schools

- Posters in prominent business windows around Morwell, including LCC premises

- Brochures and pamphlets left at prominent local gathering/meeting places (shops, newsagents, pubs, clubs, library, etc.)

- Distribution of daily media messages across all government departments and agencies via EMJPIC

PLANNED COMMUNICATION AND COMMUNITY ENGAGEMENT ACTIVITIES/TOOLS –

FUNDED ACTIVITIES:

- Live (paid) radio reads on local commercial radio
- Twice weekly (Monday and Thursday) full page WoVG advertisements in the local LVE newspaper

Action	Timing	Cost	Who
EXTERNAL			
Provide DHS (and DH) messages to LCC, SCC-Media, EMJPIC, VBIL, VERIL	Ongoing	Nil	
Prepare and distribute media releases and offer interviews with local spokespeople (e.g. Regional Recovery Manager).	Ongoing – as available, identified or required	Nil	
Identify information needs and potential story or interview opportunities.	Ongoing – as available, identified or required.	Nil	
Prepare speaking points based on approved key messages and media releases.	Underway – then adjusted as required	Nil	
Prepare and distribute key lines for local newsletters/websites, e.g. councils, local recovery groups, Red Cross and local organisations (e.g. churches, sporting groups, schools, playgroups and outreach agencies).	Underway – then adjusted as required	Nil	
Update LCC website and Recovery website as required	Ongoing – updated daily as required		
Update scripts to LCC and VERIL Information phone lines	Ongoing – updated daily as required		
Develop WoVG Recovery Guide to Services		Nil	
Referral to LCC website for information from websites of key agencies	Underway	Nil	
Newsletter for local distribution	Not required (yet)	Staffing	
Provide FAQs for use by reception staff in council – for info/referral.	Underway – as required	Nil	
Print and distribute fact sheets / flyers and drop off to trusted local networks for distribution (e.g. community hubs, recovery centres, pubs, post offices, newsagents, stores and supermarkets, community noticeboards, schools, pharmacists etc)	Underway – then adjusted as required	Nil	
DHS/DH presence at community meetings – provide briefing and printed materials	Ongoing – subject to demand	Nil	

Action	Timing	Cost	Who
Provide content for posts to existing Vic Govt and local govt social media: Facebook and Twitter accounts.	Ongoing – as required	Staffing only	

FUNDED ACTIVITIES:

Action	Timing	Cost	Who
EXTERNAL			
Public information campaign / advertising: print – local publications			
Public information campaign / advertising: radio – local: reads and pre-records, as appropriate			
Advertising: web – local newspapers, google adwords, Facebook.	N/A – at this time		
Advertising: TV	N/A – at this time		
Advertising: billboards	N/A – at this time		
Social Media campaign	N/A – at this time		
Public Relations campaign	N/A – at this time		

Attachment 1 – Community Engagement Activities

Supporting trusted local networks to have two-way conversations with the community

Stakeholder / community group 'Trusted Local Networks'	Information and messages	Channels / forums	Frequency / Timing	Person/agency responsible
Community organisations Morwell Neighbourhood House (Tracie Lund) St Vincent De Paul (Kevin Hutchison) Lifeline Gippsland Churchill Neighbourhood Centre Berry Street	- best ways to clean up - supports available - 'we are going to go back to regular routine' - specific supports for multicultural community - what help do people need and how can we support that?	- informal contact (phone, drop in, email) - meetings - Community Advisory Group - Other committees	Initially once a week, then fortnightly or as required	LCC and Community Engagement Committee
Sporting groups Morwell Football Club (Wade Presley & Rick Mann) Morwell Netball Club(Wade Presley & Rick Mann) Morwell Cricket Club (Steve Reside & Stephen Bilic) Morwell Scouts Morwell Golf Club Morwell Soccer Club	- best ways to clean up - supports available - supports specifically for children - 'we are going to go back to regular routine' - specific supports for multicultural community - what help do people need and how can we support that?	- informal contact (phone, drop in, email) - meetings - Community Advisory Group - Conversations with key leaders (Cricket & Football clubs) (Formal and informal) - Other committees	Initially once a week, then fortnightly or as required	LCC and Community Engagement Committee

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Stakeholder / community group 'Trusted Local Networks'	Information and messages	Channels / forums	Frequency / Timing	Person/agency responsible
Schools/Principals Principals Reference Group Morwell Park Primary School (Chris Joustra) Kurnai College (Nello Carbone) St Vincent De Paul Primary School Morwell Sacred Heart Primary School Morwell Morwell Secondary College Morwell Primary School Traralgon College St Pauls Anglican Grammar School Traralgon St Michaels School Traralgon Lavalla Catholic College Traralgon	- best ways to clean up - supports available - supports specifically for children - 'we are going to go back to regular routine' - specific supports for multicultural community - what help do people need and how can we support that?	- Principal's Reference Group - Briefing pack (informal) - Community Advisory Group - Other committees	Once or twice per week	LCC and Community Engagement Committee

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Stakeholder / community group 'Trusted Local Networks'	Information and messages	Channels / forums	Frequency / Timing	Person/agency responsible
Multicultural / CALD Gippsland Multicultural Services (Lisa Sinha & Merisha Grbic) Sudanese Community (Salah Adam) Senior Citizens of Greek Orthodox Community of Gippsland (George Kanellopolous) Aboriginal Liaison Officer, Latrobe City Council International Women's Group Morwell (Soula Kanellopoulos)	- specific supports for multicultural community - best ways to clean up - supports available - supports specifically for children - 'we are going to go back to regular routine' - what help do people need and how can we support that?	- individual briefings - regular meetings as required - partnership approach to ensure their specific needs are addressed and they have the information they need - informal contact (phone, drop in, email) - Community Advisory Group - Other committees	Initially once a week, then fortnightly or as required	LCC and Community Engagement Committee
Health Latrobe Health Services (Kellie O'Callaghan) Churchill Community Health Centre Local pharmacists (pharmacy guild – TBC)	- best ways to clean up - supports available - supports specifically for children - specific supports for multicultural community - 'we are going to go back to regular routine' - what help do people	- informal contact (phone, drop in, email) - meetings - Community Advisory Group - Conversations with key leaders (formal and informal) - Other committees	Once or twice per week	LCC and Community Engagement Committee

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Supporting trusted local networks to have two-way conversations with the community

Stakeholder / community group 'Trusted Local Networks'	Information and messages	Channels / forums	Frequency / Timing	Person/agency responsible
	need and how can we support that?			
Animal Welfare Local vets	- advice on pets and animal welfare (DEPI) - best ways to clean up - supports available - 'we are going to go back to regular routine' - what help do people need and how can we support that?	- informal contact (phone, drop in, email) - meetings - Conversations with key leaders (formal and informal) - Other committees	Once or twice per week	LCC and Community Engagement Committee
Universities Federation University (Roger Chao)	- best ways to clean up - supports available - specific supports for multicultural community - 'we are going to go	- informal contact (phone, drop in, email) - meetings - Community Advisory Group	Once or twice per week	LCC and Community Engagement Committee

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Supporting trusted local networks to have two-way conversations with the community

Stakeholder / community group 'Trusted Local Networks'	Information and messages	Channels / forums	Frequency / Timing	Person/agency responsible
	- what help do people need and how can we support that?			
Churches St Marys Anglican Church (Heather Marten) Traralgon Anglican Church (Canon Geoff Richardson) Morwell Family Church Christian Community Church Latrobe Regional Church of Christ Greek Orthodox Community Church Note that several non-traditional faith groups operate within Morwell community	- best ways to clean up - supports available - specific supports for multicultural community - supports specifically for children - 'we are going to go back to regular routine' - what help do people need and how can we support that?	- informal contact (phone, drop in, email) - Conversations with key leaders (formal and informal)	Once or twice per week	LCC and Community Engagement Committee
Rotary and Lions Rotary Club of Morwell Lions Club of Morwell (Janine	- best ways to clean up - supports available - specific supports for multicultural community	- informal contact (phone, drop in, email) - meetings - Community Advisory	Once or twice per week	LCC and Community Engagement Committee

Attachment 1 – Community Engagement Activities

Supporting trusted local networks to have two-way conversations with the community

Stakeholder / community group 'Trusted Local Networks'	Information and messages	Channels / forums	Frequency / Timing	Person/agency responsible
McGowan & Geoff Neal) Hazelwood Rotary Club – Italian / Australian Probus Club of Traralgon Combined (Bill Caddy) Latrobe Ladies Probus Club Traralgon (Helen Blythman) Lions Club of Churchill	- 'we are going to go back to regular routine' - what help do people need and how can we support that?	Group - Conversations with key leaders (formal and informal) - Other committees		
Senior Citizens Clubs Traralgon East Senior Citizens Club Heritage Manor Aged Care Morwell Churchill and District Senior Citizens Morwell Combined Pensioners Association Morwell Senior Citizens	- best ways to clean up - supports available - specific supports for multicultural community - 'we are going to go back to regular routine' - what help do people need and how can we support that?	- informal contact (phone, drop in, email) - meetings - Community Advisory Group - Conversations with key leaders (formal and informal) - Other committees	Once or twice per week	LCC and Community Engagement Committee
Key government agencies EPA DH VicPol	- recovery progress and update - 'the community is recovering'	- briefings - EMJPIC	Daily, then weekly	LCC / DHS

Attachment 1 – Community Engagement Activities

Supporting trusted local networks to have two-way conversations with the community

Stakeholder / community group 'Trusted Local Networks'	Information and messages	Channels / forums	Frequency / Timing	Person/agency responsible
DEPI	- issues as they arise			

Feedback Loops				

Feedback will feed into the continual development of community engagement and communications activities in order to achieve community resilience and recovery objectives.

- Ask trusted local networks (community leaders) for feedback at every point of contact (to be logged and fed back into issues log)
- Surveys
- Social media monitoring
- Traditional media monitoring
- Attendance at community meetings/events
- Community officer issues logs
- Information & Recovery Centre log of contacts and issues
- Latrobe City Council phone line log of calls and issues
- Latrobe City Council online/email queries
- Informal networks