



Shire of Lake Grace

28 JUNE

Ordinary Council Meeting

INFORMATION BULLETIN

ITEM 16.1 - ATTACHMENTS

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Information Bulletin
Infrastructure Services Report

Shire of Lake Grace

Prepared for the June 2023 Ordinary Council Meeting
presenting information to the end of May 2023

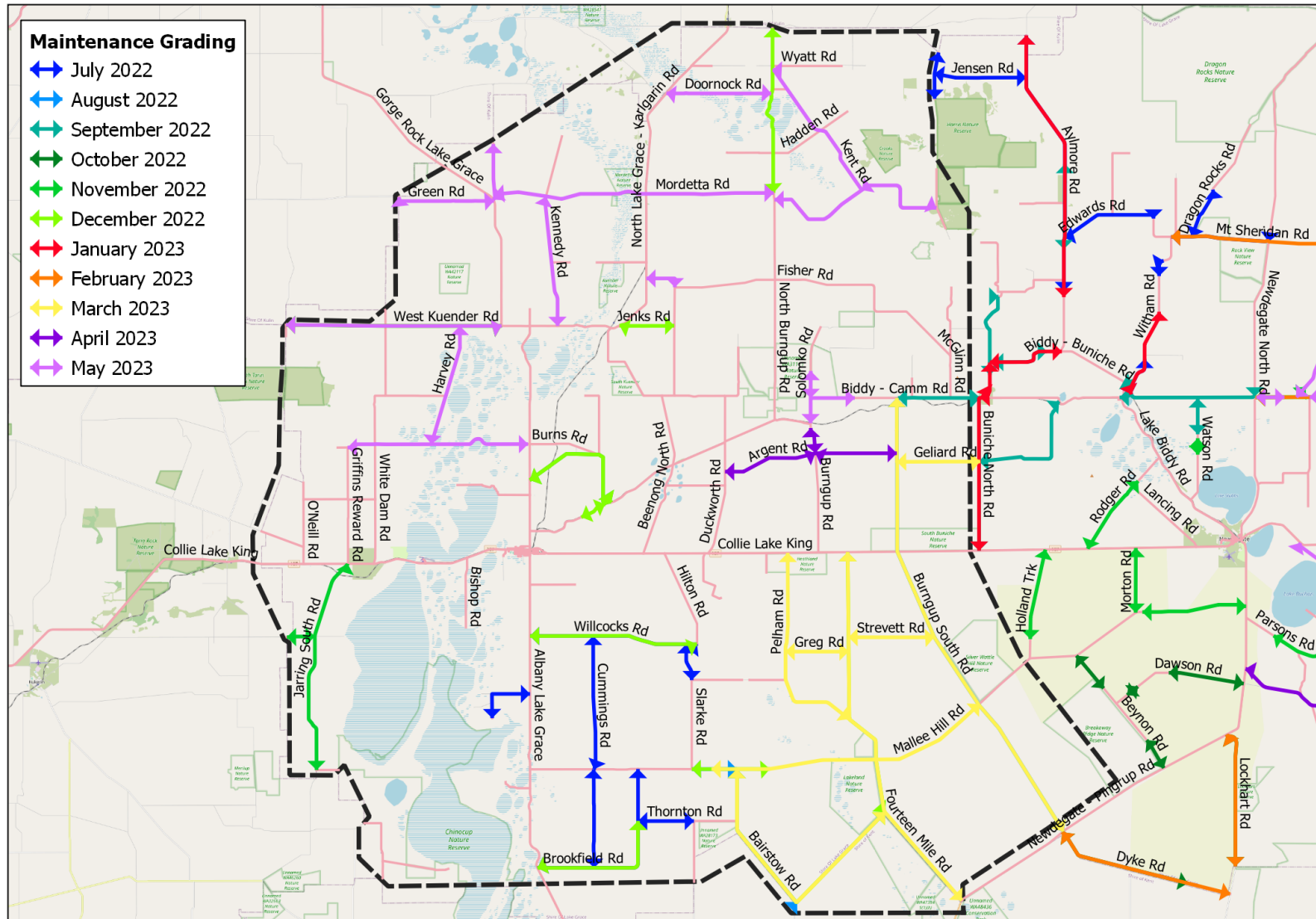
Road Maintenance Grading

For the month of May 2023

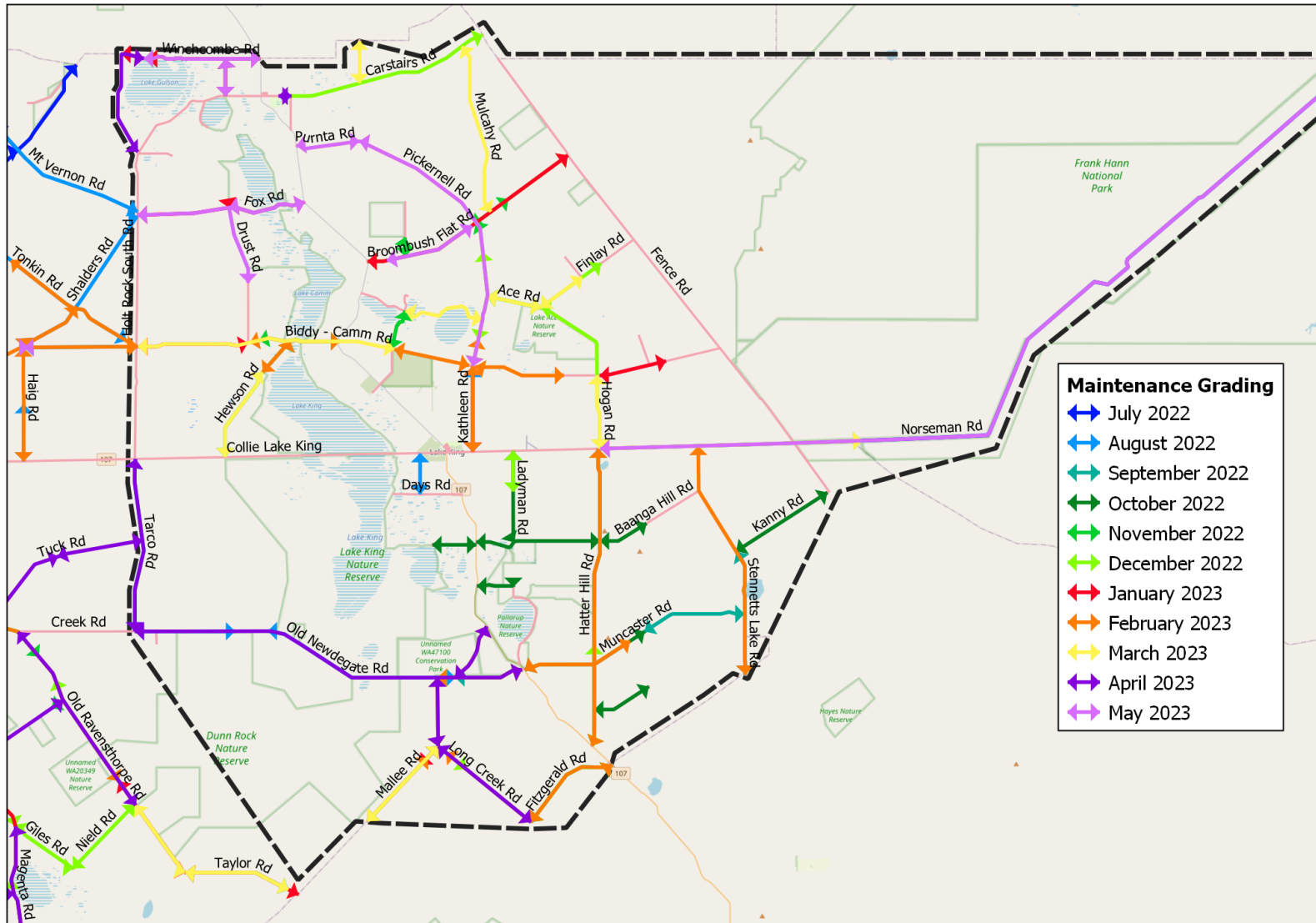
<i>Lake Grace Area</i>		<i>Newdegate Area</i>		<i>Lake King-Varley Area</i>	
<i>Road Name</i>	<i>Graded (km)</i>	<i>Road Name</i>	<i>Graded (km)</i>	<i>Road Name</i>	<i>Graded (km)</i>
Biddy Camm Rd	5.07	Biddy Camm Rd	16.89	Broombush Flat Rd	8.55
Burns Rd	13.58	Breed Rd	6.51	Dempster Rock Rd	3.40
Doornock Rd	7.71	Easton Rd	7.78	Drust Rd	15.53
Duckworth Rd	2.75	Kirwan Rd	4.97	Fox Rd	7.21
Gimbel Rd	4.10	Mission Rd	11.12	Ladyman Rd	8.31
Green Rd	7.40	Newman Rd	4.90	Norseman Rd	85.38
Harvey Rd	8.92	Old Ravensthorpe Rd	21.67	Pickernell Rd	26.22
Holme Rd	6.98	Orr Rd	4.63	Purnta Rd	5.94
Kennedy Rd	9.51	Webb Rd	4.47	Winchcombe Rd	10.80
Kent Rd	19.13				
Mordetta Rd	20.60				
Solomko Rd	1.97				
West Kuender Rd	15.83				
Subtotal	<u>123.55</u>	Subtotal	<u>82.94</u>	Subtotal	<u>171.34</u>

2022/23 Year-To-Date Grading by Month

Year	Month	<i>Lake Grace Area (km)</i>	<i>Newdegate Area (km)</i>	<i>Lake King-Varley Area (km)</i>	Monthly Subtotal
2022	July	54.94	83.19	93.13	231.26
	August	49.65	80.41	54.70	184.76
	September	6.02	77.52	63.46	147.00
	October	0.00	32.43	90.57	123.00
	November	43.89	107.97	137.06	288.92
	December	113.19	100.51	161.76	375.46
2023	January	0.00	96.89	85.76	182.65
	February	0.00	155.77	144.34	300.11
	March	137.09	36.91	154.87	328.87
	April	22.08	77.21	89.29	188.58
	May	123.55	82.94	171.34	377.69
	June				
	To-Date	<u>550.41</u>	<u>931.75</u>	<u>1,246.28</u>	<u>2,728.30</u>



Monthly maintenance grading – Lake Grace area



Monthly maintenance grading – Lake King-Varley area

Plant Maintenance

Plant Repairs

Plant	Plant Description	Action
PGRA07	2015 John Deere 770G Grader	6,500 hour service.
PGRA08	2020 Caterpillar 140 Motor Grader	Replace shims.
PTCK23	2021 Mack Prime Mover	Replacement brake parts and accessories.
PTRA12	2000 Roadwest Side Tipper Trailer	Complete relight and rewire.

Building Construction & Maintenance

Construction

Nil.

Maintenance

Lake Grace

- 8 Wattle Drive.
- Lake Grace Medical Centre.
- Old Doctor's Surgery.
- Railway Station Building.
- RSL Hall.

Newdegate

- Newdegate Indoor Recreation Centre.

Lake King

- Nil.

Varley

- Nil.

Parks & Gardens Maintenance

Lake Grace

- General maintenance, gardening/mowing & tidying of gardens and parks.
- Mowing of sports ovals.

Newdegate

- General maintenance, gardening/mowing of the recreation grounds, parks and skate park.
- Broadleaf spraying of sports ovals.
- Fertilising of sports ovals.

Lake King

- Carried out general gardening, mowing and spraying to all parks and gardens.

Varley

- Carried out gardening maintenance and general maintenance, including spraying, mowing, raking of the town site, sports complex and cemetery for weeds.

Pingaring

- Nil.

Customer Service Requests

For the period of 1 July 2022 to 31 May 2023:

Category	Complete	Incomplete	Total	% Complete
Works	16	12	28	57.1%
Building	12	11	23	52.2%
Parks & Gardens	23	9	32	71.9%
<i><u>Total</u></i>	<i><u>51</u></i>	<i><u>32</u></i>	<i><u>83</u></i>	<i><u>61.4%</u></i>

Lake King Library Report for May 2023

Our Scholastic Book Fair generated a lot of interest this month.



“Bookaneer Book Fair”

Where Books are the Treasure

Book Fair purchases earned us \$321 worth of books for our library and we have booked again for next year in order to choose a further \$50 worth of books to keep from the fair. Congratulations to Jack, Lere, Hendrix, Harm, Hunter and Oscar who were all nearest the ‘Buried Treasure’ in our

competition. They all received \$10 vouchers to spend at the fair.

The “Lake King 100 Years” planning committee met again this month in the library. Although five years away keen community members have started discussion and plan to meet the last Friday of the month going forward.

The State Library’s Borrow box had a total of 25 audios and 10 eBooks borrowed by Lake King library members in May. The Libby (Overdrive) platform had 1 audio book, 1 eBook and 2 magazines downloaded by patrons in May.

Interlibrary Loans

As of 1st July inter library loans will no longer be delivered by Toll. Material requested by library users not currently in an individual library’s collection will be supplied in electronic format (e.g: ebooks) in the first instance. Print copies can be purchased on demand when an electronic version is unavailable or cannot meet user needs. Inter-library loans will still be available when requested materials cannot be supplied in either of these ways. The inter-library loans service was established many decades ago when books and other materials were not so readily available at low cost; borrowing between libraries provided a viable method for Western Australians to access the materials they needed. While inter-library loans remain a valuable service for materials that are not readily available for purchase, the ever-increasing online availability of library materials and rising transport costs make it imperative that the State Library works with public libraries to deliver more sustainable services to the community. The State Library will reimburse 50% of Australia Post costs for shipping library material. We have used the loan service on numerous occasions and it will be interesting to see how easy the new process works. As a small library I am unlikely to agree to lend our material to other libraries but hopefully the SLWA providing electronic or print copies will eliminate the need for requests.



MINUTES

General Meeting
Monday 22 May 2023, Shire of Bruce Rock

1. **MEETING OPENED:** 10.28am

2. **ATTENDANCE RECORD:**

2.1. Attendees:

President	Bevan Thomas	
Vice President	Jill Hayes	
Executive Officer	Mikaela Spurr	
Marketing Coordinator	Stephanie Clarke-Lloyd	
Shire Representatives	Bruce Rock	Jen Verhoogt, Nerea Ugarte, Caris Negri
	Corrigin	Emily Turner, Natalie Manton
	Kondinin	Kerrie Green, David Burton
	Kulin	Taryn Scadding, Robbie Bowey
	Lake Grace	Jo Morgan, Len Armstrong
	Narembeen	Amy Hardhan, Diana Blacklock
	Quairading	Jo Haythornthwaite
	Beverley	John Maxwell, Jacinta Murray
Associate Members		

2.2. Apologies: Paul Sheedy, Belle Brandis , Scott Coppen, Alan George

2.3. Guests: Linda Vernon (NEWTRAVEL/AGO)

3. **PREVIOUS MINUTES:**

3.1. Confirmation – GENERAL MEETING

MOTION

Moved: Emily Turner

Seconded: Taryn Scadding

That the Minutes of the Roe Tourism Association General Meeting held in the Shire of Kulin, on Monday 20 February 2023 be confirmed as a true and accurate record of proceedings.

CARRIED

3.2. Business Arising from Previous General Meeting Minutes

NIL

4. **FINANCIAL REPORT:**

4.1 RTA Financial Report for period 1 January 2023 – 30 April 2023

Closing balance at 30 April 2023 **\$44,145.02**. Further information on the financial position is in the financial report attachment.

MOTION**Moved:** Robbie Bowey**Seconded:** Jill Hayes

That the Committee accept the Financial Report for the period 1 January 2023 – 30 April 2023 as presented.

CARRIED

4.2 CARD FOR PAYMENTS

With some payments a card is required. For example, when payment was required for the change of constitution a reimbursement was required. Recently it has been discovered for our google workspace the fee requires a debit card. Reimbursements are an option for these circumstances but to make things more smoothly and bookwork simpler there is the option to hold a pre-paid Australia Post Everyday Mastercard.

The card is prepaid so we can determine the amount on it, statements will be presented with financial report and only the Treasurer will hold the card.

MOTION**Moved:** Robbie Bowey**Seconded:** Jo Morgan

That the Committee approve the purchase of an Australia Post Everyday Mastercard, with a limit of \$600.00.

CARRIED

5 REPORTS:**5.1 Presidents Report**

- Regional Tourism Meeting in Kojonup – Evan Hall TCWA present and was big on Visitor Centres. Tourism Council WA – group we could look at joining.
- Thank you Steph, Mikaela and Jill working on website and accounting program
- Budget request letters sent to Shire's
- Thank you Linda Vernon for attending to present her presentation.

5.2 Marketing Coordinator Report

Report emailed.

- Road Signs – 3 Shires still need to contribute. Comments made regarding design/layout – its to promote website and with the font and layout it doesn't stand out as a website. Wave Rock large letters, website all on one line. Great Southern Treasure signage is great. New quote on signs.
- Visitor Map & Guide – thank you for contribution. Lots of changes made.
- Social Media Influencers – Instagram influencers have contacted to work with them. Some free and some cost money. Taylor Made for Travel is one, cost is \$2000, looking at end of August. Images to keep and use. Proposal will be sent.
- Website nearly ready to go live. Website shown to committee.
- Congratulation to Steph on all her time and effort.

6 PRESENTATION

Linda Vernon (NEWTravel/AGO) presentation about Wheatbelt Tourism Destination Development. Presentation is attached.

- AGO Tourism Destination Development – money in the budget.
- Esperance has Destination Development Officer.

- How to tackle the Wheatbelt? Better way to spend money than Development Officer.
- NewTravel given \$12,000 to achieve.
- Working group developed with Key Stakeholders to discuss.

Thank you Linda for your presentation.

7 GENERAL BUSINESS

7.1 MOU

The current MOU is due to expire on 30 June 2023. With the MOU being effective from 1 July 2023, it is recommended that the committee adopt the MOU, dated 1 July 2023 – 30 June 2026.

MOTION

Moved: Natalie Manton

Seconded: Taryn Scadding

That the Committee adopt the Memorandum of Understanding (MOU) for Roe Tourism Association, 1 July 2023 – 30 June 2026.

7.2 ZOOM

It has been raised by a committee member the possibility of meetings being done via Zoom. This method is currently being used for executive meetings and is working well. Plans and pricing are; Free – up to 100 attendees, meetings up to 40minutes, \$209.90/year – up to 100 attendees, meetings up to 30hours.

- Not as interactive when through zoom.
- Inclusion important and travel is an important component to see other towns etc.
- CRC's may have a membership.
- Microsoft 365 teams is another option.
- Something for committee to think about – possibly be used when attendance numbers are low.

8 MEMBER SHIRE REPORTS:

- **Bruce Rock:** Shop development progressing, Ag show in September, Vets reunion, looking at playground designers, updated brochures printing soon.
- **Beverley:** small trail Nature Play WA, booklet at printer, station arts and shows, event bid put in for the Fairbridge Festival to be held in Beverley (in final 4).
- **Corrigin:** Rotary Park progressing, new lesser at Caravan Park which is looking good, medical school program in town and took to tourist sites, they loves star gazing. Events – 100th Ag Show, hosting burnouts at speedway.
- **Kondinin:** looking at Hyden Visitor Centre, Wave Rock improvement plan, buses are an issue. Encourage longer stays, weekend pathways an option. Mural in Kondinin is great, ANZAC more people in town. Easter weekend 1500 vehicles go through in one day (Wave Rock). Kondinin Caravan Park getting some work done.
- **Kulin:** Blazing Swan, Easter weekend, 2000 attendance. Bush Races 6-8 Oct. Working on signage and branding projects, photography project, have 9 people interested. Wheatbelt med program, positive thing. Kulin Community Markets.
- **Lake Grace:** Visitor Centre open 7/days and is going great. Having things open works. WA Tourism Conference was good, many people hadn't heard of Roe Tourism and the pathways to wave rock. Star gazing, Astro Tourism. New All ability playground progressing on the main road Lake Grace. Bouncy pillow in every town, old carpark to be turned into rest stop. Brand – hard when businesses are terrible. Newdegate Machinery Field Days September.

- **Narembeen:** School centenary 15th September, Shire centenary 2024. SOCK week in August, 15 Shires on board. ANZAC very successful, New CEO, Rebecca starting in September. Town Signage program.
- **Quairading:** Website nearly done, plan mid-June to go live. Playground, exciting, July completion. Local Theatre performing, done every 2 years in October. Tourism working group – after hours.

9. **NEXT MEETING:** at Shire of Quairading, 21 August 2023

Bevan thanked Bruce Rock for hosting and Linda Verona for attending.

10. **CLOSE OF MEETING:** 12.16pm



Wheatbelt- AGO Tourism Destination Development

Draft Concept Outline

1.3

“We will be the catalyst to help stakeholders achieve the Regions development priorities to drive visitation and spend”

Australia's GOLDEN OUTBACK



The purpose of this document is to explore a collaborative partnership model that will enable a pathway to facilitate destination development in the Wheatbelt. There are synergies between Newtravel (Wheatbelt Way), Roe Tourism, Central Wheatbelt Visitors Centre/Shire of Merredin and WEROC. There are existing partnerships and synergies between AGO, Local Government, WBN and Newtravel – Roe Tourism – Pioneers’ Pathway. There is a wealth of experience and knowledge from within the region.

Wheatbelt tourism destination development faces many constraints to significantly progress, not in the least being that the Wheatbelt region is very vast, and challenges with capacity, resources and the ability to leverage from existing resources and partnerships with its stakeholders.

The tourism destination development priorities are not clearly identified, but starting points could include:

- Building visitor servicing (focus on access and good quality customer service)
- Unilateral support for identified key regional destination development projects
- Building tourism industry capacity

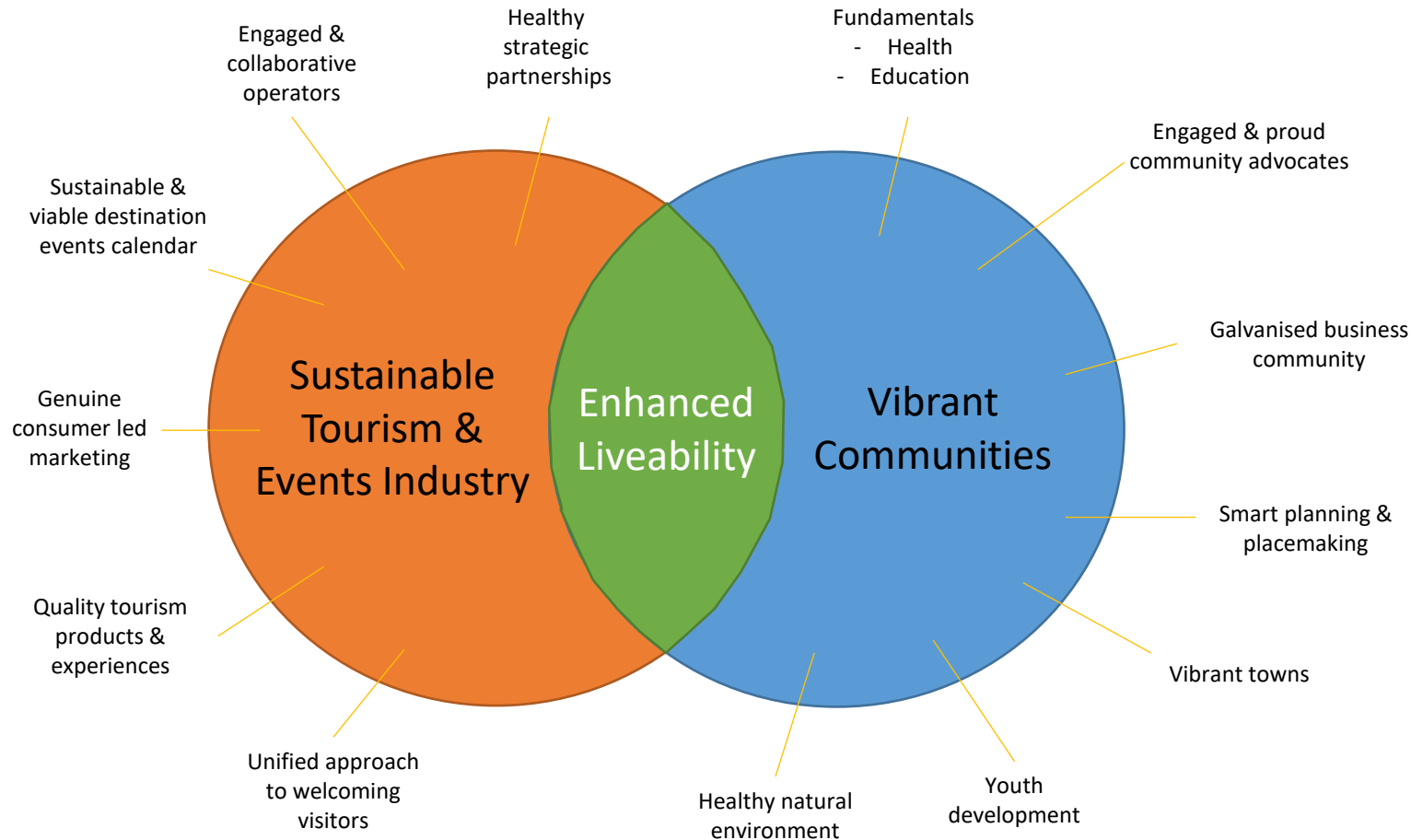
Existing stakeholders are eager to see funding of outcomes for Wheatbelt destination development and transition from a strategic focus to an operational focus.

Table 2 - Distribution of visitors, nights and spend across the region, rolling average 2016-19.¹

Subregion	Market	Visitors (000)	Nights (000)	Expenditure (\$M)
AGO - Esperance and South Coast	International	30	186	9
	Domestic overnight	292	1,142	161
	Total	321	1,328	169
AGO - Kalgoorlie and Goldfields	International	17	277	15
	Domestic overnight	410	2,159	272
	Total	427	2,436	287
AGO - The Wheatbelt	International	20	211	10
	Domestic overnight	426	1,173	115
	Total	446	1,385	125
AGO - Gascoyne Murchison	International	7	54	2
	Domestic overnight	145	844	54
	Total	152	898	56

Wheatbelt Destination Development Vision

That the Wheatbelt has a vibrant visitor economy delivering outstanding visitor experiences that attract overnight visitor spend, increase yield for the tourism industry across the year, and enhance the liveability of the region for work and play.

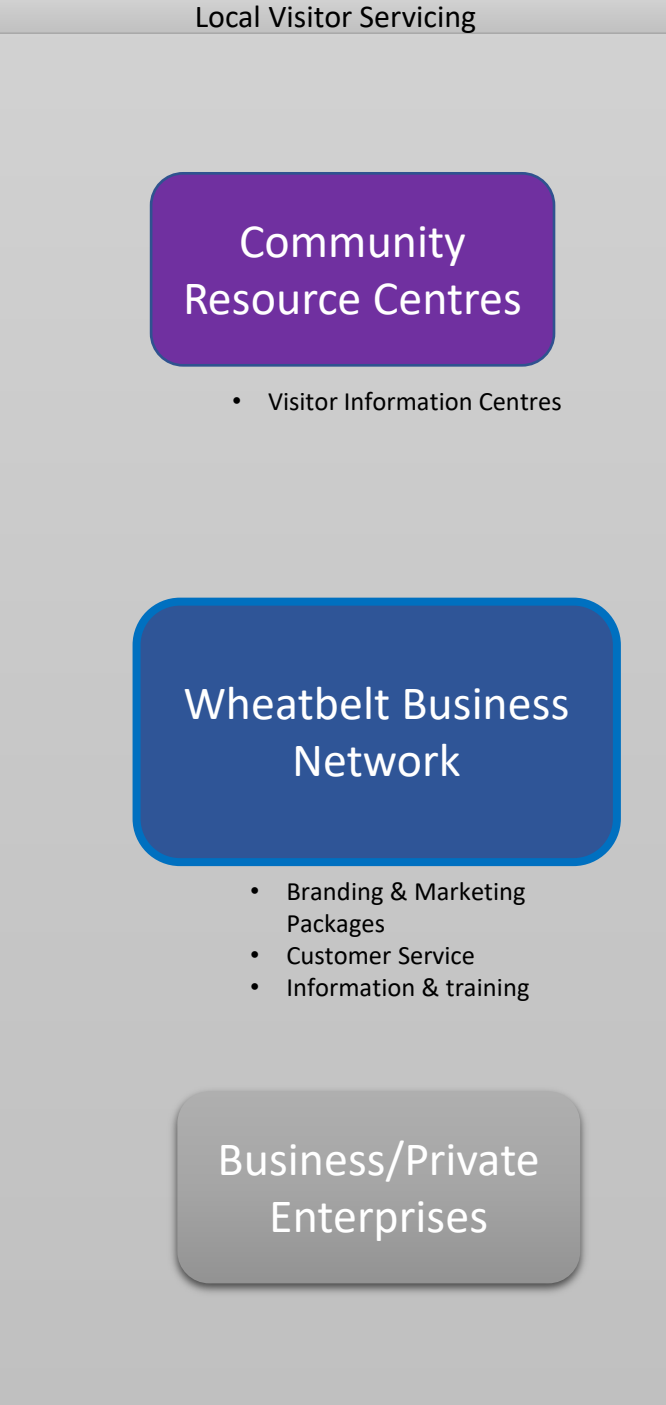
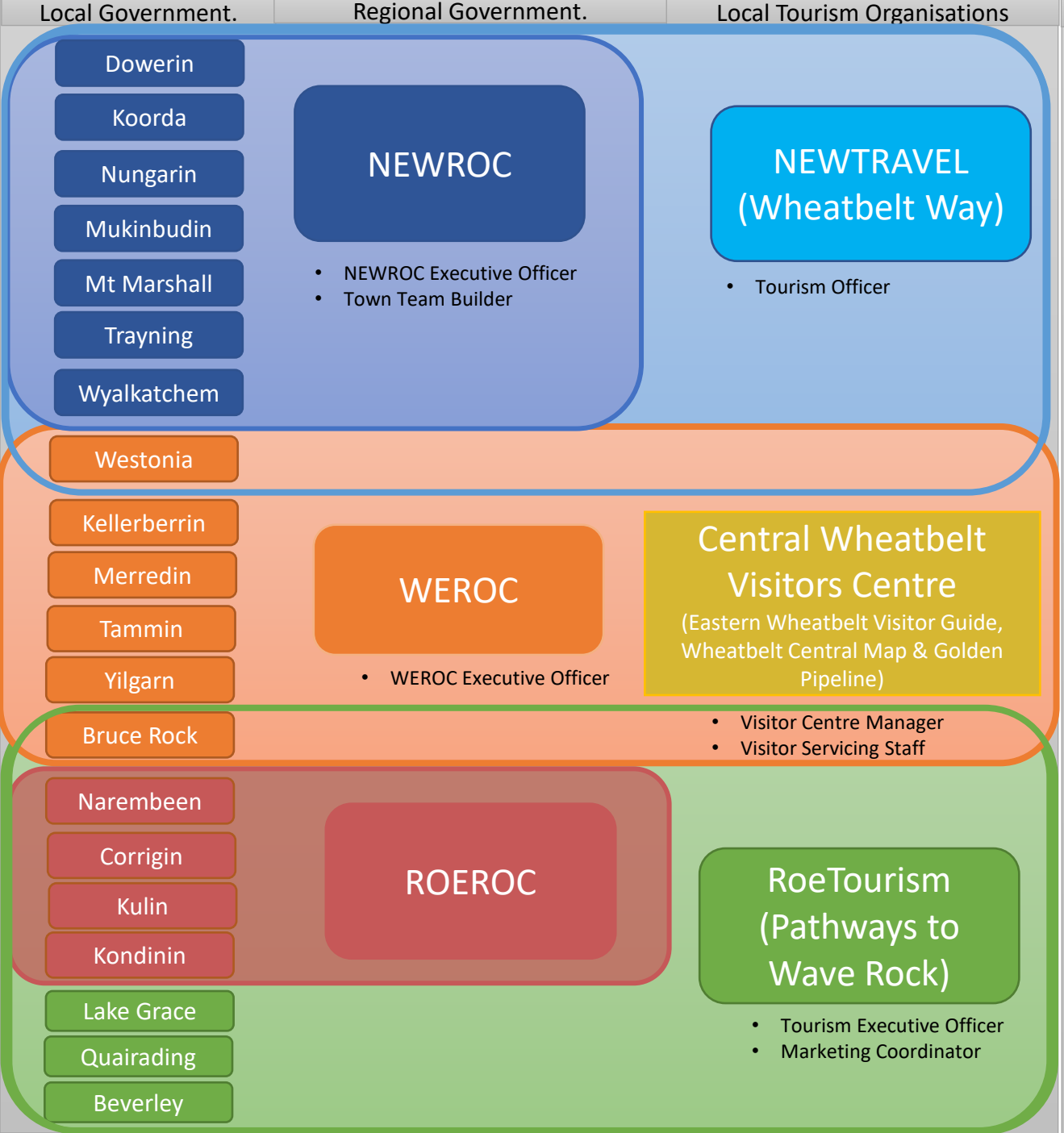


Visitor activity contributes to investment and jobs across a range of industry sectors and is now recognised at all levels of government in Australia as an intrinsic, sustainable part of economic development. It creates long-term improvements in the liveability of cities, towns and rural life, and significantly improves the prosperity of Australian communities.

Enhanced liveability leads to:

- Deepened community pride
- Increase appeal
- Population growth (think Shire of Westonia example).
- Reduced skills gaps/increased workforce
- Happy and healthy residents

Current Key Tourism Stakeholder Relationship Map of the Eastern Wheatbelt Region



Wheatbelt Tourism

Needs Assessment



Objectives for Wheatbelt Destination Development



INCREASE OVERNIGHT
VISITOR EXPENDITURE
AND LENGTH OF STAY.



ATTRACT NEW VISITORS
AND GROW EXISTING
MARKETS.



ENHANCE LOCAL
COMMUNITY PRIDE AND
ENGAGEMENT IN THE
VISITOR ECONOMY.



DRIVE ECONOMIC
GROWTH AND JOB
CREATION THROUGH A
DIVERSE AND
SUSTAINABLE VISITOR
ECONOMY.

Destination Development Focus Areas

The vision and objectives will be achieved by the implementation of identified coordinated projects in the following possible areas:

1



Facilitating tourism product and experience development within the Wheatbelt.

E.g.:

- a. Recreational Trails
- b. Events
- c. Agritourism
- d. Heritage Tourism
- e. Astrotourism
- f. Aboriginal Tourism

2



Developing operator business and marketing capability in the Wheatbelt.

Including:

- Government
- Not-for-profit
- Private enterprise

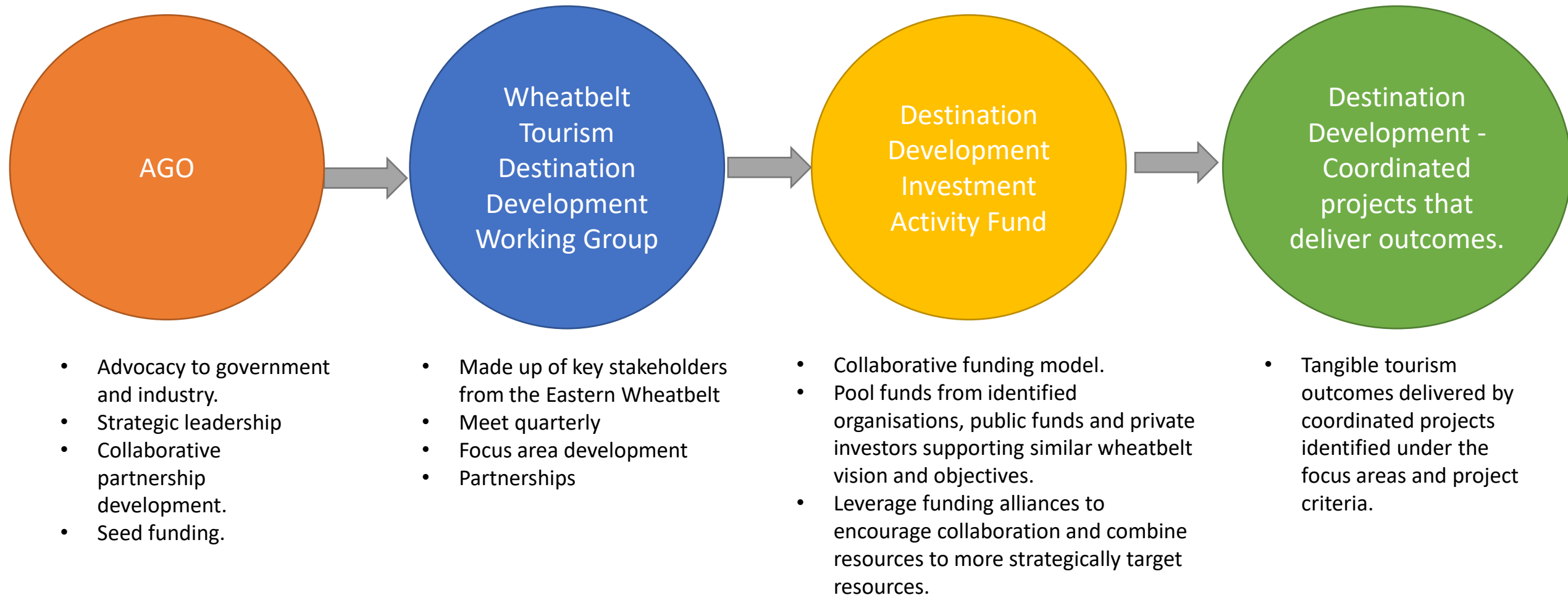
3



Facilitating the development of improved Wheatbelt accommodation offerings.

Collaborative Delivery Model to Fund Outcomes

A key barrier to achieving destination development outcomes in the Wheatbelt is the lack of specific tourism funding and resources. The intent is to develop a collaborative delivery model that funds outcomes and moves the destination development in the Wheatbelt region from strategic to operational.



Coordinated Project Priority Criteria

What are the regions priorities?

Coordinated projects to be identified, prioritised and selected based on their ability to satisfy the following criteria:

Convert day trip holiday visitors to overnight visitors and increase average length of stay and spend

Drive shoulder visitation to extend the visitor season

Bring the region together in pursuit of common outcomes

Support the Wheatbelt Destination Development vision

Achievable within three years

WBN Business Start
Up Support Program
(Tourism Focus)

Events Support
Officer (possible Co-
lab with Dowerin
Events Management)

Wheatbelt Visitor Servicing
Toolkit (for Community
Resource Centres
Or local Visitor Information
Centre's)



Local ambassador
and mentoring
programs

Wheatbelt
Recreational Trails
Development Plan

Industry led annual
strategic Wheatbelt
marketing plans

Lake Grace Development Association Inc

PO Box 36 Lake Grace Western Australia 6353
ABN 56 176 122 902



9th Annual Community Service Industry Award winner for Strengthening Rural and Remote Communities

Promoting Business, Educational, Social and Cultural development within the Lake Grace Community

Lake Grace Development Association Inc

General Meeting Minutes

Monday 24th April 2023, commencing 8.15pm (after AGM)
at Men's Shed Meeting Room

Present: Kerrie Argent (President), Paula Carruthers (Secretary), Annie Argent (Treasurer),
Ross Chappell, Suzanne Reeves, Len Armstrong, Steve Lankford

Apologies: Allan Marshall, Deb Clarke, Joely Slinn, Arthur Slarke

Minutes of Previous Meeting:

Motion: That the minutes of the meeting held 6th February 2023 were accepted as circulated.
Moved Ross Chappell, seconded Suzanne Reeves. Carried unanimously.

Business Arising:

1. All Abilities Playground – Shire representatives advised Trevenen Building have been tasked with installation and will be starting on this soon
2. Outdoor Gym equipment – signage incorrect (Shed Sporting Precinct, Playground)

Correspondence

Inward:

1. Phyllis Dunham – thank you letter

Outward:

1. Letter of support – Men's Shed equipment

Motion: That the inward correspondence be accepted and the outward endorsed
Moved Paula Carruthers, seconded Ross Chappell. Carried unanimously.

Financial Report:

Treasurer presented report to 24th April 2023:

Working account total = \$97,542.75

- Hospital Garden 31,305.94
- All Abilities Playground 30,833.40
- Karate Club 5,133.23
- LG Community Care 23,601.19
- LGDA 7,268.99

Annie to follow up with Kevin Naisbitt regarding Crop Group transactions for GST returns.

Motion: That the financial report be accepted as presented

Moved Annie Argent, seconded Suzanne Reeves. Carried unanimously.

Sub-Committee Reports:

1. On the Sheep's Back –
 - resolved to use the three sheep were originally made; can they be incorporated into the rest areas?
 - Ross will talk to Tania
 - have a plaque made up with all the names of donors (need list from Tania)
 - OTSB account had \$1,086.22 on 21/1/2020
2. Lake Grace Regional Health Advisory Group – now inactive (move to inactive list)
3. Community Cropping Group –
 - Football club have purchased the crockery - NFA
 - Application from hockey club for new line marker

** Recommended that the application process for Community Grants be reviewed **

4. Lake Grace Artist Group – Kerrie Argent
 - Good membership, lots of visitors to exhibition
 - Monthly meetings, workshop coming soon
 - FRRR grant was received for adjustable tables and comfortable chairs (prices had increased)
 - Creative kids well attended during school holidays for 5-12 yrs; painting, making animals with shire funding
5. Community Bus Committee – Suzanne Reeves

Lottery West required more information; expect an answer in June
Bus still being used but getting old!
6. Living Communities – Suzanne Reeves

Looking to sell the bouncy castle (approx. \$500?) then close bank account and fold group
7. Lake Grace and Districts Seniors Group
 - AGM due next Thursday after Seniors lunch
 - want a round table for cards
 - Seniors morning tea at Walkers Hill on 17th May provided by Shire
8. Toy Library – report sent in by Joely Slinn

A letter was sent to the Shire asking about using the Railway Station building, no response
9. 100Yr Committee – no report
10. Lakes Information and Farming Technology Group (LIFT) –
 - AGM was held on 30th March after Heavy Vehicle presentation
11. All Abilities Playground – (see Business Arising re installation)
12. Garden Rejuvenation Project – Kerrie Argent
 - Garden will be finished this winter; structural parts first then plants
13. Lions Club – report by Steve Lankford
 - Signage for machinery display to be same as up main street (ask Michelle Slarke)
 - Have another machine
 - Boardwalk approval was not in writing!?

General Business:

1. **Shire Comments** – Len Armstrong
 - i. **All Abilities Playground** - hold up due to company pulling out of installation at end of production; Craig will work with Matt Trevenen to get installation completed by end of this year. Grant funding to be acquitted by June 2025.
 - ii. **Survey** – sent out in post, also can be done online; oping for people to complete ; four meetings for public to attend to have input; Shire Strategic Plan is used to formulate Shire Business Plan and Financial Planning.
 - iii. **Recreation Oval Lights** – not correctly aligned; expect to get alignment completed mid-May when CBH cherrypicker is available.
 - iv. **Rest Area** – parking area west of Visitor Centre being done in-house as staff are available (looking good)
 - v. **Budget** - staff are doing budget workshops, councillors having input; Rates notices due out approx. 1st August
 - vi. **Ovals** – all ovals in the Shire now being attended to by contractor = fertilizing, soil analysis, pest treatment etc; members commented on how good they look
 - vi. **RSL building** - now has a new roof and ceiling
Visitor Centre may need new roof; toilet being available to the public?

2. Allan Marshall – comments (sent via e-mail)

- Screen fence along railway – ARC application proves very difficult to progress this!
- Promotional film of town/community – investigate Circuit West
** Suzanne to ask Gen Whisson**
- Housing issue – discussion on housing stocks and possibility of jointly owning eg Log Chop that are currently small % ownership try to make available; Shortfall in all areas of accommodation; investigating WACHS joint ownership
- Industrial lots becoming available (& need panel-beater in the town)

3. Archive Centre / Storage

This has been raised many times over the years as all community organisations have material that needs archiving; possibly need to garner federal funding for digitization and management?

Next meeting: Monday 5th June 2023

Meeting closed: 9:45pm



**SES Volunteers
Association of WA (Inc)**
One Association - Many Values



2022-23 MAJOR SES DEPLOYMENTS DEBRIEF

Report of the online review meeting of all WA SES units on 23 February 2023
convened by the SESVA

SES Volunteers Association of WA (inc.)
sesva.office@ses-wa.asn.au



PO Box 3218 (91 Leake St)
Belmont WA 6104
sesva.office@ses-wa.asn.au
www.ses-wa.asn.au



State Emergency Service Volunteers Association of Western Australia

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Acknowledgments

This report would not have been possible had it not been for the input from the volunteers of the following State Emergency Service (SES) units:

Albany SES	Donnybrook SES	Mundaring SES
Armadale SES	Esperance SES	Pingelly SES
Australind SES	Geraldton-Greenough SES	Rockingham-Kwinana Serpentine-Jarrahdale SES
Bayswater SES	Gosnells SES	Stirling SES
Belmont SES	Kalamunda SES	SWORD SES
Broome SES	Kalbarri SES	Wagin SES
Bunbury SES	Karratha SES	Walpole SES
Canning-South Perth SES	Mandurah SES	Wanneroo-Joondalup SES
Cockburn SES	Margaret River SES	
Denmark SES		

The State Emergency Service Volunteers Association of Western Australia (SESVA-WA) would also like to thank the participants in its online feedback meeting held on 23 February 2023, and those who provided written submissions.



Purpose

The purpose of this review is to identify learnings provided by the WA SES volunteers that they believe may improve the volunteering experience of SES volunteers when deploying to future natural hazards incidents, both intrastate and interstate.

The SESVA-WA aims to provide an evidence-based review of the experiences of SES volunteers. The outcomes of the review were derived directly from the volunteers who deployed.

Scope

The scope of this review covers deployments to New South Wales in September and October 2022, and to the Kimberley region of WA in January and February 2023.

Methodology

The SESVA-WA convened an online review meeting of all WA SES units on 23 February 2023 at which there were 43 participants. The participants were either local managers or delegates, many of whom had been on flood incident deployments. Prior to the review meeting, the participants were also asked to canvass feedback from their unit members who had deployed on flood incident deployments. The meeting was recorded for the purpose of preparing an unedited transcript. Written submissions and other related correspondence were also reviewed.

This considerable amount of information was then analysed to identify the recurring feedback themes within the scope of this review. These themes are supported by the stories that volunteers shared but are not reproduced here for brevity and to avoid identifying persons involved in the specific incident(s). A brief description of each theme has also been provided to assist with understanding and context.

A draft of this review was circulated to SES unit managers for feedback before the review was finalised.

From the common themes distilled and described herein, there are specific recommendations that volunteers would like considered for implementation for future deployments. Some recommendations are procedural, whilst others require an organisation-wide cultural paradigm shift.

Approval

In the interests of improving the service of the SES to the community, this review has been approved by the committee of management of the SESVA-WA for wide and unrestricted dissemination.



PO Box 3218 (91 Leake St)
Belmont WA 6104
sesva.office@ses.wa.gov.au
www.ses.wa.gov.au

President's Foreword

The role of the SES Volunteers Association to ensure that the collective voice of the volunteers is disseminated to those that can make a difference for the communities within Western Australia.

The organised and collective community service capability of the State Emergency Service, is on many occasions reflective of the “only if we were” syndrome. The WA Government itself is concerned about how they can respond to climate change and the emergency needs of its communities.

A recent DFES report highlighted the need to expand its expertise in managing this type of operation. The Association acknowledges the DFES's expertise with fire but a community impact from a natural hazard is not of the same nature. It is what the SES is for and has trained for since its inception.

The Association hopes that through the facilitation of operational debriefs with its volunteers, we can continue to contribute to refining DFESs' needs. Many volunteers ask the Association why they are not involved in extensive reviews with the DFES. From the Management Committee of the Association, we cannot explain why the thoughts and observations of its trained members are not captured by the DFES in reviewing its response capabilities.

The Association also expresses concern that DFES reviews consistently highlighted opportunities for operational improvements; but what about addressing those missed opportunities by applying the traditional and proven cycle of:

- Prevention;
- Preparation;
- Response; and
- Recovery.

The notion that the community-based SES Units are just volunteers and not as capable as DFES-paid workers concern us. Are we to allow our communities to drift to reliance on the service of a few DFES workers? Should we change direction and empower communities to build resilience into the future?

As an Association, we sincerely believe that communities and emergency service workers, paid and unpaid (volunteers), are the keys to empowering communities and creating the higher levels of resilience and capability that will be required in the future.

Greg Cook



PO Box 3218 (91 Leake St)
Belmont WA 6104
sewa.office@ses.wa.gov.au
www.ses.wa.gov.au

Executive Summary

The following feedback themes have been provided by the SES volunteers.

Pre-deployment administration must be timely, accurate and coordinated with a properly considered detailed operational plan

Requests for expressions of interest (EOI) for deployments are biased in favour of metropolitan units and often at short notice, even when a flood incident has been in progress for several weeks. Incident deployment orders and airline details were last minute, details are inaccurate or missing, and roles were ill-defined or inaccurate. For much of the time, there was a lack of communication and coordination between SOC, ROC, and divisional headquarters (Fitzroy Crossing). The same was experienced between the jurisdictional liaison officer (JLO) and task forces deployed to NSW.

Natural hazards incident planning and execution require alternative planning, contingency planning, and innovative solutions

Volunteers arrived on site without clear orders or plans from the incident management team (IMT) or divisional staff. No equipment for the tasks was considered or provided prior to the SES team's arrival. Planning appeared to be ill-conceived, haphazard, or last minute. IMT staff were under stress and possibly in roles simply to fill the role rather than being competent for the role. The IMT did not leverage the skills and knowledge of SES volunteers, many of whom had recent deployment experience in NSW.

Logistic efforts must be planned, and stress tested for possible changes

Volunteers were arriving in the incident region unexpectedly. Handovers were largely not possible due to inbound and outbound travel arrangements not being coordinated. Forward camp set up at Derby had to be abandoned. Accommodation and meals were often last-minute arrangements or not satisfactorily communicated. Dietary requirements were often not complied with and variety lacking.

SES volunteers were underutilised and undervalued

Volunteers were largely used as cleaners. Pre-deployment requests for EOI asked for skilled and trained operators in storm and water damage operations and incident management but were eventually not employed in the roles requested. This is to be contrasted with the welcome opportunity of some SES volunteers to work with DFES USAR (Urban Search and Rescue) teams who reported a good working experience. SES volunteers developed familiarity with rapid damage assessments (RDA) in NSW that would have been easily transferable to WA operations.



Incident Outlines

NSW Floods (July- November 2022)

Heavy flooding was experienced in Central Coast and Sydney areas of New South Wales beginning in early July 2022. Around 85,000 people were displaced by the flooding or requested to leave their homes by authorities. Flood damage was significant because rain fell on land that was already saturated after months of previous heavy rainfall. It was the third major flood in 2022 for some areas. Much of New South Wales was declared a natural disaster.

NSW SES issued over 3,960 warnings and responded to almost 27,000 requests for assistance from the public. These included more than 960 flood rescues, the distribution of two million sandbags, and more than 1,000 resupply missions to isolated communities.

The flood event claimed the lives of seven (7) people. Thousands of livestock, crops, pets, properties, and businesses were also lost. 157 homes were destroyed and 2,816 homes were left uninhabitable.

Western Australia responded with many DFES staff and volunteers over multiple task forces working across NSW from August to November 2022

Ex-TC Ellie (January 2023)

Ex-TC Ellie created widespread flooding and damage in the Kimberley region of Western Australia, from Derby in the west to Fitzroy Crossing in the east and north to Kununurra and Kalumburu. Unlike most tropical lows that move inland, ex-TC Ellie turned west from Northern Territory and headed over the Kimberley. The rain gauge near Fitzroy Crossing measured 831 mm of rain over seven days.

This incessant rain and an associated monsoon trough resulted in widespread flooding and road closures along the Fitzroy River. At Fitzroy Crossing, the river rose to 15.81 metres (the previous record was 13.95 metres in 2002). Three kilometres of highway between Broome and Derby have washed away, as was the Fitzroy Crossing bridge. The highway is the only all-weather sealed road between Broome, Derby, and Kununurra. Many communities were affected, as were local businesses, service providers, and Government departments.

The Department of Fire and Emergency Service acted as the lead agency for initial response and recovery. Support was provided by DFES and other government staff, WA SES volunteers, the Department of Defence, and NSW SES, to name a few.



Specific Lessons Identified by WA SES Volunteers

Pre-deployment administration must be timely, accurate and coordinated with a properly considered detailed operational plan.

Deployment Register should form the source for all pre-approved volunteers for Level 2/3 deployments outside their region

There were many examples of volunteers being asked for details that have already been collected by DFES. This information is available from the Volunteer Hub as well as the Natural Hazards Deployment Register, the latter being refreshed in September/October annually.

Volunteers must be pre-approved by their Local Manager for deployment

The DFES put out calls for EOI for deployment to units similar to Level 1 incidents notwithstanding DFES already has a register of volunteers endorsed for deployment (the Natural Hazards Deployment Register). There were examples of where volunteers were not suited or approved by unit management for deployment. DFES must crosscheck EOI against its own Natural Hazards Deployment Register.

Volunteers may only be deployed with unit knowledge

Volunteers were deployed without knowledge of the SES unit's local manager. DFES's authority extends only to general responsibility for SES units, not volunteers. It follows that DFES must inform units when volunteers are deployed outside SES unit control.

Deployment information needs to be accurate

Volunteers experienced movement orders that were inaccurate or incomplete. This was especially problematic for country units. There was evidence that deployment orders were cut and pasted incorrectly. DFES staff require a better appreciation for and understanding of the flow on effects of their movement orders.

Calls for deployment should be timely and with the maximum notice possible

Volunteers have lives beyond volunteering. If a call for EOI to deploy for a major incident is received, volunteers must coordinate with family, work, and other commitments. Likewise, when an EOI is submitted, volunteers need to know that they are selected for deployment with prompt notice. The earliest opportunity should be within 24 hours after the EOI deadline.

Deployments must be planned

Volunteers have repeatedly been deployed, only to be told they were not expected. Volunteers also experienced arriving to be told there isn't anything for them to do. Likewise, the departure of volunteers from the incident appeared haphazard or incomplete. Details



about when and where to be were sometimes unconfirmed until the last minute. On the contrary, some volunteers were leaving the incident area at the end of the travel day.

This demonstrates a lack of understanding that volunteers have put their other commitments, especially paid employment, on hold to assist the community. Many volunteers forego pay or leave to provide their service without pay. Deployment arrangements of volunteers need to be efficient and timely.



PO Box 3218 (91 Leake St)
Belmont WA 6104
sewa.office@sew.nsw.gov.au
www.sew.nsw.gov.au

Natural hazards incident planning and execution requires alternative planning, contingency planning and innovative solutions

SES Volunteers on deployment expect to be commanded by and administered by a suitably experienced DFES staff member for the duration of their deployment

This recommendation has been implemented substantially by DFES for many years. However lapses have resulted in very poor outcomes for volunteers and reflected poorly on the reputation of the DFES among SES volunteers.

The quality of task force leadership is important. SES volunteers were left with the impression that the DFES staff were appointed solely on availability.

Task force members must not be separated without suitable support and command arrangements

There were instances where some task force members were required to stay back to support the IMT whilst the task force leader and other task force members were in Broome. This led to individual volunteers in Broome experiencing overwork and distress. In NSW, SES volunteers were deployed to remote towns with limited command arrangements.

SES deployments should be preceded by an SES advance party

The early stages of level 3 incidents inherently involve many unknowns. As expressed later, SES volunteers have expectations that accommodation, meals, and operational tasking are in place before they arrive on site commensurate with the maturity of the incident response.

A team of five experienced volunteers should be deployed in advance with the role of supporting the IMT decision cycle and taking initial administrative command and control of SES volunteers arriving at the staging area. Once the situation is stabilised or a clear need for additional volunteer resources is required, then commit as the circumstances indicate.

Experience also shows that volunteers are generally not administered the same level of care as staff, and do not have the same public service or unionised conditions of employment. Volunteers, therefore, feel treated as second-class employees. The SES motto is "We Serve". However, volunteers feel treated as servants.

SES volunteers should have either IMT roles commensurate with their skills and experience, or at least assist DFES staff in IMT roles in circumstances of natural hazards incidents

There are numerous instances on deployments where there is demonstrable camaraderie between the different services when working in the field. This same goodwill and mutual respect should be developed for IMT staff, whatever this service, whether volunteer or staff, so as to team build, both in training and on operations. The exclusion of suitably



experienced volunteers from the IMT or forward control point (FCP) is an opportunity lost by DFES.

The lack of recognition of the skills and knowledge that volunteers bring to the DFES from their workplaces is noted. There is a predisposition for DFES staff to “fudge it” rather than reach out to volunteers who do those same required roles in their workplaces.

Use proprietary mobile telephone applications

The ability of SES volunteers to access compatible communication and information systems was demonstrated during the NSW deployments. However, SES volunteers have no access to the DFES WebEOC. SES task forces for the Kimberley deployments quickly established WhatsApp chat groups to communicate within themselves.

DFES RDA reporting incompatible with Natural Hazards RFA

These databases do not communicate with each other and have separate purposes. Even a simple location in Natural Hazards RFA becomes impossible because it works on street addresses only. Street addresses are not necessarily present in remote areas. The RDA system relies on latitude and longitude. SES volunteers assisted the DFES USAR teams and found the RDA system easy to use, much the same as the NSW ArcGIS Collector application.

There needs to be one mobile phone number for community members to contact SES/IMT

This was a particular problem in NSW where volunteers were working away from the IMT or the IMT had no telephonist. The same was experienced in Kimberley. A dedicated DFES mobile phone number for each divisional HQ would have been an advantage. The universal 132500 phone number is designed to collect requests for assistance and is not an incident communications tool.



Logistic efforts must be planned and stress tested for possible changes

SES Deployments must be self-supporting

Volunteers experienced shortages of suitable accommodation, food, transport and equipment. Whilst many of the experiences of volunteers were short term, it is clear that the logistics system was not sufficiently robust to provide for volunteers as well as DFES staff.

Furthermore, where communities are already damaged or destroyed, the addition of more personnel to accommodate and feed exacerbates the problem. Therefore, future SES task forces need their own welfare and medical capability which goes with them.

Laundry facilities are essential

Volunteers are recommended to deploy two sets of PPC. After long days in the field, often sweaty, muddy, and contaminated clothing requires laundering before wearing again. This was not always achievable if the volunteers return to their accommodation after the accommodation on-site laundry is closed. In NSW, a laundry was provided where camps were established. In WA, the provision of a laundry service was spontaneously organised and administered by the volunteers.

SES PPC unsuitable for hot and humid conditions

Volunteers found their orange overalls or two-piece PPC to be very hot in the Kimberley. A lighter PPC is proposed.

Airport pickups require a point of contact (POC)

Volunteer leaders and bus drivers need to have their POC name and mobile number. Too often the SES volunteers were given one instruction and the bus driver was given another. This wasted time and contributed to inefficiencies. Volunteers are known to no longer volunteer for this task because of the wasted time experienced.

SES Deployment bags must be fit for purpose

There was no consistency with travel/duffle bags used by SES volunteers on deployment. Not all SES volunteers are offered the DFES-approved bag. There are options offered to USAR personnel with wheels that are hardy enough for travel.

SES volunteers approved for inclusion in the Deployment Register should be permitted to issue a USAR-type travel bag.



SES volunteers were underutilised and undervalued

WA SES volunteers should command and administer WA SES volunteers

The appointment of DFES staff as task force leaders work most times. However task force leaders work with the DFES's administrative command structure, and this puts the welfare of SES volunteers second.

WA SES volunteers noted that DFES included NSW SES in IMTs to the exclusion of suitable and available WA SES volunteers. WA SES volunteers also experienced being spoken down to. Whatever the rationale, the WA SES volunteers experienced disappointment and humiliation.

At the very least, there needs to be a single higher-level SES volunteer liaison officer in the SOC and at every level down to the forward control point (FCP) to ensure the welfare of volunteers and to minimise any negative operational impacts. This extends to managing and maintaining a consistent and informed information flow from higher to lower command levels and vice versa.

Volunteers should have freedom of choice to participate in non-operational activities

Volunteers report being coerced to participate in multiple non-operational activities under threat of being stood down (removed) from deployment. Threats of removal should be a last resort for management and should only be considered after all possible other management options for an individual are exhausted. Threats are contrary to the DFES Code of Conduct policy "...to establish a safe and healthy workplace and culture."

Fatigue management must be applied equally

Fatigue management of volunteers was largely left to the individual volunteer where there was not an appropriate SES volunteer or DFES staff monitoring fatigue. Twelve-hour days became 15-hour days. The appointment of team leaders for NSW deployments worked well to manage fatigue but was lacking for the Kimberley deployments. For the most part, volunteers organised themselves into teams with team leaders and deputy team leaders and managed fatigue at the team level. There was a general breakdown of fatigue management at the task force level.

Deployments must offer meaningful employment

Many of the pre-deployment calls for EOI included minimum qualification prerequisites, such as storm and water damage operations, and chainsaw operator. These prerequisites exclude many of the volunteers who would otherwise be available. Recent experience shows that volunteers only need to be fit to undertake cleaning duties. Therefore, volunteers only needed SES induction to undertake these tasks. That is not to say that experienced and trained volunteers are not required from time to time or should not be requested, but a mix of skill sets is desirable.



SES Volunteers require fixed-wing and rotary-wing aviation familiarisation

The NSW floods were the first time in many years to have regular exposure and employment in and around fixed and rotary-wing aircraft. The Kimberley flood was an opportunity for some volunteers to ride in rotary-wing aircraft. Much of the safety briefs could have been briefer if the volunteers had basic aviation safety training.



PO Box 3218 (91 Leake St)
Belmont WA 6104
sewa.office@ses.wa.asn.au
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Conclusion

SES Volunteers give up their time to support communities during times of calamity. WA SES provides augmentation for the career staff. There is no competition between staff and volunteers. Staff have a monopoly on information, command and control. The centralisation of command is a fragile thing. Operations involving constantly changing political and social demands, such as with flooded communities, cannot afford to have weak links in the command, control, communications, intelligence, and logistic functions.

SES volunteers come from many walks of life and bring a wealth of knowledge and skills to the service of the community when the community is in its most need. Those knowledge and skills are not a threat to DFES, they can be a service multiplier.

Feedback from the volunteers who participated in deployments to NSW and the Kimberley region provided many examples of what worked well and what did not work so well. Many SES volunteers noted the efforts of stressed and frustrated DFES staff to make the best of the situation. The feedback in this review is largely built on what did not work well from the perspective of the SES volunteer. Many SES volunteers, will dust themselves off and try again next time.

The SES Volunteers Association would welcome a constructive dialogue for improvement that is of mutual benefit to SES volunteers, the DFES, and the community of Western Australia.



PO Box 3218 (91 Leake St)
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seva.office@ses.wa.gov.au
www.ses.wa.gov.au

Roads

Condition Assessment of Roads of Regional Significance

The Australian Road Research Board (ARRB) have completed the visual condition survey covering strategically significant roads (ROADS 2040) in the Wheatbelt Region. All data has now been delivered and uploaded to the individual RAMM databases for each Local Government. It is proposed to survey the South West Region in the next phase of this project which is scheduled to begin in the fourth quarter of this year. Local Governments in the South West will be updated as the project progresses.

Local Government Transport and Roads Research and Innovation Program

WALGA and Main Roads have undertaken three major research projects in key areas of focus for Local Governments. The three projects are to develop 1) a Local Government guideline for sustainable road construction practices in WA, 2) a guideline for the selection and implementation of low-cost road safety improvements on rural roads, and 3) a practical guide to the timely sealing for Local Government roads. The projects will support the uptake of best practice in these areas in the Local Government sector and are forecast to be completed by mid-2023 and webinars will be held to introduce the guides.

Funding

State Road Funds to Local Government Agreement

Signing the new State Road Funds to Local Government Agreement, endorsed by State Council in May has been delayed as a result of Mark McGowan's resignation in late May. The 2023/24 Local Roads Program and associated funding has been endorsed by the State Road Funds to Local Government Advisory Committee (SAC) and is proceeding operationally without delay.

Multi-Criteria Assessment (MCA) Model Revisions

Work has continued to harmonise the MCA models used by Regional Road Groups to prioritise project proposals. The proposed changes reflect the new focus areas of the State Roads Funds to Local Governments Agreement, while still allowing for flexibility to recognise the significant differences between regions. The review processes for each region will commence in June/July/August 2023 with the intent of delivering a revised MCA model in each region for assessment of 2025/26 projects.

Commonwealth Infrastructure Investment Program Review

WALGA is working with ALGA and the other State Local Government Associations to inform input to the 90 day Review of the Infrastructure Investment Program (IPP) that is being undertaken by the Commonwealth Government. There is no public submission process, but following meetings with Hon Catherine King, Minister for Infrastructure, Transport, Regional Development and Local Government, a commitment to ensure that the review team hears Local Government perspectives was provided. There are both opportunities for better administrative outcomes and long-term funding risks in this review. The Commonwealth provides over 25% of the funds invested in Local Government roads in Western Australia each year and a much higher proportion in regional and remote areas, making this important to almost every Local Government.

Sub-programs within the IIP include the Local Roads and Community Infrastructure Program, Bridges Renewal Program, Black Spot Program and the Roads of Strategic Importance (Secondary Freight Networks). The Review will assess opportunities to improve the efficiency of sub-programs, improving outcomes for local communities and decreasing administrative burden. Individual projects funded by sub-programs will not be reviewed, as the Review is considering the sub-programs as a whole.

Business Case for Safety Improvement to High Speed Sealed Local Government Roads

The Association worked with consultants from ARRB and staff from RAC and Main Roads WA to develop the business case for investment to improve the safety performance on high speed sealed Local Government roads. Single vehicle, run-off road type crashes are the responsible for the majority of crashes resulting in fatalities and serious injuries and their frequency can be reduced by application of proven treatments. Infrastructure Australia has been engaged. It is planned to complete this work by the end of the financial year.

Road Safety

Road Safety Ratings for Local Government Roads Project

WALGA and the UWA Western Australian Centre for Road Safety Research project team has developed a new tool, prepared draft guidelines to support the development of safety ratings for Local Government roads and completed a pilot project with seven Local Governments. Additionally, work has also commenced on the development of an electronic application for use on desktop computers and tablets. Refinements to the tool and application are underway and the final tool is expected to be completed by mid-2023.

From: [Alex Adams](#)
To: [Alex Adams](#)
Subject: IE5853 - FW: 2023 Colt's Carnival Thank You
Date: Tuesday, 20 June 2023 10:01:00 AM

From: LGP Football <lgpfootball@outlook.com>
Sent: Monday, 19 June 2023 12:11 PM
To: Alan George <ago@lakegrace.wa.gov.au>; Craig Elefsen <mis@lakegrace.wa.gov.au>
Subject: 2023 Colt's Carnival Thank You

Hi Alan & Craig,

On behalf of the Lake Grace Pingrup Football Club, I would like to say a huge thank you to both of you for the support and contribution from the Lake Grace Shire for this year's Great Southern Colt's Carnival.

I have had many conversations with people from all around the Great Southern who were there on the weekend, about how great our facilities are. The playing surfaces are looking fantastic and held up really well over the 2 days. Plenty of great commentary about the new lights on both ovals and how good they were for late on Saturday when the cloud cover took over. The last fixture on both ovals was practically played as a night game due to the poor light and without our new lights, these games would have been called off.

Please pass on our appreciation to your works crew for the work they have put in and to the Shire Council for their support.

Your leadership that you are both displaying is having a positive impact for our football club and more importantly, for the whole community. The football club is proud of what has been achieved this year and looks forward to working with the Shire into the future.

Well done and thank you Alan & Craig

Regards
Chris Poot
LGPFC President

