Southern Grampians
SHIRE COUNCIL

Municipal Emergency Management Plan 2018-2021

Version 4.5

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1. Document Control

Version	Release Date	Author	Changes
Version 1	10 November 2010	SGSC MEMPC	Authorised version
Version 2	15 September 2011	EMC on behalf of SGSC MEMPC	Audit outcomes update Full version change
Version 3	6 December 2012	EMC on behalf of SGSC MEMPC	Full version change
Version 4	July 2014	EM Coordinator on behalf of SGSC MEMPC	Full version change
Version 4.4	March 2018	MEMO on behalf of SGSC MEMPC	Full Version
Version 4.5	June 2018	MEMO on behalf of SGSC MEMPC	From feedback of MEMPC

Amendment Authorisation Record

Name	Position	Pages Numbers Amended	Release Date
Nola McFarlane	Emergency Management Coordinator	Minor typographical corrections	April 2013
Nola McFarlane	Emergency Management Coordinator	7-24 NSP sites	April 2013
Nola McFarlane	Emergency Management Coordinator	1-5 statement of endorsement	May 2013
Sue Moses	Emergency Management Coordinator	Typographical corrections, update of contact lists, and other minor updates. Alteration of set up of appendices, supporting plans and arrangement and inclusion of SGSC templates and SOP's.	May 2014
Sue Moses	Emergency Management Coordinator	Inclusion of changes as per the adoption of the Emergency Management Act 2013	September 2014
Sue Moses	Emergency Management Coordinator	Updates as per MEMP audit recommendations	March 2015
Chris Huggins	Emergency Management Officer	Plan Changes after Audit in 2017 to ensure compliance	June 2018

2. Municipal Statement of Endorsement

This plan has been produced by and with the authority of Southern Grampians Shire Council pursuant to Section 20(1) of the Emergency Management Act 1986 and the Emergency Management Act 2013.

The Southern Grampians Shire Council understands and accepts its roles and responsibilities as described in Part 4 of the Emergency Management Act 1986 and Emergency Management Act 2013.

This plan is a result of the co-operative efforts of the planning committee after consultation with those agencies and organisation identified therein.

The Common Seal of the Southern Grampians Shire Council was here onto affixed, this day _____of_____2018

Approving and adopting this plan in the presence of

_____
Michael Tudball
Chief Executive Officer

_____
Councillor Mary-Ann Brown
Mayor

_____
Councillor Greg McAdam
Chair Municipal Emergency Management Planning Committee

A copy of the Audit Certificate will be attached when issued

Certificate to be placed here

3. Purpose

The purpose of the Southern Grampians Shire Council Municipal Emergency Management Plan ('the MEMP') is to detail the agreed arrangement for Council for the preparedness to an emergency in each of the phases – before, during and after.

This is done through appropriate risk identification, mitigation and preparedness for an emergency within the municipality as identified within the Emergency Management Acts of 1986 and 2013 and the guidelines given with the Emergency Management Manual Victoria ("the EMMV").

The objectives of the MEMP are to:
- Identify and implement risk mitigation processes, in conjunction with partner organisations;
- Reduce the risks in the municipality through effective environmental scanning and community engagement;
- Develop productive partnerships between community safety stakeholders;
- Alleviate the consequences of emergency events on the community;
- Develop and administer programs that reduce the community's vulnerability and increase its capacity for resilience and self-reliance in emergencies; and
- Support the management of emergency events where it is within the capacity and capability of Council to do so.

The MEMP is consistent with the following objectives contained in the EMMV:

1. Deal with all hazards

   While most attention is given to key emergencies such as fire, flood and transport accidents, a wide range of hazards are dealt with using the emergency management arrangements and resources. This includes emergencies for which there has been little or no experience in Victoria such as new animal diseases, terrorist incidents, earthquakes or environmental emergencies.

2. Be integrated – involve all people and relevant agencies

   The management of emergencies is a shared responsibility involving many people and organisations within the community, although some organisations have specialist roles. Emergency services, government departments and volunteer organisations, in particular, have an important role to play in emergencies.

3. Be comprehensive – cover preparedness, prevention, response and recovery

   Preparedness, prevention, response and recovery are all important aspects of emergency management. There is not a strict sequence, nor a hierarchy of relations between these aspects. All activities are important and have a place in the overall scheme.

In Victoria emergency management is divided into three tiers:

1. Local municipality

    An incident that can and is managed within a local government municipality with the resources available.

2. Regional

    An incident that covers one or more local government areas or requires more resources than available at the local level.

3. State

    An incident affecting a large portion of the state, or where resources are required from across the state, interstate or nationally.

3.1 Operational Role Statement

Council is responsible for managing and coordinating municipal resources for responding to, and recovering from emergencies. Municipal resources include those owned by Council and those under its control if sourced from other agencies. Local and regional planning ensures that agencies' expectations of Council services and resources are based on a realistic assessment of Council's capability. Council may obtain part or all of these services or resources from outside contractors. In such cases, Council is responsible for providing the agreed resources on time and paying the costs incurred.

4. Deposit of plan

Under the Victorian Libraries Act 1988 Section 49, and the the EMMV (section 6 – 20) Council is required to provide a copy of the MEMP to the National Library of Australia and the State Library of Victoria. The Act requires the deposit, within two months of every new or amended publication published in Victoria.

5. Definitions

AMSA	Australian Maritime Safety Authority
ARFF	Aviation Rescue and Firefighting (part of Airservices Australia)
AV	Ambulance Victoria
CEO	Chief Executive Officer
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CMA	Catchment Management Authority
Council	Southern Grampians Shire Council
DEDJTR	Department of Economic Development, Jobs, Transport and Resources
DET	Department of Education and Training
DELWP	Department of Environment, Land, Water and Planning
DHHS	Department of Health and Human Services
DPC	Department of Premier and Cabinet
DTF	Department of Treasury and Finance
EMC	Emergency Management Commissioner
EMLO	Emergency Management Liaison Officer
EMMV	Emergency Management Manual Victoria
EPA	Environment Protection Authority
ICC	Incident Control Centre
MECC	Municipal Emergency Coordination Centre
MEM	Municipal Emergency Manager
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resource Officer
MFESB	Metropolitan Fire and Emergency Services Board
MFPC	Municipal Fire Planning Committee
MFPO	Municipal Fire Prevention Officer
MRM	Municipal Recover Manager
PV	Parks Victoria
RERC	Regional Emergency Response Coordinator
RFR	Register. Find. Unite
SEWS	Standard Emergency Warning Signal
SHERP	State Health Emergency Response Plan
VICSES	Victoria State Emergency Service
VFF	Victorian Farmers Federation

6. Management Arrangements

6.1 Development of the MEMP

The MEMP was developed by Council's Municipal Emergency Management Planning Committee (\MEMPC) formed by Council in accordance with section 20 of the Emergency Management Act 1986.

The MEMP is administered by Councils Municipal Emergency Management Officer (MEMO).

6.2 Review of the MEMP

The MEMP will be reviewed annually by the MEMPC, or following an emergency event where the MEMP was enacted.

Minor amendments, such as updating names and contact information, will be completed by the Municipal Emergency Management Officer.

Major amendments, such as changes to legislative requirements or newly identified risks, will be completed by the Municipal Emergency Planning Committee (MEMPC).

The Community Emergency Risk Assessment (CERA) will be reviewed at the same time as the MEMP.

All identified sub-plans will also be reviewed at the same time as the MEMP.

6.3 Audit

Section 21A(3) of the Emergency Management Act 1986 requires MEMP's to be audited at least once every three years by the Chief Officer, Operations of the Victoria State Emergency Service, to assess whether the MEMP complies with guidelines issued by the Minister.

Within 3 months of receiving an audit report Council must forward a copy of its written response to the Chief Officer, Operations of the Victoria State Emergency Service.

6.4 Conducting Exercises

The arrangements in the EMMV require the MEMP to be exercised at least once per annum. Exercises are intended to test the arrangement set out in the MEMP to see whether the arrangements are practical and appropriate in emergency situations.

Council and the MEMPC plan and implement the annual testing exercise. Any procedural anomalies or shortfalls encountered during these exercises are addressed and rectified at the earliest opportunity. Exercises are structured to provide the following benefits:

- Providing the opportunity for organisations and personnel to test their procedures and skills in simulated emergency situations;
- Providing an opportunity for the local emergency management community to work together, get to know each other and gain confidence in each other's skills; and
- Providing education about the MEMP and other programs to the community.

6.5 Municipal Emergency Management Planning Committee

In accordance with sections 21(3) and 21(4) of the Emergency Management Act 1986 Council has established a MEMPC.

The role of the MEMPC is not to manage emergencies. The MEMPC is required to prepare the MEMP, which documents response and recovery operational arrangements, and to ensure all the subjects listed in the MEM Plan outline are investigated and adequately provided for.

The ongoing role of the committee is to review and amend the operational components of the plan.

The MEMPC sits under the State and Regional Planning Committee's as follows:

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│   State Planning Committee   │
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│                             │
│      Barwon South West       │
│     Planning Committee       │
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│                             │
│ Southern Grampians Shire     │
│ Council Planning Committee   │
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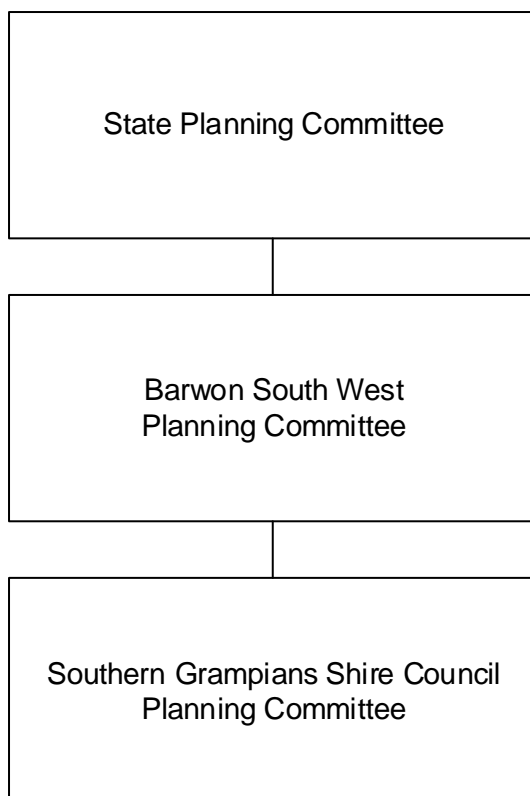
At each level the Planning Committees will develop a number of plans and sub-plans.

6.5.1 Membership of the MEMPC

The membership of the MEMPC is reviewed against the risk profile for the municipality alongside a review of the risk profile.

Representatives from the following organisations make up the MEMPC:
- Southern Grampians Shire Council
- Councillor / Chairperson
- Municipal Emergency Resource Officer / Municipal Emergency Manager
- Municipal Recovery Manager
- Municipal Fire Prevention Officer
- Municipal Emergency Response Coordinator (Victoria Police Representative)
- VICSES
- CFA District 5
- Ambulance Victoria
- Australian Red Cross
- Department of Economic Development, Jobs, Transport and Resources
- Department of Environment, Land, Water and Planning
- Department of Health and Human Services
- VicRoads
- Victorian Council of Churches Emergencies Ministry
- Western District Health Service
- Wannon Water
- Interested Community Groups / Individuals
- CFA Brigade
- Western District Health Service

6.5.2 Frequency of Meetings

The MEMPC meets quarterly, four times a year, and after an emergency occurs. The Meeting schedule is detailed in the MEMPC Terms of Reference.

6.6 Southern Grampians Emergency Management Group

The Emergency Management Group is a sub-group of the MEMPC, made up of a key group of municipal emergency management staff, who manage Council's planned roles during emergencies.

The role of this group, known as the Emergency Management Group, is more operational than planning in nature. It convenes when the scale of an emergency calls for a significant effort in organising and managing municipal functions or resources detailed in the MEMP.

Membership will vary according to need but can consist of:
- Municipal Emergency Management Officer (MEMO);
- Municipal Emergency Recovery Officer (MERO);
- Municipal Recovery Manager (MRM);
- Liaison officers of response and recovery agencies and contractors.

6.6.1 SGSC Emergency Management Contact Information

Name	Position	Phone
On call MERO	24/7 Municipal Emergency Resource Officer (MERO) this number will divert to on call duty MERO	5573 0206
On Call MRM	Contact MERO Number and the MRM will be contacted by the MERO	5573 0206

Members should designate and train deputies who can attend in their absence and provide relief when necessary.

Council is required by the Emergency Management Act 1986 to appoint functional positions in relation to emergency management, including the MERO who is responsible for the coordination of municipal resources to be used in emergency response and recovery operations. In addition, while not having a legislative basis, the additional managerial roles of MRM and Municipal Emergency Manager (MEM) have been appointed to discharge the delivery of council's emergency management roles and responsibilities.

In addition to the municipal personnel, the Victoria Police Municipal Emergency Response Coordinator (MERC) plays an important role in the planning process by ensuring that proper response plans are in place and that the municipal arrangements are appropriate. For more information on the MERC role see the State Emergency Response Plan, Part 3 of the EMMV.

6.6.2 Municipal Emergency Management Officer

The Municipal Emergency Management Officer is responsible for ensuring the effective management of Council's emergency management activities including:

- Ensuring the MEMP is effective and current;
- Ensuring that municipal resources are utilised effectively in a community emergency and for response and recovery activities;
- Coordinating the emergency management activities of, and liaising closely with the MERO, MRM and Municipal Fire Prevention Officer (MFPO);
- Arranging meetings of the MEMPC or the Emergency Management Group as appropriate during an emergency;
- Maintaining effective liaison with all regional, State or Commonwealth emergency related agencies servicing the municipality;
- Ensuring that an effective contact base is maintained so that municipal resources can be accessed on a 24-hour basis;
- Ensuring that contractual arrangements to provide response or recovery support during an emergency are agreed to and documented in advance of such events;
- Ensuring that appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency, and that suitable training takes place;
- Ensuring that appropriate procedures, processes and systems are in place to record and monitor any council expenditure specifically applicable to an emergency;

- Ensuring that applications for expenditures eligible for assistance from State or Commonwealth sources are submitted to appropriate agencies;
- Ensuring that debriefing sessions are held for any response and recovery operation after an emergency to examine effectiveness of the MEMP, and upgrading the MEMP as necessary.

6.6.3 Municipal Emergency Resource Officer

The MERO is responsible for:
- Coordinating municipal resources in emergency if no MRM is appointed;
- Providing council resources when requested by emergency services or Victoria Police during response activities;
- Maintaining effective liaison with emergency agencies within or servicing the municipal district;
- Keeping the municipal emergency coordination centre(s) prepared to ensure prompt activation if needed;
- Liaising with the MEM and the MRM (if a different person) on the best use of municipal resources;
- Organising a response debrief if requested by the MERC.

6.6.4 Municipal Recovery Manager

The MRM should be a senior officer of Council, as the recovery process can involve many aspects of Council's activities over a considerable time period. If a MERO is also appointed as the MRM, special planning is needed to minimise a clash of priorities in the early stages of dealing with major emergencies, as response, relief and recovery activities will be operating in parallel.

The MRM is responsible for:
- Coordinating municipal and community resources for recovery;
- Assisting with collating and evaluating information gathered in the post-impact assessment;
- Establishing priorities for the restoration of community services;
- Liaising with the MEM and MERO (if a different person) on the best use of municipal resources;
- Establishing an information and coordination centre at the municipal offices or a location more appropriate to the affected area;
- Liaising, consulting and negotiating with recovery agencies and Council on behalf of the affected area and community recovery committees;
- Evaluation the need for, and arranging if necessary, a timely meeting with members of the effected communities, in conjunction with the relevant Control Agency, State and other municipal representatives;
- Liaising with the Regional Recovery Committee and the Department of Health and Human Services (DHHS).

6.6.5 Municipal Fire Prevention Officer

The Country Fire Authority Act 1958 and the Metropolitan Fire Brigades Act 1958 require each municipal council to appoint a fire prevention officer (generally known as a Municipal Fire Prevention Officer (MFPO) and any number of Assistant Fire Prevention Officers.

The MFPO is responsible for:

- Managing the Municipal Fire Prevention Committee (MFPC) (if formed under the Country Fire Authority Act 1958) as chairperson;
- Undertaking and regularly reviewing Council's fire prevention plans (together with the MFPC, if one exists);
- Liaising with fire services, brigades, other authorities and Councils regarding fire prevention planning and implementation;
- Advising and assisting the MEMPC on fire prevention and related matters;
- Ensuring the MEMP contains reference to the Municipal Fire Management Plan;
- Reporting to Council on fire prevention and related matters;
- Carrying out statutory tasks related to fire prevention notices and infringement notices;
- Investigating and acting on complaints regarding potential fire hazards;
- Advising, assisting and making recommendations to the general public on fire prevention and related matters;
- Facilitating community fire safety education programs and supporting Community Fireguard groups in fire-prone areas.

6.7   Municipal Emergency Coordinator Group

The Municipal Emergency Coordination Group is a key municipal decision making group that includes the MERC, MERO and MRM. There is a constant information flow and regular consultation between these positions.

The Group provides a link between the Incident Control Centre, Emergency Operation Centre and Emergency Management Liaison Officers (EMLO) to ensure that requests for resources and any other related requirements can be addressed.

6.8   Municipal Emergency Coordinator Centre

Council no longer maintains the Municipal Emergency Coordination Centre (MECC). This requirement has been removed from the Emergency Management Act 1986. All coordination functions of the MECC will be carried out within the Incident Control Centre (ICC) for the current event. If required the Municipal Emergency Coordination Group can meet within the Council meetings rooms and advise the EMLO and MERO within the ICC of their decisions.

6.9   CrisisWorks

CrisisWorks is utilised to assist in the management of response. This system allows for the tracking of requests and other activities relating to the event. The tool can also be used to assist in the impact assessment and data storage. CrisisWorks has the ability to be a multi-agency platform.

7. Southern Grampians Shire

7.1 Topography and Demographics

Southern Grampians Shire was formed in September 1994 by the amalgamation of the former Shires of Dundas, Mount Rouse, Wannon and the City of Hamilton.

With a landscape dominated by the spectacular Grampians mountain range, ancient volcanoes, tranquil rivers and waterfalls and undulating pastoral land dotted with majestic redgums, the Southern Grampians Shire spans the heart of Victoria's renowned 'Western District'. The Shire is located 290 kilometres west of Melbourne and 500 kilometres south east of Adelaide.

The Southern Grampians Shire covers an area of 6,652 square kilometres. Hamilton is the main retail and service centre supported by the nine surrounding townships of Balmoral, Branxholme, Byaduk, Cavendish, Coleraine, Dunkeld, Glenthompson, Penshurst and Tarrington. Other townships and rural localities include, Bellfield (part), Bochara, Brit Brit, Buckley Swamp, Bulart, Byaduk North, Caramut (part), Carapook (part), Cherrypool, Clover Flat (part), Coojar, Croxton East, Culla, Englefield, Gatum, Gazette (part), Glenisla (part), Grampians, Gringegalgona, Gritjurk, Harrow (part), Hensley Park, Hilgay, Karabeal, Konongwootong, Melville Forest, Mirranatwa, Mooralla, Morgiana, Mount Napier, Moutajup, Muntham (part), Nareeb (part), Nareen (part), Pigeon Ponds, Purdeet (part), Rocklands, Strathkellar, Tabor, Tahara (part), Tarrayoukyan (part), Tarrenlea, Tarrington, Vasey, Victoria Point, Victoria Valley,

Wando Vale (part), Wannon, Warrayure, Woodhouse, Wootong Vale, Yatchaw and Yulecart.

The land is rolling plains to undulating country with rocky volcanic plains to the south to lighter sandy soils in the north and the Grampians National Park to the north east. There are many waterways throughout the Shire with the major rivers being the Wannon, Hopkins, Glenelg and also the Rocklands Reservoir to the North.

The Shire is bounded by Horsham Rural City and Northern Grampians Shire in the north, Ararat Rural City in the east, Moyne Shire in the south, and Glenelg and West Wimmera Shires in the west. Major features of the Shire include Grampians National Park, Mount Napier State Park, Byaduk Caves, Nigretta Falls, Wannon Falls, Rocklands Reservoir, Lake Hamilton, Lake Linlithgow, South West TAFE RMIT University Hamilton, Hamilton Institute of Rural Learning, the Wannon River and the Glenelg River.

The area enjoys a temperate climate with an average rainfall of 703mm, varying from 508mm to 890 mm per annum, occurring primarily from autumn to spring. The average minimum temperature is 7.5C and the average maximum temperature is 19.1C.

The Shire has a population of 16,051, of which 75% live within 25kms of Hamilton and 96% within 40kms of Hamilton. The median age or residents is 44 and the Southern Grampians Shire has a higher than average number of residents in the age groups from 50 and above.

Population

Southern Grampians Shire – Total	2016	2011	Change
Population	**Number**	**Number**	**2011 to 2016**
Estimated Resident Population	16,066	16,571	-505
Enumerated Population	15,462	16,164	-702
Usual Resident Population	15,944	16,352	-408

Selected Subpopulation Categories

Southern Grampians Shire - Total (Usual residence)	2016			2011			Change
Population group	**Number**	**%**	**Regional VIC %**	**Number**	**%**	**Regional VIC %**	**2011 to 2016**
Males	7,759	48.7	49.1	8,014	49.0	49.1	-255
Females	8,178	51.3	50.9	8,338	51.0	50.9	-160
Aboriginal and Torres Strait Islander population	245	1.5	1.6	186	1.1	1.5	+59
Australian citizens	14,464	90.7	88.2	15,227	93.1	90.9	-763
Eligible voters (citizens aged 18+)	11,302	70.9	68.1	11,668	71.4	69.3	-366
Population over 15	13,198	82.8	81.8	13,323	81.5	80.8	-125
Employed Population	7,245	95.6	94.0	7,735	96.2	94.8	-490
Overseas visitors (enumerated)	93			60			+33

Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016. Compiled

Agriculture, with its associated industries, is the largest employment section with this intensive agricultural production contributing significantly to Victorian and Australian economies. Our rich fertile soils and reliable water availability provide opportunities for diversification. More intensive use of land where sustainable, enhanced land management and new enterprises like mineral sands processing, horticulture, viticulture and plantation timber have the potential to boost the Shire's economy and the availability of jobs. Processing, manufacturing, research and development, engineering, retail, tourism, aged and health care services, and education are also important employment sectors across the Shire.

The municipality supports a wide range of agricultural activities including wool growing, beef and sheep meat production with a proliferation in cropping and timber plantations. The servicing of primary industries is a significant industry together with research and development, veterinary and other activities of the Agriculture Victoria.

The Southern Grampians Shire has many events and festivals for residents and visitors to enjoy, many of which are annual including Sheepvention in August and Dunkeld Races in November.

7.2 Transport

The Southern Grampians Shire is serviced by a good road system with most roads being sealed, the Henty, Glenelg and Hamilton Highway connecting with Portland/Horsham, Mt. Gambier/Ballarat and Warrnambool respectively. There is one major airport in Hamilton, situated 11kms north of the central business district.

An increase in heavy freight commodities being transferred on road, and via standard gauge rail, particularly with the movement of grain from the Northern Wimmera areas is experienced. Buses are of special importance because of numbers involved in the following:
- School Buses convey approximately 1200 students each School day.
- Tourist Coaches between the Southern Coastal Areas and the Grampians National Park.

The Southern Grampians Shire is also serviced by daily Vline coach service.

7.3 Emergency History

Southern Grampians Shire has experienced several major incidents, as classified by the Premier including:

- Ash Wednesday fires   1983
- Mt Lubra Fires   2006
- Black Saturday Fires   2009
- Grampians landslide   2011
- Grampians/Victoria Valley Fires   2013
- Grampians Complex fires   2014
  (including Roses Gap and Glenisla Crossing)
- Grampians Complex fires   2015
- Coleraine flood including other towns   2016
- Barwon South West Campaign Fire   2018

8. Prevention Arrangements – Before

8.1 What is risk?

Emergency risk management has been widely adopted as a tool in emergency management. It deals specifically with sources or risk, or hazards, which can cause emergencies. The concept of risk management was developed to address uncertainty in business, finance, industry and human resource management. In this context, risk was understood as the exposure to the possibility of financial loss, physical damage, injury or delay, as a consequence of pursuing, or failing to pursue, a course of action.

Risk has two elements:
1. The likelihood of something happening; and
2. The consequences of something happening.

8.2 Risk Management

To complement the emergency management process and, as a means of identifying, minimising or eliminating risks within the municipality, the MEMPC is tasked with carrying out an initial assessment and subsequent reviews to identify existing and potential risks.

The process used is CERA, based upon Risk Management Standard ISO 31000:2009 facilitated by the Victorian State Emergency Service (VICSES). It addresses context, community profile, and vulnerable elements, risk identification, analysis and rating, culminating with a range of suggested treatment options for each risk. The process is fully documented and the recommended treatment options are presented to Council for consideration and action. The process is subject to minor reviews annually and a major review at least once every 3 years, between audits.

8.3 Vulnerable Persons

During an emergency, or when there is an imminent threat of an emergency, special consideration must be given to the evacuation of vulnerable people in the community.

A vulnerable person is an individual who is socially isolated and without any other supports. Other factors that may be considered when assessing an individual's vulnerability include:
- Lives alone and has additional needs and/or lives with an individual with similar or greater level of additional needs;
- Physical dependence;
- Inability to make an independent decision due to cognitive or other impairment;
- Geographic isolation.

There are a range of community groups and individuals that could be considered vulnerable including:
- The aged, particularly the frail, those living alone or those suffering from reduced mobility or physical capacity;
- The very young;
- People with physical and/or mental impairment through age, illness, injury or disability;
- Visitors and tourists to the municipality who have reduced local knowledge and access to information;

- Residents living in areas prone to natural or other hazards;
- People with culturally and linguistically diverse backgrounds;
- The physically, socially or technologically isolated individuals; and
- People with limited transport options.

It is likely that more time, resources, support and assistance will be required to safely evacuate vulnerable people in the community and in facilities such as hospitals, aged care facilities and educational facilities. These facilities should have existing evacuation plans in place to undertake an evacuation if necessary. However, such plans must not rely on the availability of emergency service personnel to undertake the evacuation.

DHHS, in conjunction with local government and other support agencies, will provide tailored advice to vulnerable people. This advice will include the need to develop personal safety plans with an emphasis on leaving early and identification of appropriate support to do so.

The Vulnerable Persons in Emergency Policy has been developed by DHHS, to address key elements of Recommendation 3 of Victorian Bushfires Royal Commission Final Report relating to vulnerable people, and associated recommendations.

8.3.1 Vulnerable Persons Registers

Council coordinates a local Vulnerable Persons Register as per DHHS guidelines. Council has identified vulnerable individuals across the municipality through its Health and Community Care services. A database of these individuals is maintained through the Council emergency management system – CrisisWorks.

Funded agencies are responsible for entering and maintaining information for any of their clients who have been identified as vulnerable. The Vulnerable Persons Registers is accessible to authorised Victoria Police representatives, for consideration in planning and exercising, and for responding to emergencies.

Council also maintains a register of facilities where vulnerable people are likely to be found such as aged care facilities, hospitals, schools and child care centres. Details of vulnerability can be found in the Vulnerable Persons Register within CrisisWorks.

Council also maintains a Vulnerable Residents Register for those residents who have been identified as not having an adequate emergency plan in place. This database is provided to Victoria Police, entered into CrisisWorks and can be accessed by authorised agencies. There is no guarantee of evacuation for these residents during an emergency and agencies continue to work with residents to develop an emergency plan, particularly a 'leave early' plan.

8.4 Risk Treatment Strategy

The following table and heat was developed using the CERA tool by the MEMPC Risk Working Group in 2017.

The CERA tool heat-map recommends where controls can be maintained and monitored; or improved. This helps guide the MEMPC to prioritise planning.

Risk	Residual risk rating
Bushfire – large, Regional	Medium
Flood Major	Medium
Heat Health	High
Storm	High
Major Transport incident	Extreme
Critical infrastructure	Medium
Fire Commercial	Medium
Human epidemic/pandemic	Extreme
Plant pest and Diseases	Medium
Pest Plague	High
Emergency Animal Disease	High

Community Emergency Risk Assessment (CERA) Heat Map
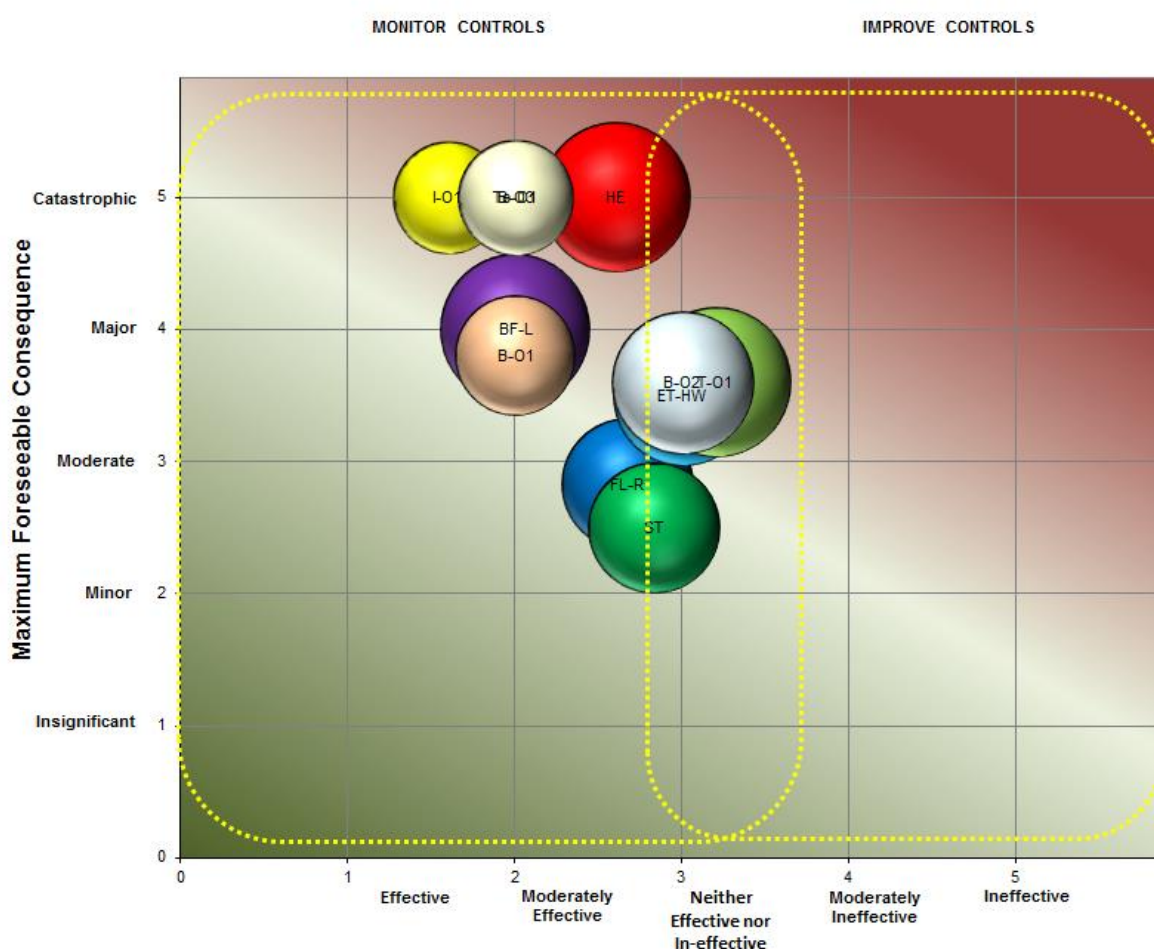
8.5 Mapping

Vic Emergency, https://emergency.vic.gov.au/respond/, is the new single all-emergencies website for all Victorians. This is the primary website for emergency warnings and provides a single source of information and advice to help people prepare for, respond to and recover from emergencies. It also includes a real-time mapping display with emergency events including fires, floods, storms, power outages, hazardous material incidents and traffic incidents.

Council has a digital mapping system, IntraMaps, which is a web based GIS application. This mapping system contains vital data for emergencies including vulnerable areas and property information. Council has developed a mapping system in CrisisWorks so that property information is available for use during an emergency.

9. Response and Relief Arrangements – During

9.1 Introduction

Emergency Management is a complex process and requires robust structures that achieve the desired outcomes. This process requires:
- a solid command structure;
- effective coordination process;
- effective communication between the response agencies and to the community;
- proactive community engagement;
- assessment and management of the consequences of the event and the control measures;
- with effective coordination of all of these activities.

The emergency response concept provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State. It also provides for requests for assistance from the Commonwealth when State resources have been exhausted. Victorian emergency response management operates at three tiers -: incident, regional and state. Most incidents are of a local concern and can be co-ordinated from local municipal resources. However, when local resources are exhausted, the emergency response provides for further resource to be made available, firstly from neighbouring municipalities (on a regional basis) and then, secondly on a State-wide basis.

The Emergency Management Act 2013 prescribes the responsibilities of controllers according to the scale and/or type of emergency: The type of emergency is placed into one of two classifications and this determines the lead agency:

1. Class 1 emergency means:
   a) a major fire; or
   b) any other major emergency for which the Metropolitan Fire and Emergency Services Board, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the state emergency response plan;
2. Class 2 emergency means a major emergency which is not:
   a) a Class 1 emergency; or
   b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or
   c) a hi-jack, siege or riot.

9.2 Preparing for Response Activities

Council will prepare for Response activities by:
- Organising local resource provision through MEROs;
- Identifying specialist personnel (e.g. building surveyors and environmental health officers) who can assist during the activities;
- Maintaining and providing information and maps including:
  - Draining (for Council owned systems);
  - Underground services (for Council owned systems);
  - Flood/inundation;
  - Timber/bushfire prone areas;
- Coordinating community support and catering functions;
- Providing information about vulnerable individuals or groups;

- Developing Standard Operating Procedures for the most probable activities;
- Developing Plans for probable events.

Council's Response activities include the establishment and operation or centres such as Emergency Relief Centres and Emergency Recovery Centres.

9.3 Relief Operation

Providing emergency relief activities is the first phase of recovery operations including the provision of Emergency Relief Centres to provide immediate shelter and provisions. Recovery should commence as soon as the practical immediate threat to life has passed.

During the emergency, at the request of the incident controller, relief operation may commence. These operations may include the operation of one or more centres to support the community.
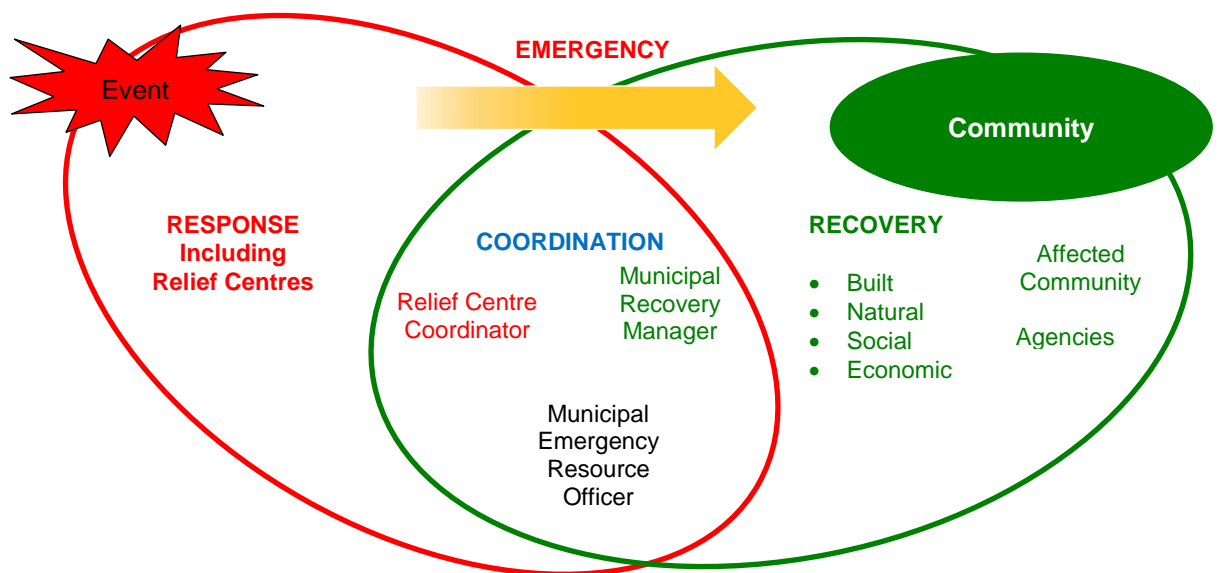
The complex nature of an event is depicted in the above graphic and shows the concurrent nature of activities

9.4 Resource Activation Procedure

Through the MERC a request will be made for Council resources via the EMLO or MERO. The MERO will activate Council's Manager Works or the on-call supervisor to task the appropriate staff and equipment in line with Council's procedures. The MERO can be contacted on 03 55730200

9.5 Relief and Recovery Centres

A Relief Centre is a building or place established to provide support and essential needs to persons (including evacuees) affected by, or involved in the management of, an emergency. These Relief Centres would normally be established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency.

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A Recovery Centre is a building or place in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical well-being is provided. This support will include provision of psychological support (e.g. counselling), infrastructural (e.g. temporary accommodation), environmental support (.e.g. public health), and economic support (e.g. financial assistance) services. As a "One-Stop-Shop" the Recovery Centre will ensure that all agencies and stakeholders are properly integrated into the recovery process, at a single point of entry.

In large or prolonged emergencies, a Relief Centre may evolve into a Recovery Centre when the emergency response has concluded. This transition should be seamless, as Council will continue to assume the responsibility for the management of these Centres. Coordination responsibility will pass from the Response Coordinator (Victoria Police) to the Recovery Coordinator (Council or DHHS, depending on the scale of the recovery). This handover will occur only after agreement has been reached between the Response and Recovery Coordinators, and after any necessary documentation has been completed to the mutual satisfaction of both Coordinators.

With this possibility in mind, Council should evaluate the appropriateness of potential sites for Relief and/or Recovery Centres carefully, taking into account the possibility that the venue may be requested for recovery purposes committed for some considerable period after the response to the emergency has ended.

9.6 Communication of Recovery Activities

Communication of Recovery activities should be done through a wide range of communication options to ensure that the messages are delivered to the whole community. The use of these options should be coordinated through the MRM in consultation with other key recovery and response agencies.

The following communication options should be considered as part of the recovery process:
- Dedicated Phone Line;
- Advertisements within Local Newspapers;
- Newsletters;
- Media Release to print, radio and television;
- Website;
- Social Media;
- Flyers to properties; and
- Posters.

9.7 Community and Agency Recovery Committee

Communities recover best when they are supported to manage their own recovery. The primary method of ensuring and fostering community management of recovery after an event is through the use of community recovery committees.

9.7.1 Role

The role of the Recovery Committee is to:
- Monitor the progress of the recovery process in the community;
- Identify community needs and resource requirements and make recommendations to recovery agencies, Council and recovery managers;
- Liaise, consult and negotiate on behalf of the community with recovery agencies, government departments and Council;
- Liaise with DHHS as the recovery coordination agency through the designated regional director or delegate;
- Undertake specific recovery activities as required.

9.7.2 Establishment

The MRM has the responsibility to ensure the establishment of the Recovery Committee as soon as possible after the emergency. Where possible existing local community representative committees should be used.

9.7.3 Membership

Membership of Recovery Committees will depend on the needs of the affected areas and should consider the inclusion of:
- The MRM;
- Community development personnel;
- Councillors;
- Community groups;
- Affected persons;
- Business and tourism associations;
- Government agencies;
- Non-government agencies;
- Where there is capacity to assist with recovery services, involvement should also come from local community agencies and private businesses.

9.7.4 Functions

Recovery Committees help individuals and communities achieve an effective level of functioning. They can coordinate information, resources, and services in support of an affected community, establish priorities and provide information and advice to the affected community and recovery agencies.

9.8 Case Management

Case management in an emergency will be managed through the "people and property" area with in CrisisWorks.

9.9 Offers of Voluntary Assistance

The MRM will appoint a person to act as volunteer coordinator who will collate all offers of voluntary assistance and coordinate activity of volunteers.

Volunteers are usually made available by various service clubs including, Rotary, Lions, Freemasons, Apex etc. Volunteers need to be co-ordinated by Council officers – especially when involved in clean-up operations.

Volunteers need to be equipped with the necessary personal protective equipment and will also be instructed in OH&S considerations.

9.10 Offers Material Assistance

Any offers for material assistance will be coordinated by the lead agency listed in the agency recovery role statements contained in Part 7 of the EMMV.

9.11 Financial Considerations

The emergency management arrangements are predicated on the assumption that agencies agree to meet reasonable costs associated with the provision of services. The general principal is that costs that are within the "reasonable means" of an agency or organisation are met by that agency or organisation.

MRMs are responsible for implementing processes to assist with the monitoring of costs associated with the recovery process.

9.12 Transition from Response and Relief to Recovery

Where it appears to the MERC, after consultation with the relevant agencies that response activities are nearing completion, they will convene a meeting with the Control Agency, MRM and Regional Recovery Coordinator (DHHS), to establish whether:
- The emergency response has or will soon be concluded;
- The immediate relief needs of the affected persons are being managed;
- The relevant agencies are ready to start, or continue, providing and/or managing recovery services;
- The Incident Controller has supplied a current handover document;
- Sufficient damage/impact information has been passed to the Municipal Emergency Officer to enable detailed planning for recovery activities.

If agreement is reached at that meeting to terminate response activities the MERC will advise all agencies of the time at which response terminates and arrangements will be made to maintain the municipal emergency coordination functionality for an agreed period.

9.13 Reporting Arrangements

Council should regularly monitor and report on the impacts of emergency incidents on affected communities, during and following the incident, to ensure recovery agencies can promptly respond and provide assistance where required.

The following information should be included in the reporting of recovery activities:
- Size and location affected areas;
- Number of premises which are uninhabitable, inaccessible, destroyed or damaged including the dwelling type (if known) e.g. house, caravan, flat/unit or other;
- Number of persons affected including their immediate needs and health or personal needs;
- Relief/Recovery Centres locations and hours of operations;
- Community briefings/information sessions including date, location and number of attendees.

9.14 Testing, Evaluation and Review

In accordance with the EMMV and under the direction of Council's CEO, municipal level agencies and organisations will participate in emergency recovery exercises to test these recovery arrangements at least annually, unless there has been an activation during the period.

Emergency recovery exercises may be conducted in a variety of formats and may test various parts of the arrangements at different levels of recovery management. There should also be testing of the links between the levels of recovery management.

Emergency recovery exercises may be run in conjunction with other emergency management exercises or agency exercises, but must have discrete aims and objectives for the testing of recovery arrangements.

The MRM will summarise the outcomes of exercises for the Regional Recovery Coordinator (DHHS), who in turn they will provide a summary of all regional exercises to the State Recovery Coordinator.

9.15 Evaluation of Recovery Activities

Evaluation of recovery activities and recovery programs following emergency events is essential to maximise lessons learned and identify where improvements can be made. Evaluation may take the form of a formal debrief of operations, or may involve workshops, seminars or applied research into particular areas of activity.

The MRM should conduct an evaluation of recovery operations following activation of the recovery arrangements in the MEMP. The evaluation may be an informal or formal debrief depending on the scale of the activation, and must identify the strengths and weaknesses of the local operational response to the needs of the community.

The MRM must ensure that the Regional Recovery Coordinator (DHHS) is made aware of the outcome of the evaluation.

9.16 Registration

Reconnection of families is primarily facilitated through use of the Register. Find. Unite (RFR). Whilst Victoria Police is responsible for the control and coordination of RFR, management and operation of the system is facilitated by Red Cross. Registration commences during the response phase of an emergency, continues through relief, and assists to inform recovery.

Registration occurs in an emergency relief centre, an inquiry centre, or online through the Red Cross website. It can also occur at an emergency site/ staging area, or in some cases, a hospital. Registration should not occur at a Recovery Centre; it is for reconnecting families during an emergency.

9.16.1 Register. Find. Reunite

Register. Find. Reunite is the term used by Red Cross to provide relatives and friends with basic details of the whereabouts and safety of people they know who may be visiting, living, or working in an emergency affected area. The system operates with trained Red Cross volunteers taking 'registrations' in the field or

over the telephone from emergency affected people (with a web-based facility under development). The database can be matched by operators taking enquiries from family and friends about affected persons safety and whereabouts.

To handle the large volume of registrations and enquiry calls that inevitably arise during an emergency event, Red Cross often activates a State Inquiry Centre.

9.17 Personal Information

Personal Information is collected during an emergency for three key reasons:
- To assist in the provision of immediate welfare and support;
- To provide personal information to all agencies who can assist in the provision of immediate welfare and support; and
- To provide to Red Cross for the RFR.

In accordance with the Privacy and Date Protection Act 2014, an organisation can only use or disclose personal information for the primary purpose it is collected.

If personal information is collected as part of responding to an emergency, use and disclosure of that personal information with other organisations involved in the disaster response or recovery may be considered to be disclosure for the primary purpose of collection.

In an emergency situation, the public interest in safety may override the privacy requirement of the Privacy and Data Protection Act 2014, even where the emergency response was not the primary reason for collection of personal information.

9.18 Catering (Meeting Food and Water Needs)

Emergency catering refers to the provisions of food/water to those affected by the emergency event for which Red Cross is the lead responsible organisation.

9.19 Replacement of Essential Water Taken during Fire fighting

The Country Fire Authority (CFA) and the Department of Land, Environment, Water and Planning (DELWP) fire-fighters are empowered under legislation to take water from any waterway source on public or private land for firefighting purposes. Where water is taken for firefighting, the water owner can request (via their local Council) water replacement under the Victorian Government Essential Water Replacement Scheme.

A copy of the scheme and how water owners can request replacement water can be found on the Forest Fire Management Victoria website
https://www.ffm.vic.gov.au/recovery-after-an-emergency/public-land-recovery.

9.20 Material Aid – Immediate Needs

Material aid is the provision of essential goods that have been destroyed or made inaccessible by an emergency event. Material aid typically includes bedding, clothing, furniture, personal items, and other necessary items.

The Salvation Army is the lead responsible organisation for the provision of material aid, with St. Vincent De Paul also playing a significant role.

9.21 Emergency Shelter

Emergency shelter is necessary to provide security and personal safety, protection from the climate and enhanced resistance to ill health and disease. It is also important to human dignity, and to sustain family and community life as far as possible in difficult circumstances

Emergency shelter is shelter for people affected by an emergency, in locations such as community halls, relief centres and tents. Emergency shelter should be provided in the days following an emergency and for as long as it is required until other accommodation arrangements can be made.

9.22 Companion Animals, Livestock and Wildlife

Evacuations often involve the need to evacuate companion animals, wildlife and livestock.

Relief agencies will need to provide resources for:
- Secure holding facilities;
- Catching, handling and confining animals;
- Feed and water, housing and accommodation;
- Veterinary treatment for injuries, illness, and humane destruction;
- Identifying and contacting owners;
- Animals requiring specialist attention (such as horses and wildlife).

In the event of an emergency, these and other factors can place animal welfare at risk if animal management arrangements are not effectively in place.

As defined in the Prevention of Cruelty to Animals Act 1986, the person 'in charge' of an animal has responsibility (duty or care) to ensure it is protected from unnecessary pain or suffering. It is acknowledged that during the event of an emergency, a lower standard of animal welfare than that of normal circumstance may have to be tolerated.

Animal management plans and actions should be based on sensible management strategies, relevant information about each property, risk assessment of likely animal welfare impacts, and a timely, transparent decision-making process.

Animals form part of an important coping mechanism for those affected by emergencies and the welfare of pets and livestock is often a deciding factor for people evacuating a threatened property or seeking emergency shelter.

Emotional attachments to animals can be equivalent to family members for some people. Animals need to be recognised as an important factor in decision making about personal welfare. If consideration of animals is not reflected in plans and activities,

evidence suggests some people will experience heightened anxiety about the evacuation and some will choose to remain with animals and risk their lives.

9.23 Feed and Water for Animals

The Department of Economic Development, Jobs, Transport and Resources (DEDJTR) and the Victorian Farmers Federation (VFF) are responsible for gathering and distributing emergency fodder supplies to reduce the chance of starving livestock after an emergency. Provision of fodder for animals after an emergency is an essential emergency relief function, because existing sources may have been destroyed in the incident. This program of fodder distribution may extend for up to one month after an emergency.

Supplies of water may also be required for livestock after and emergency. DEDJTR will provide advice to Council about urgent needs for emergency water supplies.

9.24 Emergency Relief Centres

An emergency relief centre is a building or place established to provide essential needs to persons affected by an emergency. Emergency relief centres are established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency. They do not imply any longer-term use of facilities as a location for recovery services.

Council is responsible for operating the emergency relief centre facility. A variety of services may be provided at the centres, some of which link to regional or state level services. However, the overall facility management responsibility for centres remains with Council, regardless of the services offered.

Some of the services that may be provided at emergency relief centres include:
• Registration;
• Personal support;
• Catering;
• Material aid – immediate needs;
• Animal welfare, and
• Information about and services for financial assistance.

Information available at emergency relief centre may include:
• Insurance advice;
• Legal advice (including triage legal clinics where appropriate);
• Financial advice;
• General information about how to obtain support.

Emergency relief centres should consider the needs of the whole community including specific needs to different community groups and individuals (for example children, young people and elderly people).

9.25 Financial and Legal Assistance

Financial and legal assistance is an important part of emergency relief and recovery. The pressures of financial hardship and concerns regarding legal matters in the aftermath of an emergency can cause stress and uncertainty. To help alleviate this, there is a variety of assistance available from the Victorian Government and other

organisations. Emergency relief centres may also provide information about and services for financial and legal assistance as part of their emergency relief functions.

9.25.1 Financial Assistance

DHHS is responsible for the coordination and management of financial assistance. This includes:

- Providing information about financial assistance available to the community
- Coordinating the distribution of some public appeals;
- Administering Personal Hardship Grants and other 'means-tested' financial support.

Other bodies are also responsible for administering various types of financial assistance including Rural Finance.

9.25.2 Legal Assistance

The Law Institute of Victoria is responsible for coordinating support from the legal community to people affected by emergency events. Depending on the nature of the emergency event, services and information may include:

- A 1800 hotline and website;
- Triage legal clinics at relief centres;
- Fact sheets on topics such as dealing with wills and estates, insurance and property matters and coronial processes;
- Information kits for lawyers, support workers and relief centre staff;
- Facilitation of pro bono legal referrals.

9.26 Sanitation and Hygiene

In terms of emergency relief, consideration of the need for appropriate sanitation is crucial in order to prevent disease. Planning should also include provision of portable systems if appropriate to supplement fixed capacity. Adequate arrangements for the removal of waste and rubbish must be planned to avoid issues that may encourage vermin or other vectors, such as flies and mosquitoes breeding.

Advice should be sought from Council Environmental Health and proposed emergency relief centre sites should be assessed to ensure that toilet and hand washing/hygiene facilities are adequate.

9.27 Primary Health and Well Being

The provision of health services refers primarily to access ambulance services, first aid, field medical response, Field Primary Care Clinics, and psychological first aid. Consideration and planning with providers of these services is essential in considering adequate provision or arrangements to facilitate access are in place.

The State Health Emergency Response Plan (SHERP) lays out Victoria's framework for coordinated whole-of-health approach to emergencies. It is a sub-plan of the Victorian State Emergency Response Plan and can be activated in support of relief and recovery activities if necessary.

SHERP adopts an "all hazards" approach and applies in any emergency including mass gatherings and public events and from small complex incidents to major ones requiring a coordination and management framework, such as:

- Mass casualty incidents;
- Complex trauma emergencies;
- Chemical, biological or radiological incidents;
- Food and drinking water contamination involving health impacts;
- Human illness epidemic;
- Natural disasters;
- Essential services disruptions.

9.28 Emergency Relief Payment Responsibilities

Council is responsible for the cost of emergency relief measures provided to emergency-affected persons. If emergency relief is requested by an agency for its own personnel, that agency will be responsible for costs incurred. When a control agency requests emergency relief (for example, catering) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.

These arrangements will apply regardless of the level of coordination of emergency relief.

10. Command and Control Arrangements

10.1 Command

Command refers to the direction of personnel and resources of an agency in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.

10.2 Control

Control is the overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan, and carries with the responsibility for tasking other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.

10.3 Coordination – Emergency Response

Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. In relation to response, coordination includes ensuring that effective control has been established.

10.4 Municipal Emergency Response Coordinator

The Officer in Charge of the Hamilton Police Station (or his/her deputy) is known as the MERC for the Southern Grampians Shire.

The MERC is responsible for taking an active role in planning at a local level, including being a representative on the MEMPC.

During an emergency the MERC is responsible for:
- Ensuring that the MERO is advised of the emergency and available to provide access to municipal resources as required;
- Ensuring that the MERO is receiving information as appropriate;
- Attending the MECC, if activated;
- Advise the Regional Emergency Response Coordinator (RERC) regarding emergencies which have the potential to require supplementary resources from outside the municipal district;
- Any Control Agency requiring municipal support will request that support through the MERC who will pass on all the requirements to the EMLO and MERO.

10.5 Incident Emergency Management Team

The following information should be read in conjunction with the Emergency Management Team Arrangements, referenced in Part 7 of EMMV, which explains in detail the functions and responsibilities of an Incident Emergency Management Team.

If an emergency requires a response by two or more agencies the Incident Controller (Local Level), or Regional Controller (Regional Level), or the Emergency Management Commissioner (EMC) (State level), will be responsible for forming and chairing an Incident Emergency Management Team at their respective response management tier, if activated.

Where there are multiple disparate emergencies at the regional or incident tier, the Incident Emergency Management Team should be formed and chaired by the RERC or MERC as appropriate.

The Incident Emergency Management Team is a collaborative forum where agencies with a diverse range of responsibilities during emergencies identify and discuss the risks and likely consequences of an emergency and assist the controller to establish priorities and plan a "whole of government" approach to its management. Although the Incident Emergency Management Team uses a collaborative decision making process the EMC, Regional Controller and Incident Controller retain control of the emergency. An Incident Emergency Management Team should also be established in preparation for an anticipated emergency (e.g. a day of high fire risk).

10.6 State Arrangements
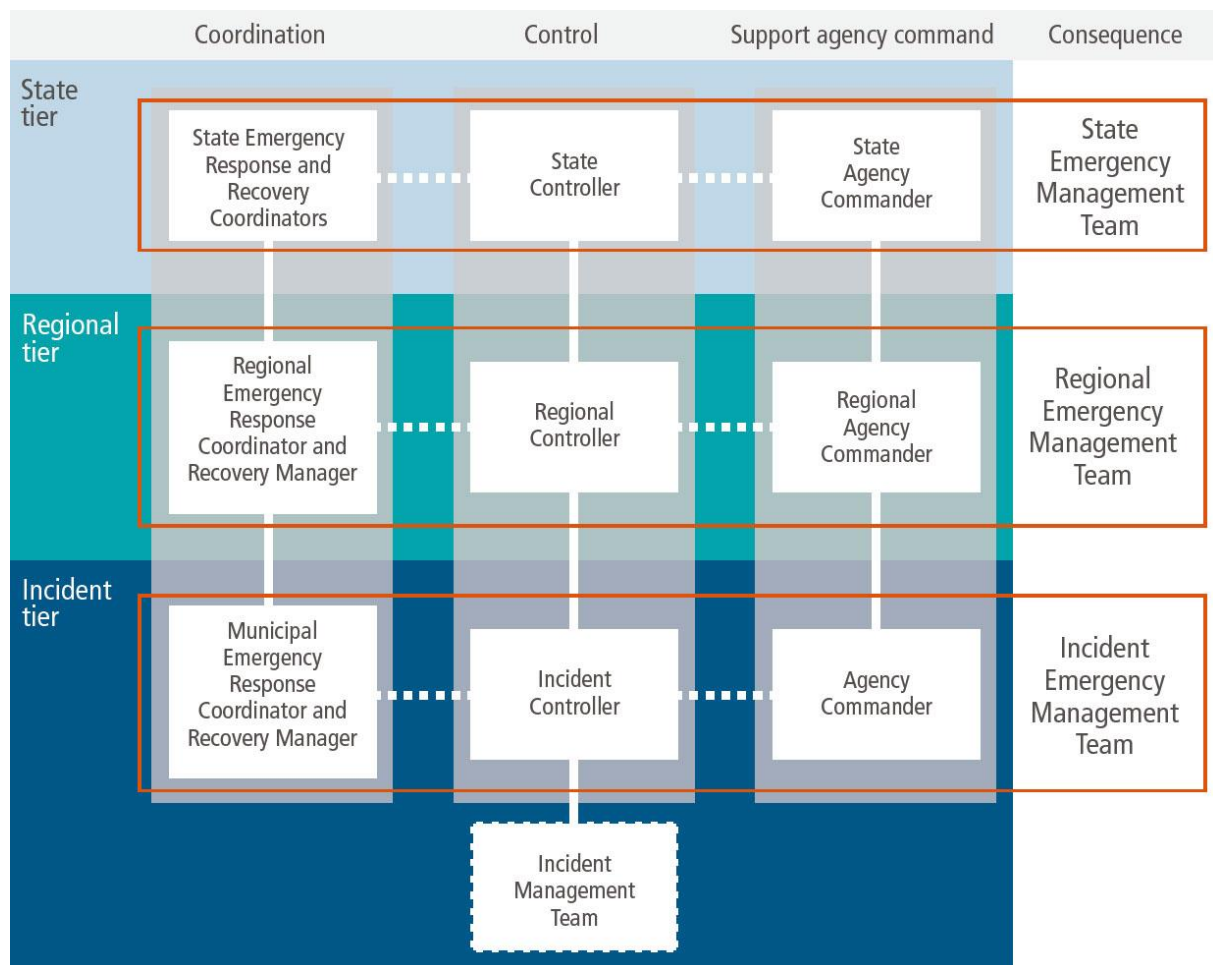
10.7 Control and Support Agencies

Detailed below are some of the agreed set of arrangements for the response to identified emergencies within the Southern Grampians Shire. These arrangements have been tailored to local response capabilities based on the agencies available within the municipality and agencies identified as Control Agencies.

For the full up-to-date list refer to Part 7 of the Emergency Management Manual Victoria.

Emergency (as per the Emergency Management Act 2013)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
An earthquake, flood, windstorm or other natural event	Earthquake	VICSES	1
	Flood	VICSES	1
	Heat	EMC	2
	Storm	VICSES	1
	Tsunami	VICSES	1
	Landslide	VICSES	1
Fire and explosion	Aircraft	ARFF /CFA/MFESB	1 (2 if ARFF)
	Boilers and pressure vessels	CFA/MFESB	1
	Explosion	CFA/MFESB	1
	Explosive device	Victoria Police	3
	Fire	CFA/MFESB/DELWP	1
Road accident or any other accident	Aircraft	Victoria Police	2
	Biological materials (including leaks and spills)	DHHS	2
	Gas leakage	CFA/MFESB	1
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	CFA/MFESB/ARFF	1 (2 if ARFF)
	Lifts, cranes or scaffolding and amusement structures	CFA/MFESB	1
	Building collapse	CFA/MFESB/VICSES	1
	Marine (not including marine pollution)	Victoria Police	2
	Military aircraft and ships	Defence Force	2
	Radioactive materials (including leaks and spills)	DHHS	2
	Rail and tram	Victoria Police	2
	Road	Victoria Police	2
	Aircraft – inflight emergency	Airservices Australia	2
	Maritime casualty – non SAR (all vessels)in commercial and local port waters	Commercial or Local Port Manager / TSV	2
	Maritime casualty – non SAR (all vessels in coastal waters) not in commercial and local port waters	TSV	2
	Cetacean (whale and dolphin) stranding, entanglement and vessel strike	DELWP	2
Plague or an epidemic or contamination	Chemical contamination of livestock or agricultural produce (agricultural or veterinary)	DEDJTR	2
	Exotic animal disease (includes bees and aquaculture)	DEDJTR	2
	Plant pest or disease	DEDJTR	2
	Marine pollution oil spills in Victorian coastal waters up to three nautical miles	DEDJTR/Port Manager	2
	Wildlife affected by marine pollution	DELWP	2
	Exotic marine pest incursion	DELWP	2
	Vertebrate pest/plagues	DEDJTR	2
	Food/drinking water contamination	DHHS	2
	Human disease	DHHS	2
	Retail food contamination	DHHS	2
	Blue-green algae	DELWP	2
	Non-hazardous pollution of inland waters	DELWP	2

A warlike act or act of terrorism, hijack, siege or riot	A warlike act or act of terrorism, hijack, siege or riot	Victoria Police	3
	Other threats against persons, property or environment	Victoria Police	3
A disruption to an essential service	Food supply, critical infrastructure damage or disruption	Victoria Police	2
	Electricity	DELWP	2
	Natural gas	DELWP	2
	Petroleum and liquid fuels	DELWP	2
	Public transport	PTV	2
	Roads/bridges/tunnels	VicRoads	2
	Water and sewerage	DELWP	2
Rescue *(note – not listed in the EM Act 2013 and potentially a support service)*	Building, structure	CFA/MFESB/VICSES	1
	Cave	Victoria Police	2
	Land	Victoria Police	2
	Lift, crane, scaffolding or amusement structure	CFA/MFESB	1
	Mine/quarry	Victoria Police	2
	Rail, aircraft and industrial	CFA/MFESB/VICSES	1
	Road	CFA/MFESB/VICSES	1
	Trench or tunnel	CFA/MFESB	1
	Water	Victoria Police	2
Search *(as above)*	Land Victoria Police	Victoria Police	2
	Water	Victoria Police / AMSA	2
	Overdue aircraft	AMSA	2

Support Agencies may be able to offer varying levels of support from "on ground" resources to information. It may be appropriate to consult with a number of identified Support Agencies for advice in relation to any given emergency. It is the prerogative of the control agency to formulate action plans for a given emergency in consultation with support agencies.

10.8 Community Information Guides - Bushfires

Community Information Guides – Bushfire, provide a planned response for both emergency services and the community to a bushfire that is within close proximity to a township, and has the potential to impact on the local community. These plans will address the specific needs of the town's people, property, assets, environment and economy, and is typically divided into 3 parts:
1. Community Information
2. Township Planning Factors and
3. Fire Prevention.

Community Information Guides - Bushfire have been developed for Dunkeld, Cavendish, Wannon, Balmoral and Rocklands.

A full listing of published Community Information Guides – Bushfire can be found at:
http://cfaonline.cfa.vic.gov.au/mycfa/Show?pageId=publicTownshipProtectionPlans

10.9 Neighbourhood Safer Places – Places of Last Resort – Bushfires

Neighbourhood Safer Places are locations of last resort and are designed to provide sanctuary for people from the immediate life threatening effects of a bushfire. They are places or buildings designated and signposted by the municipal council, and that meet guidelines issued by the CFA.

Township	Location Name	Address	Date Adopted
Dunkeld	Anglican Church Grounds	Cnr Sterling and Wills St	8 Sept 2010
Hamilton	Melville Oval,	Lonsdale Street	10 Nov 2010
Coleraine	Old Railway Area,	Pileau Street	10 Nov 2010
Balmoral	Memorial Hall Grounds	Glendinning Street	4 Oct 2011
Balmoral	Community College Car Park (adjacent to tennis courts)	Harrow – Balmoral Road	22 Nov 2011
Cavendish	Town Square Memorial Park	Cnr Scott and Barker St	20 Oct 2011
Glenthompson	Adjacent to the swimming pool	Cnr Henry and Cameron streets	14 Nov 2012
Penshurst	Behind the Senior Citizens	Cnr French and Watton Streets	14 Nov 2012
Branxholme	Former Bowling Green (Opposite Fire Station)	Best Street (between Cox and Brown Street)	7 Feb 2014

A full listing of designated Neighbourhood Safer Places can be found at: http://www.saferplaces.cfa.vic.gov.au/cfa/search/default.htm

10.10 Catering – Food and Water

The Australian Red Cross is responsible within Southern Grampians municipality for supplying staff to assist with the supply of food and water to people affected by the emergency. The Red Cross will assist with the provision of food at Relief Centres and distribution of food where needed.

The Red Cross is not responsible for providing catering to response agencies.
Rapid Relief Team – Australia is also available to assist with catering for agencies and community.

Details are located in CrisisWorks and http://www.rapidreliefteam.org/who-we-are /.

11. Recovery Arrangements – After

11.1 Introduction

The Municipal Emergency Recovery Arrangements have been developed in accordance with State Emergency Recovery Arrangements as listed in Part 4, and the Guidelines for Municipal Emergency Management Planning in Part 6, EMMV and the directions of the Emergency Management Act 1986, Emergency Management Act 2013 and current recovery processes in place across the Barwon-South Western region.

These Arrangements apply to all emergencies, as defined by the Emergency Management Act 1986 and 2013that have an impact on the community.

The principles contained within these Arrangements may also be used, to support communities affected by events that are not covered by the definition of emergency.

Depending on the type and scale of the emergency partners in the recovery process in the first instance will include but not be limited to Council, Red Cross, DEDJTR, DHHS, Wannon Water, Victorian Council of Churches Emergencies Ministry, Salvation Army, St Vincent De Paul, and Western District Health Service.

11.2 Recovery Definition and Process

Recovery is defined in the Emergency Management Act 2013 as 'the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning'. Recovery operations involve cooperation between all levels of government, non-government organisations, community agencies, the private sector, the affected community and emergent organisations in consideration of the:

- People, social, community and health environment - the emotional, social, spiritual, financial and physical wellbeing of individuals and communities;
- Economic environment - the revitalisation of the economy of the community;
- Built environment - the restoration of essential and community infrastructure;
- Natural environment - the rehabilitation of the environment; and
- Agricultural environment – the restoration of affected agricultural activities.

Recovery from emergencies is a developmental process of assisting individuals and communities to manage the re-establishment of those elements of society necessary for their wellbeing.

The process involves cooperation between all levels of government, non-government organisations, community agencies and the private sector in consideration of:

- The emotional, social, spiritual, financial and physical wellbeing of individuals and communities.
- The restoration of essential and community infrastructure.
- The rehabilitation of the environment.
- The revitalisation of the economy of the community to ensure as far as possible that the wellbeing of a community is increased.

During recovery, governments and communities work together to assist affected individuals and communities to move towards a healthy, safe and functioning environment.

Recovery from emergencies is a developmental process of assisting individuals, families, neighbourhoods and communities to manage the re-establishment of those elements of society necessary for their wellbeing.

11.3 Recovery Management

Recovery activities should begin as soon as possible after an emergency begins. Waiting for response activities to scale down or stop before starting recovery activities can make problems worse.

For a significant emergency, representatives of recovery agencies should be included in the Municipal Emergency Management Group. The Group will have an ongoing management role if the recovery process is protracted or a wide range of recovery activities are involved.

Council can prepare for recovery roles by:
- Planning, resourcing, testing and exercising for recovery; and
- Ensuring recovery arrangements are in place as set out in Part 4 The State Emergency Recovery Plan of the EMMV.

Council can also:
- Use secondary-impact reviews to set priorities for reconstruction and restoration strategies;
- Increase staff numbers through short-term employment of community development officers and other essential personnel; and
- Implement pre-planning enhanced prevention strategies as part of a recovery process, such as changes in land usage.

11.4 Handover of Facilities and Goods

In some situations, there may be an actual handover to the recovery Co-ordinator or agency of response facilities and/or goods to be utilised in recovery activities. This handover will occur only after agreement has been reached, and after any necessary documentation has been completed to the mutual satisfaction of the response and recovery Co-ordinators.

Resources acquired for the response, which are not required for recovery, remain under the control of the requesting response agency. That agency is responsible for their return or disposal.

11.5 Levels of Recovery

The levels of recovery management are
- Municipal
- Regional
- State

The MEMP explains the municipal recovery arrangements and framework for the Municipal Level.

11.6 Recovery principles

The nationally recognised disaster recovery principles that are fundamental for successful recovery involve:

- Understanding the context
- Focusing on the consequences of the emergency
- Recognising complexity
- Being community focused
- Using community-led approaches
- Ensuring coordination of all activities
- Employing effective communication
- Acknowledging and building capacity.

Agencies with recovery responsibilities must incorporate these principles into their planning and delivery of services.

In reading these arrangements, it is essential to have an appreciation of the assumptions and accepted understandings that underpin them.

11.6.1 Resilience of Individuals and Communities is Respected

Recovery services and programs must acknowledge the inherent resilience that affected individuals and communities display. Individuals, when possessing information about the situation and available services, are able to make informed choices about their recovery. Communities, when supported with information and resources, are able to support and manage their own recovery.

11.6.2 Recovery is Part of Emergency Management

Recovery is an integral component of the arrangements that support the whole of emergency management activity in Victoria. These arrangements are documented in the EMMV.

11.6.3 Levels of Recovery Operations

In order to ensure the success of the arrangements, it is vital that all agencies and organisations involved in management, coordination or service delivery undertake these activities in a cooperative and collaborative manner, within the agreed framework. Coordination and communication both at and between the various levels of operation will assist in ensuring the success of recovery activities for the affected community.

11.6.4 Roles of Organisations and Agencies

Recovery is not the exclusive domain of any single agency. All agencies and organisations willing to participate have an important role to play. This recognises that recovery must be a whole-of-government and a whole-of-community process.

The agreed roles and responsibilities of agencies under these arrangements is contained in paragraphs 12.12 Services and Agencies for Recovery Role Statements and are consistent with Part 7 of the EMMV.

11.6.5 Affected Community Involvement

Recovery requires the active involvement of the affected community. It is an accepted principle of recovery that the active involvement of the affected community is essential for its success. All recovery agencies should seek to engage with the affected community during the development of plans, and must involve the community in the development of recovery activities following an emergency.

11.6.6 Operational Plans Support Arrangements

All agencies and organisations with agreed roles and responsibilities under the arrangements must develop internal operational plans that detail the capacity of the agency and strategies that will be employed by the agency to undertake the agreed roles and responsibilities.

11.6.7 Response/Relief /Recovery Interface

Recovery should begin as soon as possible when an emergency occurs. It is therefore essential to ensure high levels of understanding and cooperation between response coordinators and recovery coordinators at each of the levels of operation. In most instances there will be a transition of coordination responsibility from the response coordinator to the recovery coordinator. Appropriate arrangements must be negotiated and documented between coordinators at the levels of operations to ensure this occurs.

It must also be recognised that recovery activities often occur naturally within the affected community. The emergency recovery planning and coordination activities undertaken at state, regional and municipal level are intended to provide structure for what would otherwise be ad hoc assistance to people affected by emergencies.

11.6.8 Recovery Coordination

Recovery coordination refers to the arrangements that will be used in any situation where more than one department, agency or organisation is required to provide services to assist communities and individuals recover from the impact of an emergency.

11.6.9 Local relief and recovery coordination roles and responsibilities

Council is responsible for coordinating relief and recovery at the local level. Council works with local partners to determine local arrangements to manage relief and recovery activities.

Recovery coordination arrangements should provide for:
- assessment of impacts;
- Input of affected community into decision making;
- Coordination of service provision;
- Communication strategies.
- Recovery co-ordination also refers to co-ordination of activities within and across the functional areas described below.
- The responsibility for co-ordination of recovery is the MRM.

11.6.10 Functional Areas of Recovery

Below are the key functional areas that require the application of coordination arrangements as a part of the recovery process. These areas focus on the various needs of the community within the:
1. Social (led by DHHS);
2. Economic (Led by DEDJTR);
3. Built (led by DEDJTR);
4. Natural (led by DELWP).

Whilst each of these areas overlaps considerably, each also has a specialist skill requirement to address issues arising after an emergency.

11.6.11 Social, Health and Community Environment (DHHS)

Social health and community impacts refer to the impact that an emergency may have on the health and wellbeing of individuals and the community fabric.
This functional area includes individual and community needs including but not limited to:
- Temporary accommodation;
- Material assistance;
- Financial assistance;
- Personal support;
- Health and medical services;
- Community development.

11.6.12 Economic Environment (DEDJTR)

This functional area refers to the economic impact that an emergency may have on individuals and communities in an affected geographical area. The economic impact of an emergency is often hidden, and may need a detailed assessment to ascertain both immediate and long-term effects.

The objective for this functional area of operations is to ensure that economic wellbeing is re-established and that financial hardships for the affected community are ameliorated.

This functional area may include, but is not limited to:
- Tourism industry;
- Small business;
- Primary producers.
-

11.6.13 Natural Environment (DEWLP)

This functional area refers to the environmental impacts that an emergency may have on a geographic area.

These impacts include, but are not limited to:
- Water quality (including catchment management)
- Land degradation and contamination
- Marine environment
- Natural environment (including public lands and national parks).

11.6.14 Built Environment (DEDJTR)

This functional area refers to the impact that an emergency may have on physical infrastructure. The objective of this functional area of operation is to ensure assets of the community damaged or destroyed during an emergency are re-established or replaced as soon as possible after the emergency.

Infrastructure assists individuals and communities in the management of their daily lives, but also forms an important part of community identity. Some public buildings have an important symbolic role, and their loss can have a severe negative impact on community morale.

It is essential that the lead agency engage with the affected community to understand the community's restoration priorities, and to keep the community informed of recovery progress.

Built environment impacts include, but are not limited to:
- Electricity;
- Gas;
- Water;
- Telecommunications;
- Transport;
- Roads;
- Other essential services (such as school, hospitals, emergency services, banking facilities and shops).

Restoration of critical infrastructure must be undertaken with an awareness of the needs of vulnerable individuals and communities.

11.6.15 Agriculture Environment (DEDJTR)

This functional area refers to the impact that an emergency may have on the welfare of livestock and companion animals, and the loss and damage suffered by primary producers.

The aim is to coordinate the safe, effective, efficient and timely relief services to those affected by:
- Establishing effective communication channels between various agencies, organisations and communities;
- Scoping livestock and companion animals welfare impacts, issues and reporting to identified needs;
- Collecting and providing loss and damage assessment information to inform immediate priorities and recovery programs;
- Providing an avenue to refer individuals' needs to relevant agencies.

11.6.16 Activation and Notification for Recovery

Depending on what the event is, recovery arrangements can be initiated in the following ways:

1. MRM is contacted by the DHHS or responsible agency

   OR

2. The MRM is contacted by the MERO to begin recovery

   OR

3. The MRM is contacted by the Regional Recovery Coordinator from the Regional Emergency Management Team.

11.6.17 Escalation Criteria (Recovery)

Initial recovery management is always undertaken at the municipal level. The impact of an event may lead to community needs that exceed the capacity of a municipal council. The council may then seek to escalate the level of management to a regional level. This escalation provides an additional layer of management rather than a replacement layer. Further escalation to the state level of management may be necessary in respect of certain service needs in very large or complex events:

MUNICIPALITY	Municipal (LGA) Coordinate the provision of resources from municipality area. This includes support of neighbouring LGA's in accordance with memorandums of understanding If the municipality is unable to meet demands, the Municipal Recovery Manager will contact the Regional Recovery Coordinator (DHHS) to escalate to the regional level

↓

REGION	Regional (DHHS) Coordinate the provision from Regional resources (Govt. support Agencies or other Municipalities). If unable to meet demands the Regional Emergency Recovery Coordinator (DHHS) will escalate to State Level, Emergency Management Branch (DHHS)

↓

STATE	State (Victorian Government) Coordinate the provision from resources of State (other Regions). If unable to meet demand escalation occurs to National (Australian Government)

12. Impact Assessment

12.1 Assessment of Impacts and Needs

The Municipal Recovery Manager will appoint outreach teams to survey / assess the community in affected areas as indicated by the control agency. Impact assessments could be conducted by Council, DEDJTR or other relevant agency depending on the incident. A personal support practitioner should be used as part of the teams. Prior to outreach teams being placed in the field, the area must be declared safe for this purpose by the control agency. This process is to be arranged through the municipal emergency coordination process.

The MRM or Deputy will brief outreach teams prior to deployment and will debrief teams at the completion of the allotted activity.

12.2 Communicating With the Affected Community

There are a range of mechanisms for providing information to the public. These may include, but are not limited to the following examples:
- Community briefings – Community briefings may be conducted by response agencies as part of their role in keeping communities aware of the current emergency situation, before, during, and after incidents. Municipal recovery team members including a trained personal support practitioner should be part of the briefing team.
- Community information sessions – As soon as practicable after an emergency, the Municipal Recovery Manager should arrange community information sessions. The development of these sessions are the first practical step in the process of ensuring a community is actively involved in the recovery management process. These sessions can also be used to support the development of community recovery committees.

The role of community briefings in the recovery context is to:
- Provide clarification of the emergency event (control agency);
- Provide advice on services available (recovery agencies);
- Provide input into the development of management strategies (Council);
- Provide advice to affected individuals on how to manage their own recovery, including the provision of preventative health information (specialist advisers).

Where the emergency has a criminal component the municipality will need to consult with the investigating authority on any necessity to restrict the content of the briefings. Local agreements with response agencies that have responsibility for community briefings will be developed as part of the MEMP.

12.3 Support Services and Support Agencies for Response

This list of support services as per Part 7 - Emergency Management Agency Roles indicates the primary support agency or managing agency and other support agencies. The list is neither exhaustive nor exclusive as many response agencies have a support role, depending on the effects of the emergency.

Functional support area	Lead agency (state)
Agriculture	DEDJTR
Animal Welfare (livestock and companion animals)	DEDJTR
Animal Welfare (livestock and companion animals)	DELWP
Ambulance / first aid	AV
Business and industry	DEDJTR
Coronial services	Coroner's Court of Victoria
Courts, corrections and consumer affairs	DJR
Deceased person identification	Victoria Police
Earth resources (mines)	DEDJTR
Education	DET
Emergency services telecommunications	ESTA
Energy (including electricity, gas and liquid fuels)	DELWP
Environmental impact (air, land and water quality)	EPA
Health and human services	DHHS
Health command	AV
Local government	DELWP
Media/communications	EMV
Public land	DELWP
Public transport	PTV
Responder agencies	CFA, MFESB, DELWP, VICSES
Roads	VicRoads
Spatial data	DELWP
Specific facilities (including secure facilities)	Owner or manager
State Government	DPC
Telecommunications	DEDJTR
Tourism	DEDJTR
Transport (including airports and ports)	DEDJTR
Water and sewerage	DELWP
Weather	BOM
Worksafe	Victorian WorkSafe Authority

12.4 Provision of Volunteer Assistance

Many community organisations will have resources that can be of use in an emergency. It is the responsibility of Council to provide the management system to co-ordinate offers of assistance from these organisations.

Contact details of organisations able to assist will be maintained by Council e.g. service clubs, 4WD drive clubs, amateur radio groups, sporting clubs.

12.5 Compensation for Volunteer Emergency Workers

The Municipality shall record the details of any persons that provide 'casual' volunteer assistance.

The Act provides for compensation to be paid to any person whose property is taken or used in a state of disaster.

12.6 Volunteer Compensation Arrangements

Refer to the EMMV Part 8, Appendix 7 Legal Protection for Emergency Volunteer Workers.

12.7 Offence of Obstruction, and Legal Immunity for Volunteers

Section 36 of the Emergency Management Act 2013 creates the offence of obstructing an emergency worker. Section 37 of the Act also gives volunteer emergency workers (the same group entitled to the compensation provisions) legal immunity in cases of loss or injury sustained by others, except in cases of their wilful default or negligence.

12.8 Communities at Risk

Communities as identified as being "at risk communities" are being reviewed through the CERA process being reviewed during 2017.

Dunkeld, Balmoral, Cavendish, Wannon and the Rocklands Community have been identified as townships at higher risk from Bushfire and Community Information Guides have been developed for these towns. As other risks are identified they will be listed, and their plans referenced here.

These guides are available on http://www.cfa.vic.gov.au/plan-prepare/community-information-guides/

Details of vulnerable groups are described in Part 2.

For information on Vulnerable Persons Register, list of facilities where Vulnerable Persons may be located and DHHS Vulnerable Residents Policy.

12.9 Public information, Awareness and Warnings

It is important to ensure that public information and warnings are maintained at an optimum level for specific circumstances where community action is necessary, primarily to protect lives, and also for the protection of property and the environment.

The Control Agency has the responsibility to issue warnings to potentially affected communities, and other agencies. Warnings and the release of other public information should be authorised by the Incident Controller prior to dissemination. Where an extreme or imminent threat to life exists, and authorisation from the Incident Controller is not practicable in the circumstances, warnings may be issued by any response agency personnel.

The release of information by Council during the response phase is the responsibility of the Control Agency in conjunction with the MERC. Any information released by Council must follow the current media guidelines. Assistance for preparing and disseminating information will be provided by Council's Strategic Communications Coordinator.

Information will be disseminated using a range of mechanisms including media releases, advertisements, Council's community newsletters, Council's internet site and Council's staff newsletters.

12.10 Community Information

The provision of information to the broader community, including those attending an Emergency Relief Centre, is vitally important to their capacity to understand what is happening, and to assist them in making informed decisions during a time of crisis.

Typically, the type of information provided relates to identifying the signs of and coping with stress, health matters, where and how to access financial assistance, where to access general emotional/psychosocial support, and other information relating to the specifics of the emergency.

12.11 Information Resources

The following functions are an essential part of these arrangements and should be utilised if and when required:
- Council's Strategic Communications Coordinator;
- Police Media Liaison.

If an emergency requires concurrent media response through radio, television and newspaper outlets, the Police Media Liaison Section may be contacted through the MERC.

12.12 Services and Agencies for Relief and Recovery

The tables below are provided as a guide for relief and recovery planners to indicate the range and types of services in a relief and recovery process and the sources of those services. The information shown is in summary form. Consult agencies directly if necessary, for details of assistance measures and eligibility.

This guide to provision of services does not preclude the provision of these or additional services by others than those shown, provided they are managed within the coordination processes established. As part of the MEMPC arrangements, the agencies listed agree to provide the following services.

12.13 Relief

The provision of assistance to meet essential needs of individuals, families and communities during and in the immediate aftermath of an emergency. Each relief area of responsibility is summarised below.

FUNCTIONAL AREA *(lead coordinating agency)*	ACTIVITIES	INCIDENT / LOCAL LEAD	SUPPORT AGENCIES
Emergency Shelter *(DHHS)*	Arrange emergency shelter and accommodation for displaced households	Municipal council	DHHS
Food and Water *(Aust. Red Cross)*	At regional and state levels, Red Cross coordinates food and water including support from agencies, and provides support at the local level when requested	Red Cross	Salvation Army Foodbank Victoria
Reconnecting family and friends *(VicPol, Aust. Red Cross)*	Operate Register. Find, Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities	VicPol	Aust. Red Cross
Disbursement of material aid (non-food items) *(Salvation Army)*	Provide essential material aid (nonfood items) to emergency affected persons including clothing, bedding and other personal requisites.	Salvation Army	
Emergency financial assistance *(DHHS)*	Administer relief payments through the personal hardship assistance program, to help individuals meet their basic needs.	DHHS	Australian Government Department of Human Services
Animal welfare *(DEDJTR, DELWP)*	**DEDJTR** is the primary agency for animal welfare (other than wildlife) support services. **DELWP** is the primary agency to respond to wildlife welfare **Municipal councils** are responsible for housing of displaced and lost/stray companion animals	DEDJTR DELWP Municipal Councils	Municipal Councils VFF RSPCA Australian Veterinary Association
Drinking water for households *(DELWP)*	Provide drinking water to households	Water authorities	DELWP Municipal Councils DHHS
Food and grocery supply logistics continuity *(DEDJTR)*	DEDJTR will support food and grocery supply logistics continuity planning and operations with the major food distribution operators	DEDJTR	
Health and Medical assistance and first aid *(Ambulance Victoria)*	Provide pre hospital care to people affected by emergencies Establish field primary care clinics Provide other health and medical relief assistance measures	Ambulance Victoria	St John Ambulance DHHS
Community information *(Control / Lead agency)*	Provide relief and recovery information to assist communities to make informed decisions about their safety	Control agency / Lead	
Psychosocial support *(DHHS)*	Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach	Municipal Councils	Aust. Red Cross VCC EM

12.14 Social Environment

The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing.

FUNCTIONAL AREA *(lead coordinating agency)*	ACTIVITIES	LEAD	SUPPORT
Housing and Accommodation (DHHS) Assist people displaced by the emergency to access temporary accommodation, and return to permanent housing as soon as possible	Support securing interim accommodation	DHHS	Municipal Councils and Community Housing agencies
	Advice to councils on interim accommodation standards for displaced people	DHHS	
	Survey and make a determination regarding occupancy of damaged buildings	Municipal Councils	
	Building advice and information to residents	VBA	Municipal Councils
	Transition to permanent housing	DHHS	Community Housing agencies
Individual and Household Financial Assistance (DHHS) Assist households to minimise the financial impact of the emergency by providing advice and financial assistance where eligible	Personal hardship assistance program- Re-establishment assistance	DHHS	DTF EMV
	Australian Government Disaster Recovery financial assistance	DHHS as lead government liaison	Aust. Government Department of Human Services
	Insurance advice and information to customers	DTF as lead Government liaison	ICA VMIA Victoria Legal Aid
Psycho-social Support (DHHS) Support the emotional, spiritual, cultural, psychological and social needs of affected people	Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach	DHHS	Aust. Red Cross VCC EM
	Family violence services and information	DHHS	Specialist family violence services Mental health services
	Counselling	DHHS	Mental health Services
	Support in emergencies caused by criminal acts	Victim Support Agency	Private providers VCC EM
	Support and advice to aid schools and early childhood services	DET	
	Referrals to psychosocial support services for primary producers and animal owners	DEDJTR	DHHS
	Support for the bereaved	VIFM	Coroners Court DHHS VCC EM

	Public health advice	DHHS	Municipal councils
Health and Medical Assistance (DHHS) Ensure that health and medical emergency responses are coordinated and appropriate	Advice on wellbeing in recovery	DHHS	Municipal Councils Aust. Red Cross
	Primary and acute health services	DHHS	DHHS funded health care services Other primary and acute health services and agencies
Community development (EMV) Support communities to share responsibility in recovery activities	Community information	EMV	DHHS Municipal Councils
	Formation, leadership and support of Municipal/ Community Recovery Committees	Municipal Councils	DHHS
	Local Community Events	DEDJTR	
	Provision and staffing for Recovery/Information Centres	Municipal Councils	DHHS Aust. Red Cross
	Provision and management of community development services	Municipal Councils	DHHS
	Organisation of state-wide public appeals	DPC	Aust. Red Cross
	Coordination of spontaneous volunteers	DHHS	Aust. Red Cross Volunteering Victoria

12.15 Economic Environment

The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy.

FUNCTIONAL AREA *(lead coordinating agency)*	ACTIVITIES	LEAD	SUPPORT
Local Economies (DEDJTR) Mitigate the impact of emergencies on economic activity in affected communities	Implement available financial assistance under the NDRRA to assist voluntary non-profit groups, communities and economies	DTF	DPC DEDJTR RFCV
	Implement approved actions and projects to assist economic recovery	DEDJTR	
	Encourage and bring forward the resumption of local trade and economic activity	DEDJTR	
	Monitor broad economic impacts and consequences	DEDJTR	
Businesses (DEDJTR) Information, advice and support to businesses to facilitate good decision making and assist their recovery	Assist businesses to access available information and advice following an emergency	DEDJTR	
	Information and advice to small businesses to support decision making and encourage return to business	DEDJTR	Small Business Mentoring Services
	Implement available financial assistance under the NDRRA to assist small businesses' recovery	DTF	RFCV DEDJTR DPC
	Implement approved actions to assist business recovery	DEDJTR	
	Provide opportunities for the enhancement of knowledge and skills within small businesses	DEDJTR	
	Coordinate the insurance industry response, information, advice and government liaison	DTF	ICA VMIA
Agriculture (DEDJTR) To assist the agriculture sector to recover and minimise long term social and economic impact on primary producers and other animal owners	Deliver recovery	DEDJTR	DPC
	programs and advice to primary producers, and rural land managers and other animal businesses		DTF
	Implement available financial assistance under the NDRRA to assist primary producers' recovery	DTF	RFCV DEDJTR DPC
	Provide technical advice to primary producers and rural land managers on reestablishment or alternative strategies	DEDJTR	
	Assist farmers repair and restore fences damaged by fire or suppression activities	DELWP CFA	DEDJTR Municipal councils

12.16 Built Environment

The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.

FUNCTIONAL AREA *(lead coordinating agency)*	ACTIVITIES	LEAD	SUPPORT
Energy Services (DEDJTR) *To build resilience within the energy sector from emergencies and minimise the impact on Victoria's economy and communities*	Electricity services assets reinstatement and return to reliable supply	DELWP lead Gvt Liaison	AEMO Electricity businesses
	Gas services assets reinstatement and return to reliable supply	DELWP lead Gvt Liaison	AEMO Gas businesses and other pipeline operators
	Restoration of liquid fuel supply	DELWP lead Gvt Liaison	Fuel companies
Telecommunication s (DEDJTR) *To build resilience within the telecommunications sector from emergencies and minimise the impact on Victoria's economy and communities*	Telecommunications assets reinstatement and return to reliable supply	DEDJTR lead Gvt Liaison	Telecommunications carriers
Water and Wastewater *(DELWP)* *Restoration of water supplies and wastewater services for domestic use*	Recovery and rehabilitation of essential water supply for domestic use	DELWP Water Authorities	
	Restoration of sewerage, sanitation systems and wastewater management	DELWP Water Authorities	
	Replacement of essential water used in bushfire fighting	DELWP CFA	Water Authorities
Transport *(DEDJTR)* *To build resilience within the transport sector from emergencies and minimise the impact on Victoria's economy and communities*	Airports restoration to normal activity	DEDJTR lead Gvt Liaison	Airport owners and operators Other agencies and businesses as required
	Restoration of port infrastructure	DEDJTR lead Gvt Liaison	Other agencies and businesses as required
	Restoration of major arterial roads, bridges and tunnels	VicRoads	DEDJTR VicTrack VMIA Infrastructure operators
	Restoration of tram, bus, rail services	PTV	DEDJTR VMIA
	Assist with logistics interdependencies, contingencies and reconstruction	DEDJTR	Freight, warehouse, port, airport and railway operators VicRoads Other agencies and businesses as required

	Coordination of clean-up activities	Municipal Councils	EMV DELWP
Buildings and Assets (Activity Leads)	The provision of financial assistance to municipal councils for the restoration of essential municipal assets	DTF	VicRoads
Management of risk and facilitating restoration of buildings and assets	Undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, sporting facilities, public amenities, station buildings, schools, hospitals) where an agency is the manager of that respective building or asset	Respective asset managing agency	VicRoads
	Oversight and inspection of rebuilding/redevelopment	Municipal Councils	
	Administration of insurance claims for state assets	VMIA	

12.17 Natural Environment

The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites.

FUNCTIONAL AREA *(lead coordinating agency)*	ACTIVITIES	LEAD	SUPPORT
Natural environment, public land and waterways (DELWP) Manage consequence and mitigate risk to the natural environment on public land	Undertake erosion control on public land	DELWP/PV VicRoads	Municipal Councils
	Restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs	DELWP/ PV	CMA VMIA
	Provision of advice and information services to municipal councils and delegated public land managers and community groups	DELWP EPA CMAs	
	Surveying and protecting threatened bird, marsupial, aquatic and plant species	DELWP	
	Surveying and protecting ecosystems	DELWP	
	Monitoring the rehabilitation of injured wildlife	DELWP	
	Waste pollution management strategies	DELWP	EPA

12.18 Role of the Department of Health and Human Services in Recovery

DHHS is responsible for co-ordinating the operational aspect of recovery management at State level, and ensuring that liaison occurs between local, regional and State levels. Refer to the EMMV Part 4 – State Emergency Relief and Recovery Plan.

13. Ancillary Arrangements

13.1 Financial Arrangements

The following summarises financial responsibilities for expenditure on response and recovery activities.

Council does not have a lead role in the response to a major event/emergency. As a council we have a support role to the lead agency/s. This support is to assist that agency's efforts to manage and control the event with the aim of progressing towards recovery and normalisation of the affected community. During a major event the response and recover phases may overlap for a period of time. Furthermore, the lead agency may change as the event develops or recedes. Southern Grampians Shire Council can have a support role in both the response and recovery phases however this support is not without a significant cost the council and the community it serves. These costs can be direct costs:

- Labour;
- Loss of infrastructure;
- Equipment use and damage.

Indirect cost:

- Loss of capability to perform normal council functions;
- Road maintenance;
- Rubbish collection;
- Processing of permits;
- Utilisation of space.

To this end the council will need to employ cost-recovery activities so that the normal business of council can continue with or at least with minimal delays. By doing this the community should be able to recover faster as normal business will be able to progress.

13.2 Voluntary Agencies

Agencies are called upon to provide resources within the limit of their means.

13.3 Municipal Councils

Councils are expected to use their resources for emergency operations within the municipal district. Municipal resources are those used to perform municipal functions, even if the resources are privately owned (contracted to council). Generally, Councils are expected to provide municipal resources without charge, however some resources may be subject to limits and/or constraints, (e.g. the use of some equipment may be limited to a timeframe due to the expense of operation). Such limits and/or constraints should be reasonable, commensurate with each council's capacity to provide such resources, and details included in the MEMP.

Some reimbursement is available. If extraordinary expenditure is incurred (e.g. for overtime, or equipment hire used in emergency protection works, restoration of publicly owned assets or relief provided to emergency-affected people), Council may qualify for reimbursement by the Department of Treasury and Finance according to a sharing formula. The Department of Treasury and Finance is responsible for the provision of Natural Disaster Assistance. For information visit www.dtf.vic.gov.au

13.4 Commonwealth Agencies

Local resources, including those privately owned, must be fully committed prior to Commonwealth assistance being sought. There is no charge for Australian Defence Force resources used to save human life, alleviate suffering or prevent extensive loss of animals or property. (Part 8 of the EMMV).

13.5 Private Organisations

Private organisations that provide resources for emergency response or recovery activities at the request of the Incident Commander would expect to be paid by the agency using the resources. The Emergency Response Coordinator or Council may be an intermediary in sourcing private resources for agencies.

13.6 Communications with Emergency Agencies

The existing landline & cellular telecommunications systems that operate throughout the area will provide the primary means of communications. The council and other agencies and public authorities have radio communications which may be utilised to supplement or provide an alternative means of communications to:
- Coordinate the response to the emergency;
- Command and control in field operations;
- Provide communication with adjoining municipal or agencies.

It is the responsibility of each agency to manage their own communications systems, if there is any requirement for "DISPLAN" services from the telecommunications systems then the request must be authorised through the RERC.

13.7 Resource Supplementation

The meaning of resources under these arrangements includes but is not limited to:
- Equipment - (eg. plant, vehicles);
- Personnel – (eg. agency support & industry technicians);
- Services – (eg. phone lines, expert technical advice).

A resource is essentially any function or item which a responding agency requires to perform its response roles.

An agency may have arrangements in place to access a wide range of resources through:
- Its own agency arrangements.
- Support agencies.
- Mutual aid agreements (including memoranda of understanding)
- Contract or supply arrangements with private industry.

A four tiered framework (Municipal, Regional, State and Commonwealth) exists for implementing response to emergencies. Response arrangements are designed to assess an emergency, and to provide for the graduated marshalling and utilisation of the resources required to respond to an emergency in accordance with the emergency response plan and the plans of participating agencies. At the municipal level, resources owned or under the control of Council are used to supplement those of the control and support agencies. As the effects of the emergency escalate, or the resource

requirements outstrip what is available locally, Regional, State and Commonwealth resources may be activated.

At Regional level, the interagency response management structure involves the co-ordination of resources to support operations which cannot be resourced locally, or which extend over more than one municipal district. The highest level of operational co-ordination and support takes place at State level. It is at this level that resource support from other States and/or the Commonwealth is assessed and requested.

Where an agency requires resources beyond its own capacity to satisfactorily complete a task, it should request assistance as appropriate:
- If at local level, from the MERC;
- If the request cannot be satisfied at the local level, then via the MERC to the RERC;
- If the request cannot be satisfied at the Regional level, then the RERC will make a request to the EMC.

In all instances, the requesting agency should make appropriate arrangements for delivery, and whichever agency request the resource will be responsible for all costs incurred. Requests for resources should be provided in hard copy and include the name and position of the person requesting the resources and comprehensive details of the tasks to undertaken.

13.8 Emergency Warning Systems

Emergency warning systems warn individuals and communities in the event of a major emergency. Although these systems aim to improve the ability to warn communities about emergencies, individuals and communities still need to prepare themselves in case of an emergency.

The Control Agency has the responsibility for issuing warnings to potentially affected communities, and other agencies. Where this is not practicable, the Incident Controller must notify the MERC, who in turn will facilitate the issue of warnings.

Once a decision has been made to issue an alert message, the emergency services organisations will determine which method to use e.g. television, radio or internet, and determine whether a telephone alert needs to be issued; a telephone alert is simply one of a range of tools available.

Council's website provides a range of advice and links for residents to access warnings and information about incidents.

13.9 Emergency Alert

Emergency Alert is a telephone based national warning system that enables messages to be sent via landline and mobile telephones, based on the billing address.

Agencies have been instructed in the use of Emergency Alert and the Incident Controller has access to the website to enable the distribution of warnings.

13.10 Standard Emergency Warning Signal

The Standard Emergency Warning Signal (SEWS) is an electronic warning signal used to assist in the delivery of public warnings and messages for major emergencies to:
- Alert listeners / viewers of radio / television that an official emergency announcement is about to be made concerning an actual or potential emergency which has the potential to affect them; and/or ·
- Alert the community at large via a public address system that an official emergency announcement is about to be broadcast.

Responsibility for issuing SEWS lies with the Incident Controller.

Further information can be found in Part 8 Appendix 14 of the EMMV.

13.11 Public and Media Briefings

Media management at any incident, including access and safety for media representatives, is the responsibility of the control agency. The incident controller should ensure that current and accurate information is available.

If the control agency is not equipped to deal directly with the media, the assistance of the Victoria Police Media liaison unit may be requested.

Any information relating specifically to the Southern Grampians Shire shall be issued in accordance with Council's Media Policy.

13.12 Impact Assessments

An Initial Impact Assessment should be carried out at the earliest possible opportunity either during or following the emergency that has created the damage.

As per the EMMV Part 7, Local Government is responsible for gathering and processing of information to conduct a Post Impact Assessment work within the municipality.

The information can be gathered by a number of agencies including the control agency and agencies will work together to share and collate information.

Information that the control agency gathers through Initial Impact Assessment process during the response to the emergency will be made available to the municipality.

DEDJTR's role assessment on the impacts on primary industries, including rural loss and damage assessment. Information gathered during this early stage aids in the development of the post impact assessment - an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency. Those involved in gathering assessment information may include:
- Manager of Works or his or her deputy;
- Municipal Environmental Health Officer (identifying hazardous substances unstable structures as well as damage to water supplies and sewerage systems);
- Municipal Buildings Inspector/surveyor (responsible for identifying building hazards);
- Council mapping;
- Assessors (responsible for urban and industrial properties);

- DEDJTR - responsible for rural and farming properties;
- DELWP -responsible for public land;
- VFF representative where applicable (may provide assistance to DEDJTR)
- MRM;
- Personal Support staff;
- CFA and VICSES (Coordinators of volunteer support personnel);
- DHHS (Recovery Manager or Emergency Management Coordinator).

As well as undertaking their emergency impact data collection duties, the Council has the responsibility for coordinating the assessment data being collected on private and municipal property under the supervision of the MRM. This requires close collaboration with DEDJTR where commercial farms are concerned. Council will also need to liaise with State Government Departments where private land share boundaries with State public land.

The data will provide input information for a more detailed analysis of loss and damage and the impact on the effected community that will make up the Post Impact Assessment.

To facilitate this process the Council, through the Emergency Management Group, shall as early as practicable perform the following tasks:
- Survey the extent of damage indicating evaluation of financial and material aid needed;
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions;
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The Emergency Management Group may co-opt persons within the community with the appropriate expertise to assist with the above tasks.

Should the emergency extend beyond the boundaries of the Southern Grampians Shire the post impact assessment may be merged with that of the other affected municipality(s) during the Post Impact Assessment all data should be gathered and entered into CrisisWorks.

13.13 Environmental Health

The Environmental Health Officer is responsible for all public health matters in the municipality.

The responsibilities of the Environmental Health Officer in emergencies include:
- Advice on water supply
- Ensuring hygienic food handling - safe production, storage and distribution
- Supply of sanitary and hygienic accommodation when required
- Refuse removal
- Pest control
- Control of infectious diseases (immunisation)
- Disposal of dead animals (Note in an emergency both a DEDJTR and/or Environmental Health Officer function).

13.14 Medical

Implementation of the medical arrangements will be automatic where people are injured or require medical assistance. This automatic response will be by Ambulance Victoria and hospitals within the municipality.

Ambulance Victoria will be responsible for contacting additional first aid support when required (e.g. St. John Ambulance).

13.15 Management of Health and Medical Response

The Health Commander (a trained and experienced Ambulance Victoria manager) will lead the health & medical response management at an emergency scene.

The role of the Health Commander at the scene of an emergency is to:
- Arrange resources required;
- Provide triage (prioritise patients for treatment);
- Co-ordinate transport of patients;
- Represent health & medical within the incident emergency management team;
- Determine destination of patients;
- Represent health & medical within the incident emergency management team.

13.16 Transport and Engineering

The MERO has been delegated the responsibility for resource transport and engineering services.

13.16.1 Requesting Procedure

All requests for transport and engineering resources should be directed to the MERC, who will request them through the MERO.

Municipal resources should be used in the first instance, prior to engaging private contractors.

13.16.2 Management of Resources

Responsibility for the management of resources shall rest with the MERO.

The MERO is responsible for maintaining a resource database and contact details.

The Council process for standby arrangements including rostering of employees and the location of plant and machinery on high risk days.

Triggers for implementing standby arrangements for Council are linked to CFA, Bureau of Meteorology and DHHS warnings. Council has a list of contractors it can access to supply products and services including plant hire.

13.16.3 Mutual Aid Arrangements

Council is a signatory to the Protocol for Inter-Council Emergency Management Resource Sharing listed in Part 1-11 EMMV.

14. Appendix 1 – MEMPC Contact Lists

Name	Position/Organisation	Email	Telephone Business	After Hours Telephone
Rhassel Mhasho	Southern Grampians Shire (MFPO)	rmhasho@sthgrampians.vic.gov.au	5573 0230	0438 204 093
Susannah Milne	Southern Grampians Shire (MRM)	SMilne@sthgrampians.vic.gov.au	5573 0409	0436 474 181
Christine Phillips	Southern Grampians resident representative	Sturgeon6au@yahoo.com.au		
Cr Greg McAdam	Southern Grampians Shire	gmcadam@sthgrampians.vic.gov.au	0428 953 349	
Chris Huggins	Southern Grampians Shire Municipal Emergency Management Officer and MERO	chuggins@sthgrampians.vic.gov.au	5573 0272	0457 413 294
Pauline Porter	Southern Grampians Shire Environmental Health Coordinator	PPorter@sthgrampians.vic.gov.au	5573 0244	0408 103 411
Ken Smith	SES	ken.smith@ses.vic.gov.au	9256 9603 or	0417 509 017
TBA	Wannon Water	TBA	TBA	TBA
Richard Curwell	Vic Roads	Richard.Curwell@roads.vic.gov.au	0352252518	0429017730
Mike Harper	DELWP	michael.harper@depi.vic.gov.au	5527 0488	0429 397 721
Don Robertson	Community Representative	donrobertson1953@gmail.com	5574 8218	0427 872 668
Gerard Kelly	MERC VicPol	gerard.kelly@police.vic.gov.au		0467761841
Phillip Kuhne	DHHS	Phillip.Kuhne@dhhs.vic.gov.au	5561 9406	TBA
Banjo Patterson	DEDJTR	banjo.patterson@ecodev.vic.gov.au	5573 0730	0428 170 726
Sally Hicks	Western District Health Service	sally.hicks@wdhs.net	5551 8222	0429397721
Tony Oxford	Ambulance Victoria.	SouthernGrampians.groupmanager@ambulance.vic.gov	5246 4650	0419 819 602
Netta Hill	VCC EM	nettahill44@gmail.com		0402439662
Glenn Morison	Red Cross	Stakeholders_vic_es@redcross.org.au	1800232969	0409164346
Dennis Hilder	Red Cross	dhilder.mail@gmail.com (local rep)		0400 493 190

14.1 External and regional Contacts

Barwon South Regional Contact Directory is available in Council's Record Management System CM9 – document D/17/41459.

14.2 Internal Contacts

Name	Position	Email	Telephone Business	After Hours Telephone
Chris Huggins	Municipal Emergency Management Officer and MERO	chuggins@sthgrampians.vic.gov.au	5573 0272	0457 413 294
Susannah Milne	Municipal Recovery Manager	SMilne@sthgrampians.vic.gov.au	5573 0409	0436 474 181
Rhassel Mhasho	Municipal Fire Prevention Officer	rmhasho@sthgrampians.vic.gov.au	5573 0230	0438 204 093

15. Appendix 2 – MEMP Distribution List

Electronic version of MEMP will be issued to:
Adjoining Municipalities: • Ararat Rural City Council, • Glenelg Shire Council, • Horsham Rural City Council, • Moyne Shire Council, • Northern Grampians Shire • Warrnambool City Council • West Wimmera Shire Council.
Ambulance Victoria: • Lonsdale St, Melbourne; • Hamilton
Communications Functional Area Representative / Municipal Emergency Response Co-ordinator: • Police representative.
Country Fire Authority – Regional Headquarters: • For distribution also to all Group Offices • Casterton • Hamilton (Coleraine Road).
Customer Services Centres: • Brown Street • Market Place
Department of Economic Development, Jobs, Transport and Resources (Hamilton office)
Department of Environment, Land, Water and Planning • Cavendish, • Hamilton, • Casterton. • Horsham
Department of Health and Human Services Victoria • Geelong.
Municipal Staff • Chief Executive Officer: CEO • Health & Medical Functional Area Representatives: EHO • Emergency Resource Officer • MEMPC Chairperson • Deputy MERO • Recovery Manager: MRM • Deputy MRM
Municipal Emergency Management Planning Committee: • MEMPC.
Police Stations: • Hamilton, • Dunkeld, • Cavendish, • Coleraine,

• Balmoral, • Branxholme • Penshurst.
Public Libraries: • Hamilton, • Mobile Library
Red Cross Victoria: • ESLO and • Head Office Nth Melbourne -
Victorian State Emergency Service South West Region Office - Hamilton: • Hamilton; • Local Volunteer SES Units, • Hamilton (Shakespeare St), • Dunkeld and • Balmoral
Western District Health Services • Hamilton Base Hospital • Coleraine and District Hospital
Department of Education and Training • South West Region Geelong Office.
Other agencies • Wannon Water • Southern Rural Water • Victorian Council of Churches Emergencies Ministry • VicRoads (two copies)
• Legal Deposit (Libraries)

16. Appendix 3 – Emergency Relief and Recovery Centres

Name	Location	Estimated Sleeping Capacity	Map Ref*	Car Park	Wheelchair Access	Toilets	Kitchen	Showers	Contact Details
Relief Centres									**Provided separately for privacy**
Hamilton Indoor Aquatic & Leisure Centre 93 Shakespeare Street	**Hamilton**	800		100	Yes	6 👩 3+13 👨 2 ♿	Y 100	5 👩 5 👨 2 ♿	
Monivae College Ballarat Road	**Hamilton**	350	432K86	TBC	TBC	TBC	Y	TBC	
Balmoral K-12 Community College Harrow – Balmoral Road	**Balmoral**	200	388J1	40+	Yes	9 👨 6+1 👩 1 ♿	Y 200	3 👨 3 👩 1 ♿	
Tarrington School & Church Hall Hamilton Highway	**Tarrington**	250	474J84	100	Yes	7 👨 5+1 👩 1 ♿	Y	TBC 👨 👩 ♿	
Coleraine Mechanics Hall Pilleau Street	**Coleraine**	150	430J17	Street Parking	Yes	6 👨 3+9 👩	Y 300	0 👩 0 👨	

Name	Location	Estimated Sleeping Capacity	Map Ref*	Car Park	Wheelchair Access	Toilets	Kitchen	Showers	Contact Details
						1 ♿		0 ♿	
Recovery Centres									**Provided separately for privacy**
Cavendish Hall Barker Street	**Cavendish**		423J5	75	Yes	2 female 1+1 Male	Y	0	
Dunkeld Hall Sterling Street	**Dunkeld**		433J14	30	No	TBC	Y	0	
Glenthompson Public Hall Scott Street	**Glenthompson**		434J8	Street Parking	No	TBC	Y	0	
Mirranatwa Hall Mirranatwa – School Road	**Mirranatwa**		309F5	50	Yes	2 female 1+1 Male	Y	0	
Mooralla Golf Club Henty Highway	**Mooralla**		389D9	50		2 female 1+1 Male	Y	0	
Penshurst Memorial Hall 77 Cobb Street	**Penshurst**		475J7	50	Yes	6 female 2+1 male 1 disabled	Y	0	
Mobile Outreach Facility	**Mobile**					N	N		

17. Appendix 4 – CFA Staging Areas

Branxholme Recreation Reserve	Andrew Satchell	0419 536 609	DELWP - Committee of Management
Cavendish Recreation Reserve	Stephen Cotterill	5574 2266	DELWP - Committee of Management
Dunkeld Recreation Reserve	Russell Macgugan	0438 341 390	DELWP - Committee of Management
Glenthompson Recreation Reserve	Neil Henry	0418 562 570	DELWP - Committee of Management
Hamilton Trotting Track/Harness Racing Club	Chrissy Hawker	0428 865 437	Hamilton Harness Racing - Private
Hamilton Showgrounds	Ian McLean (SGSC)	0417 651 191	SGSC
Penshurst Recreation Reserve	Glenis Lunke	0427 765 157	DELWP - Committee of Management
Victoria Valley Hall	Kevin Macarthur	0429 772 307	DELWP - Committee of Management

18. Appendix 5 – MEMPC Terms of Reference

Purpose

The purpose of the Municipal Emergency Planning Committee (MEMPC) is to *plan* for emergencies in the municipality through the formulation of the Southern Grampians MEM Plan. Under Sections 21(3) and 21(4) of the *Emergency Management Act* Southern Grampians Council established the MEMPC to formulate and maintain the Municipal Emergency Management Plan for the council's consideration.

Objectives

The Committee's objectives will be informed by, but not limited by the following:
- Identify, and evaluate potential risks to the community and the environment;
- Develop and administer programs that reduce the community's vulnerability and increase its capacity for resilience
- Comply with legislation
- Develop plans to manage identified risks and reduce the impact of emergencies.
- To provide direction and support to Agencies/Organisations within the MEMPC.

Strategies

- Undertaking the risk analysis treatment processes; and evaluate emergency related risks
- Prepare risk-specific response and recovery plans for the municipality
- Conduct the Municipal Emergency Management Planning process;
- Identifying municipal resources to be used in emergency response and recovery;
- Test the Municipal Emergency Management Plan and aspects of the plan through specific exercises and sharing exercise opportunities among agencies.

Membership

The membership of the MEMPC is reviewed against the risk profile for the municipality. This occurs whenever the risk profile is reviewed either routinely or in response to an incident. The following organisations make up the MEMPC (Ordinary Meeting):
1. Southern Grampians Shire Council
    a. Councillor / Chairperson
    b. Municipal Emergency Resource Officer or deputy
    c. Municipal Recovery Manager or deputy
    d. Municipal Fire Prevention Officer
    e. Environmental Health Officer
2. Municipal Emergency Response Coordinator (Vic Police Representative)
3. VICSES
4. CFA X 2 region
5. Ambulance Victoria
6. Australian Red Cross
7. Department of Economic Development, Jobs, Transport and Resources(DEDJTR)
8. Department of Environment, Land, Water and Planning
9. Department of Health and Human Services
10. Western District Health Service
11. Wannon Water
12. Victorian Council of Church Emergencies Ministry
13. Interested Community Groups / Individuals
14. VicRoads

Representation

The agencies/organisations listed above are to provide representation at the appropriate level to facilitate decisions and commitments to be made on behalf of their agencies/organisations. The Committee may appoint new members as required.

Other members may be co-opted by the Committee as required to fulfil objectives where required.

Meeting frequency

The MEMP Committee will determine the frequency of meetings; however it is required to meet at least twice a year, and after a significant emergency occurs. The MEMP Committee has determined that the frequency of meetings shall be:

Ordinary Meeting procedure

- Third Thursday in March
- First Thursday in December

Exercise and workshop meetings

Third Thursday in June Workshop meeting
- Three hour meeting with an option of an extension of one hour if required. Purpose to review the MEMP, work up and review MEMP sub-plans and risk assessments.

Third Thursday in September
- Exercise meeting (duration to be set by exercise committee usually three to four hours).

Exercise and workshop meetings membership

All except MEMPC Councillor / Chairperson

Reporting requirements

Member organisations and agencies of the MEMPC are invited to submit a written report 10 days prior to the scheduled MEMPC meeting. Reports will be circulated prior and tabled at the meetings. Any recommendations from agency reports will be included in the agenda to be voted on.

Administration

Administrative and executive support to the Committee will be provided by Southern Grampians Shire Council.

Voting

Major recommendations proposed by the Committee should be supported by the majority of the Committee.

If an extraordinary meeting is required for urgent mattes a phone or Video conference will be arranged for that purpose and or voting.

Access to documents.

If access is required for documents these will be located on the Southern Grampians Share Point site. A link will be forwarded for access when required. This will allow all to see modify or amend these documents as required.

Quorum (ordinary meeting)

- Councillor / Chairperson
- Municipal Emergency Resource Officer or deputy
- Municipal Recovery Manager or deputy
- Municipal Emergency Response Coordinator (Vic Police Representative)
- VICSES Representative
- CFA Region Representative
- Ambulance Victoria Representative
- DHHS

Must be at least fifty percent plus of other listed members.

Exercise and workshop meetings

- Municipal Emergency Resource Officer or deputy
- Municipal Recovery Manager or deputy
- Municipal Emergency Response Coordinator (Vic Police Representative)
- VICSES Representative
- CFA Region Representative
- Ambulance Victoria Representative
- DHHS

Must be at least fifty percent plus of other listed members.

Additional workshop Meetings
- Additional workshop meeting[s] may be called to discuss an individual plan for major amendment or development as required.

Review of terms of reference

This Terms of Reference is valid for the Term of the Municipal Emergency Management Plan.

References

- Emergency Management Act 1986
- Emergency Management Manual of Victoria (EMMV) 2013
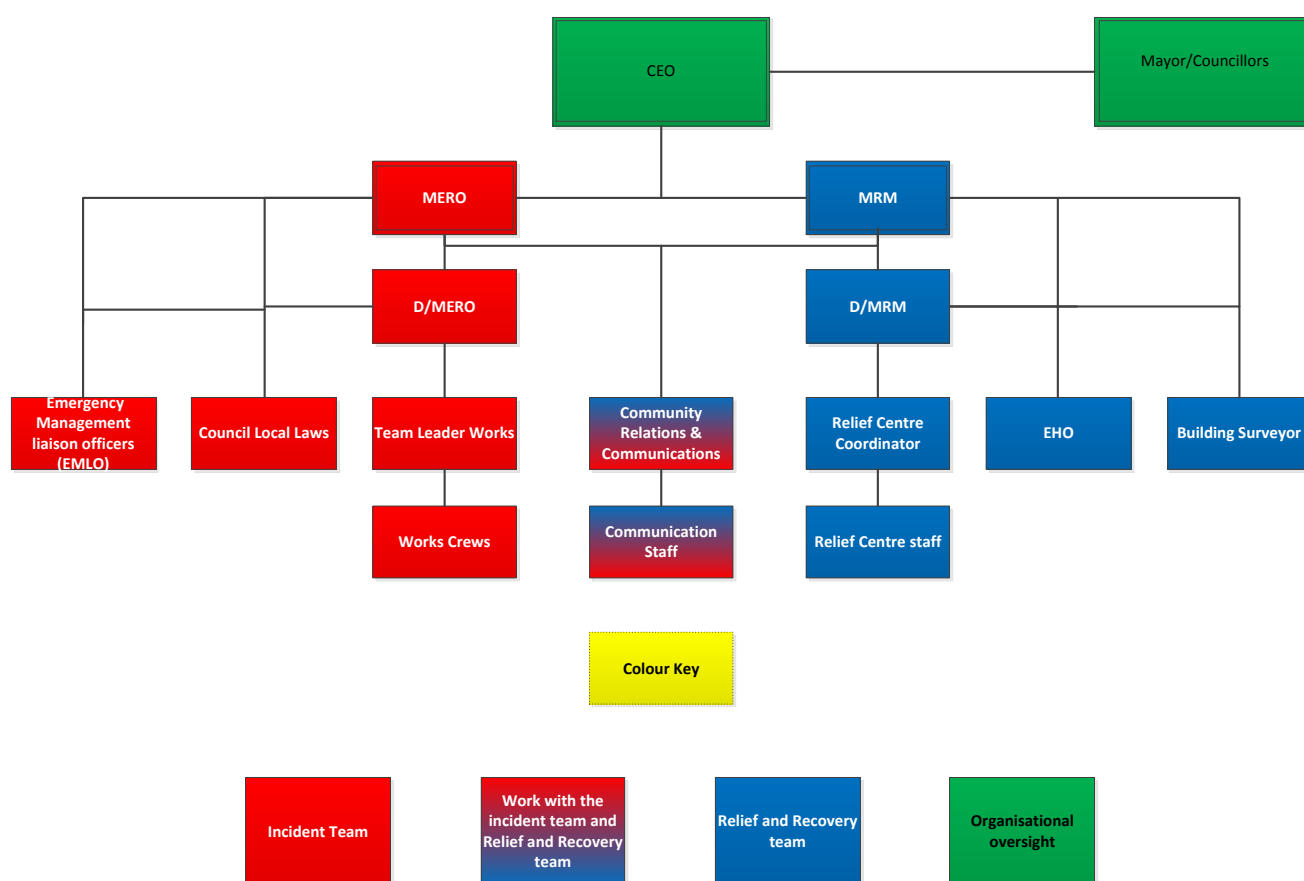- Southern Grampians Municipal Emergency Management Plan (MEMP)

Municipal Emergency Management Planning Community Planning	*Approval Date:*	
	Approved By:	
	Review Date:	*June 2020*
	Version No:	*03*

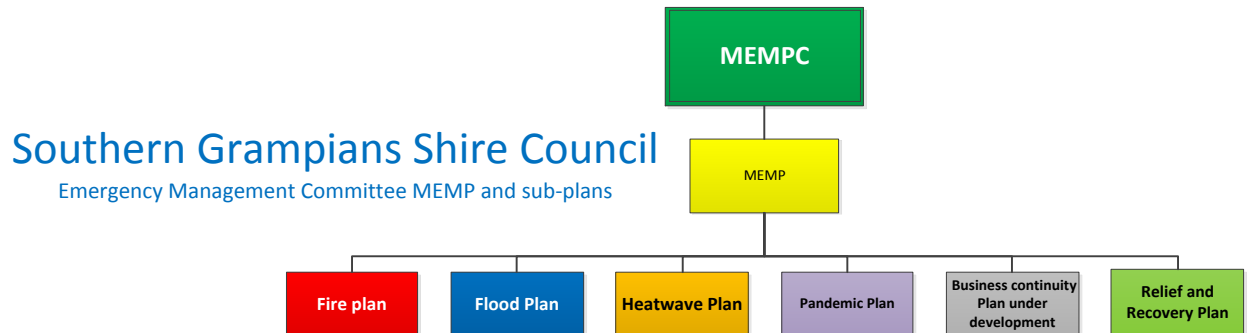# 19. Appendix 6 - Emergency Management Group

The graphic below shows the current emergency management structure within Council.

Southern Grampians Shire Council

Emergency Management structure

20. Appendix 7 – MEMPC, MEMP and Sub Plan Relationships

MEMPC

Southern Grampians Shire Council
Emergency Management Committee MEMP and sub-plans

MEMP

Fire plan	Flood Plan	Heatwave Plan	Pandemic Plan	Business continuity Plan under development	Relief and Recovery Plan

21. Appendix 8 - References

The following references were used during the preparation of the MEMP:
- Municipal Emergency Management Plans (previous versions)
- Community Emergency Risk Assessment tool – Vic SES
- Victoria Emergency Management Act, 1986.
- Victoria Emergency Management Act, 2013
- Emergency Management Manual of Victoria. (EMMV) Melbourne: Victorian Government, 2018. http://www.emv.vic.gov.au/policies/emmv
- Victoria Warrnambool Division Divisional Emergency Response Plan 2003.
- Emergency Relief handbook – a planning guide (DHHS & Red Cross 2011)
- Practice Note – Operation of a Municipal Emergency Coordination Centre (Office of the Emergency Services Commissioner Nov 2008)
- Sphere Project Handbook 2011 - The Sphere Project (www.sphereproject.org)
- Australian Bureau of Statistics 2011/2016Census

Council also acknowledges the advice and assistance provided by the Victoria State Emergency Service Southwest Regional Headquarters – Hamilton.

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