



Emergency Services information sheet

Welfare Centres

Welfare Centres are part of the Emergency Accommodation function.

They are established as emergency facilities from which shelter, food, clothing, financial assistance, registration, personal support and all other welfare services can be provided until alternative arrangements can be made.

Welfare Centres are also used as points of assembly, evacuation, reception and accommodation, and for relief and recovery for evacuees and support staff.

The type of service provided by a welfare centre is dependent on the nature of the emergency and will be determined by the Welfare Coordinator.

Facilities and Services

The Department of Communities (Communitas) is responsible for coordinating the following facilities and services at a designated welfare centre during an emergency:

- administration
- emergency catering
- emergency clothing and personal requisites
- financial assistance
- personal services
- first aid
- emergency accommodation.

These services are provided by the relevant responsible agencies as determined by the Welfare Coordinator.

SWEC member agencies include:

- Australian Red Cross
- Centrelink
- St John Ambulance
- Salvation Army
- Country Women's Association
- Department of Fire and Emergency Services
- WA Police Force
- Volunteering WA
- Department of Health
- Department of Education
- Adventist Development & Relief Agency
- WA Local Government Association

Welfare Coordination Centres

The welfare response to an emergency is coordinated from a Welfare Coordination Centre.

Welfare Coordinators are located at this facility and the staffing and operating procedures are the responsibility of the Department of Communities

Local Welfare Coordination Centres have been delegated in the Local Welfare Emergency Management Support Plan.

Communities local offices may be used as a local welfare coordination centre.

Location

State and Local Welfare Centres are located in areas that provide ease of



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access, ease of identification and are preferably known premises.

During an emergency, Communities will consult with the relevant Hazard Management Agency to decide which centre/s will be open.

Further information

To find out more about Welfare Centres please visit our website.

www.communities.wa.gov.au

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