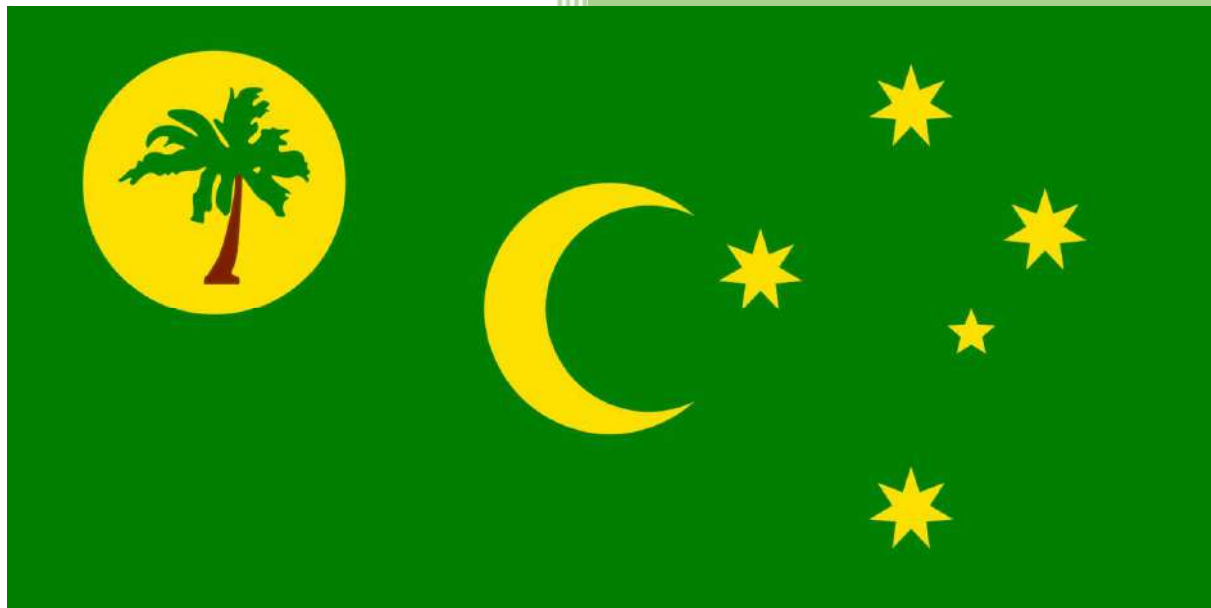


2024

Disaster Recovery Plan



Cocos (Keeling) Islands

Authorisation

The Cocos (Keeling) Islands Disaster Recovery Plan (DRP) is issued under the authority of the Cocos (Keeling) Island Emergency Management Committee (EMC) in accordance with the requirements of the *Emergency Management Ordinance (2012) (CKI)*. The DRP will be maintained by the Indian Ocean Territories Administration (IOTA) Emergency Management Officer on behalf of the Cocos (Keeling) Islands Emergency Management Committee (EMC), as secretariat.

The Disaster Recovery Plan is authorised for operation by the Administrator, following approval by the Emergency Management Committee under the provisions of the *Emergency Management Ordinance (2012) (CKI) Part 2 Division 3 Section 15 (1)*.

The Cocos (Keeling) Islands Disaster Recovery Plan is hereby approved and recommended for distribution by the Cocos (Keeling) Island Emergency Management Committee



1st July, 2024

Farzian Zainal

Administrator

Chair

Cocos (Keeling) Islands Emergency Management Committee

Date

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Amendments

Proposals for amendment or addition to the contents of the Plan are to be forwarded to:

Emergency Management Officer

Indian Ocean Territories Administration

Department of Infrastructure, Regional Development and Cities

PO Box 868

Christmas Island 6798

Or via email to operations@infrastructure.gov.au

To ensure currency of this Plan, holders should insert amendments to the Plan as soon as they are received. When an amendment is inserted into the Plan, the amendment should be recorded in the Amendment Schedule below.

Amendment		Entered	
Number	Issued (date)	Signature	Date
V1	2018		
V2	2023		

Glossary

The following abbreviations and terms are used throughout this plan

Administrator	Means the Administrator of the Territory appointed under section 5 of the <i>Administration Ordinance 1975</i> .
CI	Christmas Island
CKI	Cocos (Keeling) Islands
DRP	Disaster Recovery Plan
DVI	Disaster Victim Identification
EMA	Emergency Management Australia
EMC	Emergency Management Committee
Emergency	The occurrence or imminent occurrence of a hazard which is of such a nature or magnitude that it requires a significant and coordinated response.
Emergency area	Means the area to which a state of emergency declaration applies.
Emergency management	Means a range of measures to manage risks to communities and the environment, and involves the development and maintenance of arrangements to prevent or mitigate, prepare for, respond to, and recover from, the effects of emergencies.
EMO	Emergency Management Officer
EMP	Emergency Management Plan
EOC	Emergency Operations Centre
Hazard	Means a potential or existing condition that may cause harm to people or animals, or damage to property or the environment.
IOTA	Indian Ocean Territories Administration
NEMA	National Emergency Management Agency
ORC	Operational Response Committee
ORP	Operational Response Plan
PPRR	Prevention & Mitigation, Preparedness, Response & Recovery
Recovery	Means the support of emergency affected communities in the reconstruction and restoration of physical infrastructure, the environment and community.
Response agency	Means an agency identified in the emergency management plan as the agency responsible for combating a particular threat, or supporting another agency in combating a particular threat.
State of Emergency	Means any period during which a state of emergency declaration is in force.
State of emergency declaration	Means a declaration made by the Administrator under section 17 of the <i>Emergency Management Ordinance (2012) (CKI)</i>
Territory Controller	Senior Australian Federal Police Officer assigned to community policing duties in the territory
Warning agency	Means an agency that has the initial information on an emergency or potential emergency and responsibility to advise other agencies about the emergency or potential emergency.

1. Introduction

1.1 Background

Recovery is the coordinated process of supporting affected individuals, families and communities towards the restoration of emotional, social, economic and physical wellbeing following an emergency. The services typically include provision of information, payment of financial support and provision of personal and psychological support.

Recovery operations should commence as soon as possible and occur in parallel with emergency response activities. Recovery may extend for weeks, months or even years and is concerned with 'long term' issues. Further into the recovery phase, recovery is characterised by different rates of recovery for different individuals and groups. Support needs change over time. Special arrangements to manage the emergency consequences are gradually disassembled. Even after the majority of the community is back to functioning normally, there will be some who still require assistance.

Following a consultative visit by Emergency Management Australia (EMA) in 2015, recommendations were presented to the Emergency Management Committees (EMCs) on both Christmas and Cocos (Keeling) Islands. These recommendations included a restructure of existing plans to consolidate and streamline operational response and recovery procedures. From this recommendation, the CKI EMC agreed to adopt a two plan approach:

1. Emergency Management Plan (EMP) to provide overarching strategic guidance
2. Disaster Recovery Plan (DRP) to guide recovery and rehabilitative efforts following a disaster.

In accordance with the *Emergency Management Ordinance 2012 (CKI) Division 1, S8(1)(b)* it is also a function of the CKI EMC to establish, maintain and review an emergency recovery plan for recovering from an emergency.

The Cocos (Keeling) Islands Disaster Recovery Plan (DRP) is an integral part of the Cocos (Keeling) Islands emergency management arrangements. It provides the details of services and processes required to assist the community regain normality.

Recovery should be a holistic approach that considers elements of social, economic, infrastructure and the environment. It should also incorporate psychological wellbeing after an emergency event. The plan focuses on the roles and responsibilities of lead agencies and takes a cooperative, multi-agency approach to community recovery.

1.2 Aim

The aim of the DRP is to detail the emergency recovery arrangements for the Territory of Cocos (Keeling) Islands. It is designed to guide key agencies and individuals in recovery response to a variety of emergencies throughout the Territory.

The purpose is to provide a DRP for CKI to enable it to establish services and processes required to assist the community to recover from an emergency event and regain social, economic, infrastructure and environmental stability as well as emotional and physical wellbeing.

The plan outlines a strategic framework for community recovery planning that is consistent with the CKI emergency management arrangements and the *Emergency Management Ordinance 2012 (CKI)*.

1.3 Scope

The plan provides a framework for the CKI EMC and DRC to manage recovery at a local level following an emergency. The plan:

- Focuses primarily on human-social recovery but acknowledges the broader context of infrastructure, economic and environmental recovery
- Addresses preparedness and immediate, mid-term and long term recovery
- Relates specifically to the CKI community
- Is consistent with, and integrated, with Australian Government arrangements.

The plan includes sheltering and evacuation arrangements, recognising that these form a critical element in the ability to recover from an emergency.

1.4 Specific Issues Relevant to Recovery Processes

Community Engagement and Consultation

The recovery process must have a local community focus. This is done via community engagement and consultation strategies. The purpose is to engage the community and empower them to actively manage their own recovery.

The Recovery Coordinator has a lead role in community engagement, with responsibilities to:

- Ensure all service providers are aware of and respond to priorities based on the initial needs assessment and Executive priorities;
- Initiate public meetings, forums and other means of public consultation and engagement;
- Identify longer term cultural, environmental and heritage issues;
- Maintain an active presence in the Community Recovery Centre;
- Review the effectiveness of engagement strategies frequently.



Figure 1: Territorial location of Cocos (Keeling) Islands



Figure 2: Cocos (Keeling) Islands

1.5 Special Consideration

The Territory of Cocos (Keeling) Islands is located in the Indian Ocean, approximately 2,950km northwest of Perth, 970km west- south-west of Christmas Island and 1,000km south-west of Java Head. It is one of Australia's most distant and isolated territories.

The Cocos (Keeling) group comprises two separate atolls, consisting of 27 separate islands, the land area of which totals some 14sq km. The southern inhabited atoll has 26 islands, and the northern atoll, North Keeling Island (a single horseshoe shaped island), is located 24 km to the north of the main group (Lat. 11° 50" S, Long. 96° 49" E). The highest point above sea level is 13.5 metres.

As the territory is located in the tropics, there is significant rainfall in the summer months, between November and April each year.

CKI is a Culturally and Linguistically Diverse (CALD) community and includes vulnerable and special needs groups. Recovery must recognise this context if it is to be effective, efficient and appropriate. Special considerations for these groups may include the preparation and provision of halal foods in shelters, the use of interpretation services and the engagement of specialist health and community advisors to inform recovery specific efforts.

The CKI population is comprised of the following main cultural groups¹:

- Malay – 17.2%
- Australian – 14.7%
- Indonesia – 12.1%
- English – 10.1%
- Javanese – 9.3%

The main religious affiliations are Islam (65.6%), Anglican (1.5%), Catholic (2.0%) and no religion (14.0%). The median age of people in Cocos (Keeling) Islands was 42 years. Children aged 0 - 14 years made up 18.2% of the population and people aged 65 years and over made up 17.2% of the population².

The main languages spoken at home are Malay (61.2%) and English (19.1%)³.

Successful recovery is responsive and flexible, engages and empowers communities to move forward positively. Recovery activities should:

- Centre on the community, to enable those affected by a disaster to actively participate in their own recovery;
- Seek to address the needs of all affected communities;
- Allow individuals, families and communities to manage their own recovery;
- Consider the values, culture and priorities of all affected communities;
- Use and develop community knowledge, leadership and resilience;
- Recognise that communities may choose different paths to recovery;
- Ensure that the specific and changing needs of affected communities are met with flexible and adaptable policies, plans, and service;
- Build strong partnerships between communities and those involved in the recovery process.

^{1 3} [2021 Cocos \(Keeling\) Islands, Census All persons QuickStats | Australian Bureau of Statistics \(abs.gov.au\)](https://abs.gov.au/2021-census/cocospop)

1.6 Disaster Recovery Coordinator

The EMC may appoint a Recovery Coordinator to carry out the Administrators' functions in managing recovery after an emergency (*Part 5, Section 29, Emergency Management Ordinance 2012 (CKI)*).

The primary Recovery Coordinator for CKI is the CEO, Shire of Cocos (Keeling) Islands. However, the Emergency Management Committee, with approval of the EMC Executive, may appoint an alternative Recovery Coordinator for a specific emergency should this be in the best interest of community recovery.

In the event of a major emergency requiring mid to long term recovery actions, the Emergency Management Committee, through the Executive, may request the appointment of an external Recovery Coordinator to provide relief to on island personnel and resources. The Executive should submit this request to Emergency Management Australia, if not already requested by the Territory Controller during response.

Specific agency responsibilities are further detailed in [Section 3.3](#).

Due to the small population base in the combined CKI the Executive Committee, with agreement of the EMC, deemed the creation of a specific DRC as unnecessary as the functions of the DRC can be met through the EMC. The EMC, with approval of the EMC Executive, will determine whether a Disaster Recovery Committee is required to be established separately to the EMC in the event of an emergency and membership should consist of representation from various agencies and groups that will best support the recovery of the community and the Terms of Reference below.

1.7 Terms of Reference

The Emergency Management Committee sets the Terms of Reference for all sub-committees. The CKI Disaster Recovery terms of reference are as follows:

General:

- Review the Emergency Recovery Plan every two years and provide written feedback to the EMC;
- Participate in emergency management training and provide recommendations for the inclusion of recovery operations in EM training exercises;
- Identify and promote opportunities to enhance community awareness and to build community resilience;
- Liaise with EMC Executive and EMC, providing regular reports through the DRC Chair;
- Liaise with government, private and community recovery service providers;
- Maintain comprehensive resource lists for reference in a disaster;
- Ensure that organisational arrangements are adaptable and able to respond to the changing priorities throughout the recovery process;
- Identify public shelters and ensure they are appropriate for the population and anticipated usage;
- Undertake planning for community recovery following a potential large scale event;
- Develop a community awareness strategy and associated materials; and

- Ensure procedures and arrangements are developed to effectively manage public shelters in an emergency.

In an Event:

- Open, staff, and manage any emergency evacuation centres;
- Coordinate community recovery operations and engage with the community on recovery issues and priorities;
- Undertake an assessment of community needs (specific to the event) and develop a long term recovery strategy, with milestones;
- Ensure a post-event impact and needs assessment is done as a matter of priority and regularly updated;
- Coordinate resource priorities, providing effective on-site leadership to focus all necessary resources and to achieve the most efficient and effective recovery of affected communities;
- Coordinate short and midterm recovery to address the immediate effects of an emergency and develop long term measures as appropriate;
- Ensure the recovery strategies address all functional areas of recovery including human-social, infrastructure, economic and environmental considerations;
- Develop and implement effective strategies for community participation and partnership in the recovery process;
- Facilitate and coordinate the operation of agencies and organisations involved in recovery operations;
- Identify areas where the EMC Executive or Australian Government need to make decisions beyond existing policies and procedures and advise on recommended options;
- Provide regular reports on recovery operations to the EMC;
- Provide regular community and media information on recovery progress; and
- Provide a final report to the EMC at the conclusion of a recovery operation, including any lessons learned.

1.8 Principles and Elements of Recovery

The Australian Institute for Disaster Resilience (AIDR) recognises that the purpose of providing recovery services is to assist the affected community towards management of its own recovery. Where a community experiences a significant emergency or disaster there is a need to supplement the personal, family and community structures that have been disrupted. Disaster recovery is the coordinated process of supporting disaster affected communities in the reconstruction of the physical infrastructure and the restoration of emotional, social, economic and physical wellbeing.

In 2009, the Community Services Ministers' Advisory Council endorsed an updated set of national principles for disaster recovery. These principals recognise the following 6 key concepts, central to successful recovery:

- Understanding the **context**
- Recognising **complexity**
- Using **community** led approaches
- Ensuring **coordination** of all activities

- Employing effective **communication**
- Acknowledging and building **capacity**

In accordance with the above principles, and the emergency recovery concepts and principles developed by the Australian Governments Community and Disability Services Ministers' Advisory Council, this recovery plan recognises the four distinct elements of recovery:

- **Social** (including psycho-social effects)
- **Infrastructure** (services and lifelines)
- **Environment** (including community assets and roads)
- **Economy** (including financial and political considerations)

This plan acknowledges that successful community recovery requires attention to all aspects of recovery. As well as recognising these elements, the plan takes a whole-of-community approach and develops strategies which identify agencies and services in these four elements, thus giving the community a high degree of self-determination.

1.9 Plan Maintenance, Amendment and Exercise Requirements

The CKI EMC is responsible for the maintenance of the Recovery Plan with the support of the IOTA Emergency Management Officer (EMO).

The plan is to be formally reviewed after each activation of an emergency event, or every second year, by the EMC. The plan is to be tested periodically to ensure its contents remain relevant and key personnel are conversant with their duties.

Major changes to the intent of content of this document must be endorsed by the EMC Executive. Between formal amendments, changes to matters of detail (contact lists etc.) may be made at any time by the EMC through the EMO. Amendment action is to be recorded. Once amendments are approved by the Executive, the amended copy is to be circulated to all members.

The plan must be exercised in accordance with the schedule specified in the EMP. The Administrator and Territory Controller will determine an annual exercise program in consultation with the EMC, taking into account the impact of any recent operational activity. The EMO is responsible for the facilitation and evaluation of all emergency management exercises. Where possible, this may be supported by National Emergency Management Agency (NEMA). It is the responsibility of the EMC to ensure the DRP is exercised appropriately so that members remain conversant with its contents.

2. Application of the National Principles for Disaster Recovery

2.1 General

Recovery is the coordinated process of supporting emergency affected individuals, families and communities towards the restoration of emotional, social, economic and physical wellbeing following an emergency. The services typically include provision of information, payment of financial support and provision of personal and psychological support.

There are four elements of recovery, being human-social, infrastructure, economic and environmental. All must proceed in parallel for a community to be returned to 'normal'.

Recovery operations should commence as soon as possible and occur in parallel with emergency response activities. Recovery may extend for weeks, months or even years and is concerned with 'long term' issues.

The key issue initially is the need to coordinate activities and priorities whilst deploying significant resources at a time of stress, dislocation and competing priorities.

Further into the recovery phase, recovery is characterised by different rates of recovery for different individuals and groups. Support needs change over time. Special arrangements to manage the emergency consequences are gradually disassembled. Even after the majority of the community is back to functioning normally, there will be some who still require assistance.

Further CKI emergency management context is detailed in the Emergency Management Plan (EMP).

To ensure local disaster management planning is consistent with national recovery principles, the EMC reviewed these in 2018 and applied them to the CKI lived experience. Further details on how the EMC agreed to approach each of the six principles are provided in detail below. Each section includes reference to which of the four elements of recovery are considered. These are abbreviated as follows:

- Human-Social (HS)
- Infrastructure (I)
- Environment (EN)

Economy (EC)

2.2 Principle 1 – Understanding the Context

“Successful recovery is based on an understanding of community context, with each community having its own history, values and dynamics”

In relation to **context**, the EMC identified following critical elements:

- CKI has a transient and Culturally and Linguistically Diverse (CALD) population.
- CKI is a geographically isolated territory with inherent landscape, topographical, seasonal and environmental challenges
- CKI has a challenging political and cultural history

To address these in recovery, the committee will ensure disaster planning and preparedness takes into account:

- Remoteness/ isolation, resource scarcity and the associated complexity of logistics (EN)(EC)
- The need to access translation services to ensure information is accessible to the community (HS)
- The limitation of communications capabilities (EN)(I)
- Inherent landscape and environmental vulnerabilities (EN)
- Seasonal challenges, particularly the higher risk cyclone season (EN)
- The need to ensure media releases and information takes into account political considerations, including the increased scrutiny from the mainland any time a ‘negative’ incident occurs (EC)
- Understanding how to manage and use long –term resident knowledge, particularly when this contributes to complacency (HS)(EC)

2.3 Principle 2 – Recognising the Complexity

“Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.”

In relation to **complexity**, the EMC identified following critical elements:

- The legislative frameworks and organisational arrangements which govern the islands are not widely understood
- Interagency agreements rely largely on good will

To address these in recovery, the committee will ensure disaster planning and preparedness takes into account:

- Any written arrangements between agencies and the Commonwealth, as established by the EMC; including making recommendations to the EMC in this regard as appropriate (e.g. Commonwealth and Shire formal arrangements) (EC)(I)
- Legislative obligations and arrangements applicable to disaster recovery are included in the Disaster Recovery Plan for reference (EC)

2.4 Principle 3 – Using community led approaches

“Successful recovery is community-centred responsive and flexible, engaging community and supporting them to move forward.”

In relation to **community-led** approaches, the EMC identified following critical elements:

- CKI’s diverse community requires tailored and targeted engagement
- Response and recovery often involves a significant number of spontaneous volunteers

To address these in recovery, the committee will ensure disaster planning and preparedness takes into account:

- The need to involve the community in disaster preparedness and prevention, to minimise the impact of emergencies and the extent of recovery required (HS)
- Cultural, social or other groups are appropriately represented on the committee (HS)(EC)
- Management strategies for spontaneous volunteers are identified in the EMP (HS)(I)(EC)
- The community are involved in emergency management exercises where possible (HS)(EC)

2.5 Principle 4 – Ensuring coordination of all activities

“Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and needs.”

In relation to **coordination**, the EMC identified following critical elements:

- Disaster recovery roles within the community need to be clearly defined
- Resources for recovery are divided across private and public assets
- Communication options are limited, and can be unavailable following an emergency

To address these in recovery, the committee will ensure disaster planning and preparedness takes into account:

- Communications specific strategies are implemented and adopted (see Principle 5 below)

- Role statements for committee members are documented and understood
- Resource lists are prepared and maintained

2.6 Principle 5 – Employing effective communication

“Successful recovery is built on effective communication between the affected community and other partners.”

In relation to **communication**, the EMC identified following critical elements:

- CKI’s communications network is unreliable and vulnerable in an emergency

To address these in recovery, the committee will ensure disaster planning and preparedness takes into account:

- The EMC communications plan is available to, and understood by, committee members (I)
- Strategies and protocols for communicating with the public immediately following a disaster, and during recovery operations, are identified (I)(HS)(EC)

2.7 Principle 6 – Acknowledging and building capacity

2.8 “Successful recovery recognises, supports and builds on individual, community, and organisational Capacity and resilience”

In relation to **capacity**, the EMC identified following critical elements:

- CKI’s recovery arrangements must be regularly tested to ensure preparedness of the EMC and community before a disaster occurs
- Rotational positions in key agencies impact the ability to retain corporate knowledge on emergency management and disaster recovery

To address these in recovery, the committee will ensure disaster planning and preparedness takes into account:

- Redundancies and secondary contacts within organisations are identified, and included in emergency management activities (HS)(EC)
- Regular emergency management exercises with a disaster recovery component are conducted(HS)

3. Roles and Responsibilities

The roles and responsibilities of EMC members during the recovery processes vary depending on whether the recovery efforts are conducted over the short/medium or long term. The roles and responsibilities of specific members are established over the following tables; however these may change and members should remain flexible to respond to the specific nature and demands of each emergency.

3.1 Short to Medium Term Recovery

This phase covers immediate relief/recovery service provision to meet identified individual and community needs and to restore services to the level where responsible agencies can manage the continuing recovery process. The EMC (or appointed DRC), should complete a Post Disaster Survey (Annex A), to assist in assigning the resources required.

3.2 Long Term Recovery

This phase often lasts from weeks to months and after a catastrophic emergency it may last for years. Following major emergencies, recovery operations are usually coordinated by a Recovery Task Force. The phase is characterised by restoration of community services in a priority order determined by the Recovery Task Force. Whilst most of the community gradually resumes a normal routine, there are ongoing challenges for some individuals and groups.

3.3 Recovery Roles and Responsibilities

Agency/ Individual	Short Term	Long Term
Administrator	<ul style="list-style-type: none"> • Chair EMC & Executive • Set strategic priorities • Approve EMC recommendations • Media liaison • Request local organizations to take action under the disaster recovery plan 	<ul style="list-style-type: none"> • Approve and oversee recovery operations • Lobby government for support as required • Identify and represent community needs • Submit long term recovery proposals to the Minister for consideration.
Executive <i>(Administrator, Territory Controller, Director IOTA, Chief Executive Officer SOCKI)</i>	<ul style="list-style-type: none"> • Overall decision making responsibilities through the endorsement of decisions, actions and priorities recommended by the EMC • Prepare briefing notes to Senior Government officials as required • Coordinate reporting through the Crisis Coordination Centre 	<ul style="list-style-type: none"> • Request and coordinate external assistance through the Crisis Coordination Centre and/or arrangements with Government agencies • Prepare briefing notes to Senior Government officials as required • Coordinate the distribution of public appeal monies and other forms of charities • Develop strategic plan for exit / handover arrangements
Disaster Recovery Coordinator <i>(When established - Chair)</i>	<ul style="list-style-type: none"> • Chair and direct the DRC in line with the priorities set by the EMC and Executive • Report to the EMC and Executive on recovery operations • Coordinate and update reports on the status of recovery operations and priorities 	<ul style="list-style-type: none"> • Provide updates on long term recovery to the Executive and EMC

	<ul style="list-style-type: none"> • Provide leadership and strategic direction to activities of the DRC • Assign roles and responsibilities in line with the principles and elements of disaster recovery 	
Disaster Recovery Committee (When established - Led by Recovery Coordinator)	<ul style="list-style-type: none"> • Prepare, man and coordinate the opening of public shelters as required • Represent the community's recovery needs and interests • Provide feedback from the Community to the Executive and EMC • Update the assessment of immediate community welfare needs as necessary and commence an assessment of short and long term recovery needs • Coordinate arrangements for the collection and distribution of community appeals, donation of material goods and management of volunteers if required • Commence planning for longer term recovery options 	<ul style="list-style-type: none"> • Develop a long term recovery strategy • Represent the community's recovery needs and interests • Provide feedback from the Community to the Executive and EMC through the Chair • Monitor community welfare and recovery operations • Maintain liaison and coordinate recovery operations with community recovery service providers
AFP	<ul style="list-style-type: none"> • Conduct welfare checks and coordinate Search & Rescue (SAR) activities • Conduct patrols to identify hazards, including conducting immediate clearing where required • Establish crime scene guards • Conduct Disaster Victim Identification (DVI) activities • Commence coronial activities 	<ul style="list-style-type: none"> • Coordinate ongoing investigations
Indian Ocean Territories Administration <i>(Department of Infrastructure, Transport, Regional,</i>	<ul style="list-style-type: none"> • Provide situational reports to Departmental personnel as required. • Coordinate infrastructure recovery operations in 	<ul style="list-style-type: none"> • Convene business network recovery forum

<i>Development, Communications and the Arts)</i>	<p>accordance with Executive priorities</p> <ul style="list-style-type: none"> • Collate incoming public information regarding damage to Commonwealth owned assets (including public housing) • Ensure likely cost recovery options have been identified • Map the assessments of community damage and impacts • Implementation of immediate emergency recovery team for business advice and assessment of scale and dimension of emergency and its impact on business and industry • Develop medium term recovery strategies in association with the business network recovery forum. • Ensure cost recovery measures are implemented 	
Shire of Cocos (Keeling) Islands	<ul style="list-style-type: none"> • Contribute to the development and testing of recovery arrangements such as identifying facilities suitable for use in recovery operations • Identify the administrative and system support which may be available for a Community Recovery Centre • Maintain contacts and networks for information dissemination 	<ul style="list-style-type: none"> • Provide advice on long term impacts of an event on social, economic, infrastructure and environmental issues
CKI Tourism Association	<ul style="list-style-type: none"> • Liaise with visitors and accommodation/ tourism providers • Provide advice to the committee on the impact of flight disruptions and accommodation issues 	<ul style="list-style-type: none"> • Provide advice to the committee on impacted tourism sites
IOTHS	<ul style="list-style-type: none"> • Provide health function within the Public Shelter, 	<ul style="list-style-type: none"> • Coordinate specialist support services,

	including psychological support Provide HACC and disability service support for displaced community members	including acute mental health teams
CKI District High School	<ul style="list-style-type: none"> • Assist with transporting community members to and from Public Shelters • Provide access to the school psychologist to support Public Shelter arrangements 	<ul style="list-style-type: none"> • Coordinate the distribution of information through school networks
Persatuan Islam Pulu Cocos (PIPC)	<ul style="list-style-type: none"> • Provide advice to the committee on cultural and social considerations and sensitivities • Provide spiritual support services 	<ul style="list-style-type: none"> • Promote recovery initiatives • Provide advice to the committee on cultural and social considerations and sensitivities
IOTA Social Worker	<ul style="list-style-type: none"> • Provide support to the AFP in DVI and notification activities • Coordinate immediate support service <p>Advise the committee on additional psychological services required</p>	<ul style="list-style-type: none"> • Coordinate community psychological recovery, including case work and reporting as required

4. Public Shelter Arrangements

The Territory Controller will issue the directive to open a Public Shelter in response to an emergency. Once the direction is issued, the WI IOTA contracted service provider is responsible for activating the WI Public Shelter and the CKI Shire for the HI Public Shelter.

4.1 Public Shelter Selection

The task of identifying the suitability of the Public Shelters, and the decision of which site to use, will be made by the Territory Controller, in consultation with the Disaster Recovery Coordinator and EMC.

In declaring a location for the Public Shelter, the following needs to be considered:

- A large, secure, preferably secluded facility, which can cancel its activities and bookings, both short and long-term, and has sufficient floor space to support multiple functions;
- The availability of effective communications capability, including secure electronic equipment;
- Any impact on the local community;
- All known threats, risks and hazards relative to the chosen facility, including Workplace Health and Safety considerations;
- The availability of access for people with disabilities, including parking;
- The accessibility to public transportation and availability of public parking; and

- The availability of logistical requirements for physical equipment, including, desks, office chairs, lounge chairs, coffee tables, portable wall partitioning, path roping, lighting, photocopiers, fax machines, telephones, etc.

4.2 Types of Shelters

The Red Cross establish three distinct categories of public sheltering, described in detail below:

Immediate sheltering	Temporary sheltering	Temporary housing
<ul style="list-style-type: none"> • people seek short-term respite in a safer location • between 1-18 hours • bedding and substantial meals are not required • includes cyclone sheltering. 	<ul style="list-style-type: none"> • in excess of 18 hours, may extend into weeks • bedding, substantial meals required • more comprehensive support required • includes relief or evacuation centres. 	<ul style="list-style-type: none"> • empowers people to re-establish household routines before permanent housing can be obtained • the goal is to transition from sheltering to housing as soon as possible • multi-agency responses may begin during the temporary sheltering phase or earlier.

The registration and allocation of sheltering and housing should follow the same process regardless of what category of shelter is used.

4.3 Identified Public Shelters

There are two dedicated Public Shelters in the Cocos (Keeling) Islands group. One on each of West Island and Home Island respectively. Red Cross guidelines¹, recommend a space of 1.5m² for persons requiring immediate sheltering and 5m² for temporary sheltering.

The shelters are as follows and a map of their location is provided at **Annex C**;

Building Name	Capacity		Notes
	Immediate	Temporary	
CKI West Island Public shelter (based on main hall and lounge floor area)	270	50	Kitchen, toilet facilities, back-up power
CKI Home Island Public Shelter (based on main hall floor area)	350	62	Kitchen, toilet facilities, back-up power

¹ Australian Red Cross. *Preferred Sheltering Practices for Emergency Sheltering in Australia. V1.0, 2012*

4.4 Setting up the Public Shelter

A Public Shelter is only to be opened when it is sufficiently staffed and equipped to fulfil its designated function. Effective communication with families and the public will be part of the initial

strategy to provide clear and accurate information from the outset. The EMC is to provide this information to the Territory Controller to ensure the evacuation and reception of personnel occurs quickly and safely. An example of a Recovery (Public Shelter) resource kit is presented in Annex C.

The following general stations/items must be established before opening the Shelter:

- adequate restroom facilities;
- a registration and reception area to record details of all those attending the Shelter; and
- a First Aid station.

The following should be established as a matter of priority:

- A waiting area with light refreshments – tea, coffee, cold drinks facilities;
- An area where people may be taken for confidential interviews and counselling (sound proof if possible);
- A child safe and supervised area;
- Quiet areas where family members are able to go for private time;
- Food and refreshment preparation areas (commercial kitchen if possible) and serving areas;
- General telephone and internet access points;
- Staff Only Area, including separate refreshment area if possible;
- Administration/Management Office area; and
- Briefing area for Committee members.

A general layout and registration plan for the Public Shelter is suggested in Figure 1, and will need to be amended based on the number of evacuees, type of emergency and specific facility used.

Where temporary sheltering or housing is being utilised, a central registration and screening area must still be established. This is to ensure details of sheltering persons and locations, reunification, counselling and Disaster Victim Identification (DVI) systems are centralised, and to enable resources and communications to be controlled.

4.5 Staffing the Shelter

The Public Shelter may be staffed by EMC members, partnering agencies staff and volunteers. The EMC Coordinator, and partnering agencies staff and volunteers need to be pre-identified and trained and skilled to provide specific welfare support services in the Shelter environment, appreciating the highly sensitive and complex services required.

The following key roles exist in the Shelter and suggested personnel are identified for each role. These specific personnel may be required for other tasks during an emergency, and volunteers should be used to fulfil these roles where required.

Role	Responsible	QTY	Notes
Parking Coordination/ Vehicle Management	Recovery Coordinator	2	Appointed volunteers
Meeters & Greeters	Recovery Coordinator & Volunteers	2	Translators for each community language required
Client Triage/ Needs Assessment	IOTHS	2	1 Nurse to be included
Personal Support Services – First Aid	IOTHS	2	

Personal Support Services – Counselling and trauma	IOTHS School Psychologist	2	
Registration & Reunification	IOTHS	2	
Disaster Victim Identification (DVI)	AFP Social Worker	2	
Walking Buddies/ Escorts	EMC Members Volunteers	4	

4.6 Communication in the Shelter

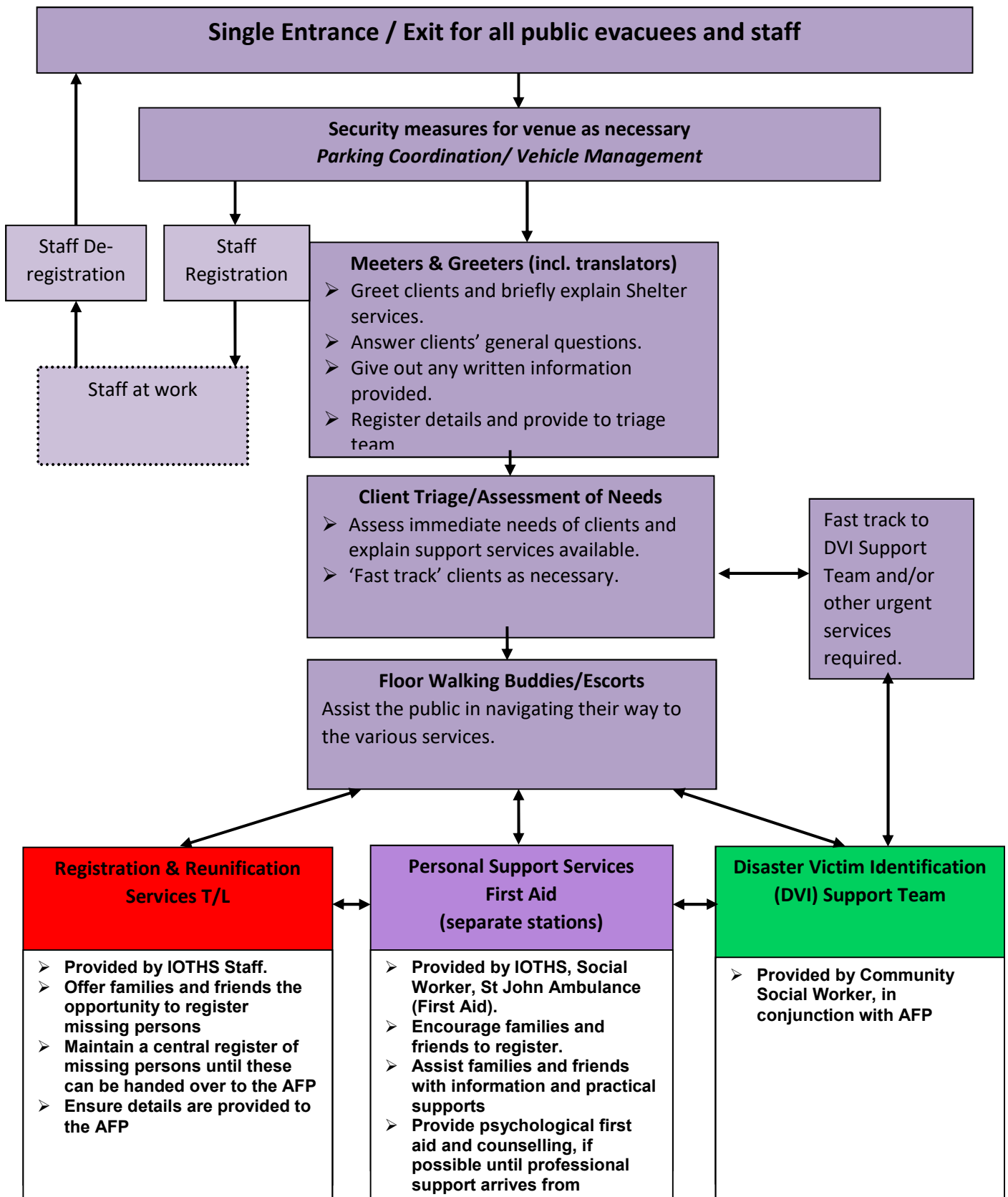
Effective communication with families and the public will be part of the initial strategy to provide clear and accurate information from the outset. The EMC will provide this information to the Disaster Recovery Coordinator, and the Territory Controller and/or Administrator will make public announcements at the Shelter as required.

4.7 Special Considerations

The Recovery Coordinator needs to identify any special considerations for culturally and linguistically diverse (CALD), Vulnerable and Special Needs groups using the Shelter, and seek out appropriate agencies to consult with. Specific requirements will include ensuring culturally appropriate foods are being provided, a multi-denominational prayer room is available, interpreters are used and separated areas are provided if required.

An example of how a shelter may be managed is presented in Figure 3.

Figure 3. Public Shelter Layout



5. Conclusion

The CKI Disaster Recovery Plan acknowledges that successful community recovery requires attention to all aspects of recovery. The plan establishes the services and processes required to assist the community to recover from an emergency event and regain emotional, social, economic and physical well-being.

The plan provides overarching guidance to the Disaster Recovery Committee, and recognises the interdependence of the human-social factors of recovery, which underpin the infrastructure, environmental and economic considerations.

Support needs will change over time, and both the Plan and the Committee need to remain flexible to ensure they serve the public and support community-led recovery.

Our greatest recovery asset is the diverse and resilient community of CKI.

6. Annexes and Attachments

[Annex A – EMA Post Disaster Survey Forms](#)

[Annex B – Recovery \(Public Shelter\) Resource Kit](#)

[Annex C – Public Shelter Locations](#)

[Annex D – Cocos \(Keeling\) Islands Road Network for Recovery Planning Purposes](#)

POST-DISASTER SURVEY FORMS

POST-DISASTER SURVEY FORM A—URGENT SEARCH AND RESCUE NEEDS

NB: This information should be passed to the emergency operations centre with minimum delay

LOCATION		DISTRICT	
DATE			
Survey by (Name)		Contact Details	

RESCUE

Are there any rescue needs? YES/NO.

Approximate number of people needing
rescue:

Location(s) (as accurately as possible):

What are the problems?

Is equipment available, if not, what is needed?

SEARCH

Are there any people missing? YES/NO
Where were they last seen?

How Many?.....

What were they doing then?

What action has been taken so far?

What help is needed?

URGENT MEDICAL NEEDS

Is there anyone sick or injured who might die if they
are moved? YES/NO
Has a medical professional examined them? YES/NO
What seems to be wrong with them?

How many?

Is there anyone who needs to be evacuated to hospital?
YES/NO.

How Many?

What transport and other special equipment may be
needed?

Remarks:

POST-DISASTER SURVEY FORM B—CASUALTIES AND DAMAGE

LOCATION		DISTRICT	
DATE			
Survey by (Name)		Contact Details	

Population: Adults (over 15 years).....
 Children (5 to 15).....
 Infants (under 5 years).....

Casualties: Dead
 Missing
 Seriously injured
 Moderately injured
 Slightly injured
 Sick

Evacuations Number of evacuees:
 Major evacuation centres and numbers at each:

HOUSING DAMAGE (give numbers or percentages)

House Type	Brick	Wood	Fibro	Other (describe)
Destroyed				
Major Damage				
Moderate Damage				
Slight Damage				

Describe major damage types:

OTHER BUILDING DAMAGE

Community facilities (hospitals, clinics, schools, emergency service centres etc):

Other buildings (give details):

Describe any risks to or from remaining or damaged buildings:

DAMAGE TO KEY TRANSPORT LINKS

Roads

Bridges

Airports

Port and wharf facilities

COMMUNICATIONS

Describe major damage to communications and broadcasting facilities and list surviving facilities

Remarks

POST-DISASTER SURVEY FORM C—MEDICAL AND PUBLIC HEALTH

LOCATION		DISTRICT	
DATE			
Survey by (Name)		Contact Details	

MEDICAL FACILITIES (circle correct answers)

Hospital(s):

BEDS	Available	Occupied	Remaining Capacity
------	-----------	----------	--------------------

Describe any damage:

Availability of key resources (operating theatres, x-ray etc):

Medical staff available? DOCTORS NURSES OTHERS
(Describe) Are more staff needed? YES/NO

What other medical and health facilities are: a. damaged; or b. remain available?

Medical Supplies

List needs (description and amounts):

ENVIRONMENTAL HEALTH CONCERNS

(Tick as necessary and give details)

- Polluted water Poor drainage
- Stagnant water Poor hygiene
- Overcrowding Rotting food
- Insect/rat infestation..... Spraying needed? YES/NO
- Toilet/sewerage systems AVAILABLE/DAMAGED/NOT AVAILABLE
- Is there any problem with sewage disposal? YES/NO
- Details and needs

Remarks

POST-DISASTER SURVEY FORM D—WATER AND SANITATION

LOCATION		DISTRICT	
DATE			
Survey by (Name)		Contact Details	

WATER SUPPLY

Source of supply:

Method of storage:

Disaster effect on supply (tick as appropriate)

	Drinking	Household	Agriculture	Industry
AMOUNT				
No Difference				
Reduced but Enough				
Not Enough				
No Water				
SAFETY				
Seems Safe				
Potentially Unsafe				
Definitely Unsafe				

Describe any damage to the supply, storage and/or distribution system and say why it might not be safe:

.....

How much water needs to be brought in?

Every day: For how long?

SANITATION

Sewerage systems used in the area (tick all that apply)

Mains Septic Tank Composting Other
 For mains systems: is the system operating? YES/NO Has it overflowed or been flooded? YES/NO

Is the disposal system working? YES/NO

Describe any problems and needs:

Other systems:

Have septic tanks and other systems been subject to overflowing, flooding or other problems? YES/NO

Is this still occurring? YES/NO

Describe any other problems:

Remarks

POST-DISASTER SURVEY FORM E—ADMINISTRATION, COMMUNICATIONS, TRANSPORT AND PUBLIC FACILITIES

LOCATION		DISTRICT	
DATE			
Survey by (Name)		Contact Details	

ADMINISTRATION

Who is managing post-disaster activities?.....
 Contact details Office location.....

EMERGENCY SERVICES

Services available:
 Problems resulting from the event:

Support needs:

COMMUNICATIONS

List communications available to the emergency operations centre:

Which public radio broadcasting stations are being received?
 List any help needed for communications:

TRANSPORT

Road

Which main roads are closed?
 Estimated time to clear these or details of help needed:

Railway

Detail any damage to railways and immediate support needs:

Air

Describe any damage or limitations to the airport and air navigation equipment (including air radio):

Aircraft availability: List any serviceable helicopters and small transport aircraft:

Water

Describe any damage to port facilities and marine navigation aids:
 What is the best place to land relief supplies?
 Are there any boats available locally for relief transport?

LIFELINES

Is electricity working? YES/NO. If no, why not?

What fuel is available (type and amount)?

List any other public facilities damaged:

POST-DISASTER SURVEY FORM E—FOOD

LOCATION		DISTRICT	
DATE			
Survey by (Name)		Contact Details	

HOME SUPPLIES

How many days of food do most families have?.....
 How many people have no food?.....

FOOD STORES

What major supplies of food are available in shops or stores?

Item	Amount	Where

Is any rationing in force?.....
 Who is controlling it?.....

IMMEDIATE FOOD NEEDS

What foods are needed? Give Details.

Item	Daily Requirement	From (Date)

Who should relief supplies be addressed to?
 Who will supervise relief issues?.....

SPECIAL FOOD NEEDS

Are there any special food needs (baby food etc) for particular people? Give Details.

Item	Daily Requirement	From (Date)

Remarks

Annex B – Recovery (Public Shelter) Resource Kit

Evacuation Centre (Public Shelter) Kit

An Evacuation Centre Kit (the Kit) is a collection of items essential for the establishment and initial operations of an evacuation centre.

The Kit makes resources immediately available to personnel during the early stages of an evacuation centre's operation.

NOTE: the following is an example only and should be developed based on local requirements

Contents of the kit

Stationery needs

Example: pens, highlighters, whiteboard markers, paperclips, packing tape, blue tack, filing folders forms, garbage bags, note pad

Relevant Forms

e.g. registration forms, shift log forms, Duty Cards, Resident Sign in/out Log, incident report forms, plain paper, record of expenditure forms

Signage

What signage is required to meet the needs of children and culturally and linguistically diverse populations?

Note: consider internal and external signage;

consider developing signs in other languages predominant in your community and signs that are relatable to children

General utilities

e.g. batteries, power boards, extension cords, caution tape, torches, high visibility vests or tabards

Hygiene and self-care items

e.g. hand sanitisers, sunscreen, toilet paper, tampons, insect repellent, disposable gloves (large size)

First aid kit

Children's Resources

Resources to occupy children upon immediate arrival

e.g. colouring-in books, crayons

Management resources

e.g. Australian Red Cross Evacuation Centre Field Guide, Local Government Standard Operating Procedures

Packing items

e.g. expanding folders, rubber bands, masking tape

Communication

e.g. mobile phones, chargers, laptops, radio, VHF, satellite phone

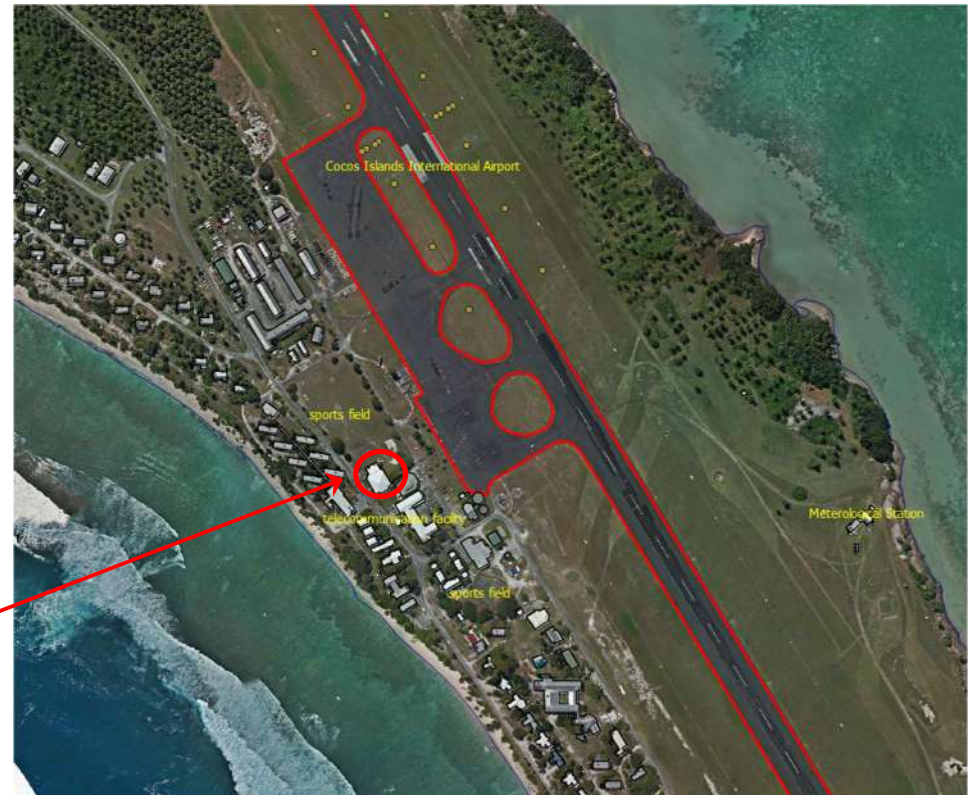
Kit location

e.g. council office

Annex C – Public Shelter Locations



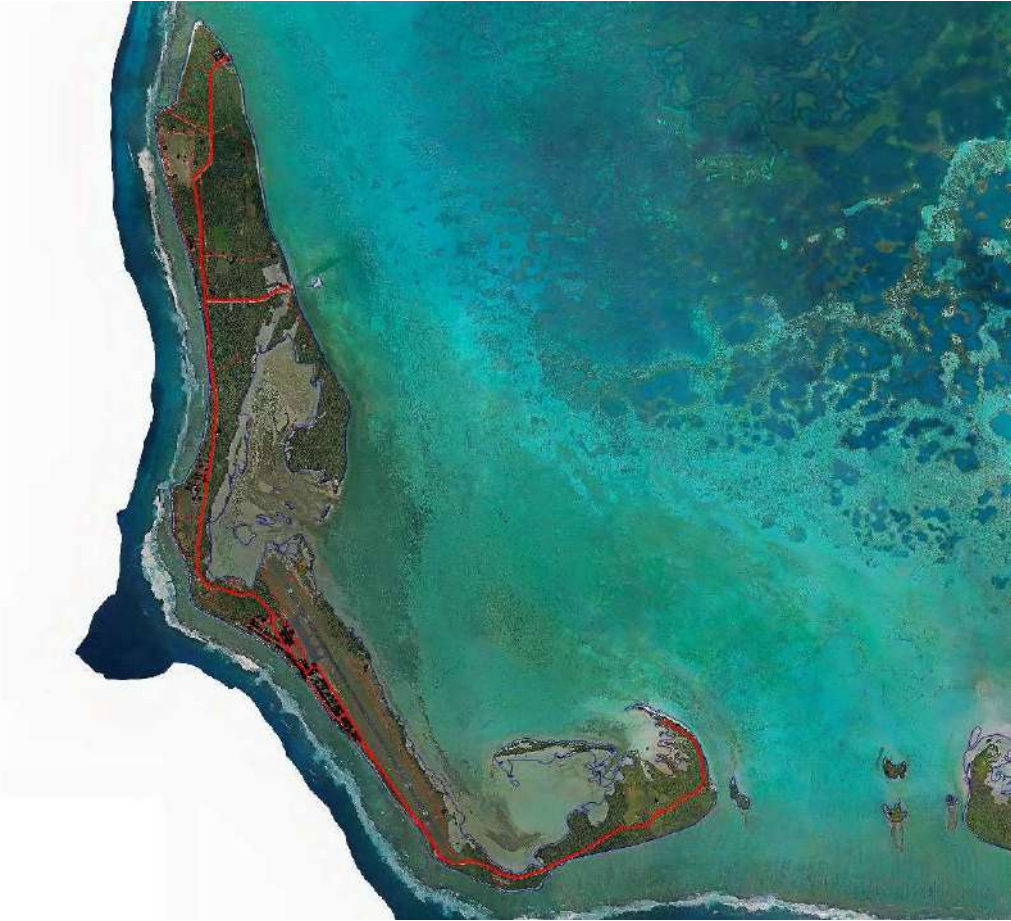
Home Island Shelter



West Island Shelter

Annex D – Cocos (Keeling) Islands Road Network for Recovery Planning Purposes

West Island



Home Island