MOORABOOL
SHIRE COUNCIL

Municipal Emergency Management Plan 2020-2023

Moorabool Shire

Version 8

FOREWORD

The economic and social effects of emergencies including loss of life, destruction of property, and dislocation of communities are inevitable.

Coping with hazards gives our reason and focus for planning. Hazards exist within all communities whether they are recognised or not.

The Moorabool Shire Council Municipal Emergency Management Plan has been produced pursuant to Section 20(1) of the Emergency Management Act 1986 and the Emergency Management Act 2013. This plan addresses the mitigation of, response to and recovery from emergencies within the Moorabool Shire Council and is the result of the co-operative efforts of the emergency management planning committee and assistance from Victoria State Emergency Service Ballarat Regional Headquarters and recognises the previous planning activities of the municipal area.

Disclaimer:

Readers of this Municipal Emergency Management Plan should act on the basis of any matter contained herewith without acknowledging that it may be the subject of amendment or revocation from time to time without notice.

The Councillors of Moorabool Shire Council expressly disclaim all and any liability (including liability in negligence) to any person or body in respect of anything and of the consequences of anything done or omitted to be done by any such person or body in reliance, whether total or partial, upon the whole or any part of this publication.

AMENDMENT RECORD

Part	Page	Amendment Description	Date of Issue	Received By
Part 1		Reviewed MEMPC February 2020 meeting		
Entire Plan	All Pages	New Version 8.0 Adopted by Council	19 May 2020	Distribution List
Appendix A and B		Updated contacts	19 May 2020	
Appendix K		Included Aged Care/Retirement Villages Updated contact information	19 May 2020	

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PART ONE – INTRODUCTORY INFORMATION

MUNICIPAL STATEMENT OF ENDORSEMENT

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

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

This plan is the result of the co-operative efforts of the Municipal Emergency Management Planning Committee (MEMPC) after consultation with those agencies and organisations identified therein.

The COMMON SEAL of the
MOORABOOL SHIRE COUNCIL
Was hereunto affixed by authority of the
Council in the presence of:

_____ Mayor/Councillors

_____ Chief Executive Officer

_____17th_____ day of _June, 2020_____

AUDIT REPORT

Certificate of Audit

THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF

Moorabool Shire Council

Has been audited in accordance with the Guidelines issued by the
Minister and has been assessed as

"Complying with the Guidelines"

Trevor White

Chief Officer, Operations

11 August 2017

Date

MISSION

The mission of this Plan is to detail the agreed arrangements for the prevention of, the response to, and the recovery from, emergencies that could occur in the Moorabool Shire Council as required in Part 4 of the Emergency Management Act, 1986 and the Emergency Management Act 2013.

VISION

To provide the community with an enjoyable, safe environment with minimal risk.

GOALS

The broad goals of this Plan are to: -

- Implement measures to prevent or reduce the causes or effects of emergencies.
- Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies.
- Manage support that may be provided to or from adjoining municipalities.
- Assist the affected community to recover following an emergency.
- Complement other local, regional and state planning arrangements.

OBJECTIVES

- Prepare a Municipal Emergency Management Plan.
- Contribute to the management of emergency events.
- Identify, treat and evaluate potential risks to the community of Moorabool and the environment.
- Develop and administer programs that reduce the community's vulnerability and increase its capacity for resilience and self-reliance.
- Link more closely with emergency management and other community safety programs.

STRATEGIES

- Appointment of a Municipal Emergency Management Planning Committee (MEMPC).
- Conduct the Municipal Emergency Management Planning process.
- Develop ideas for involving the community in this process.
- Undertake a risk analysis and treatment process.
- Undertake a Community Emergency Risk Management (CERA) assessment on a 3 year cycle or as risks arise.
- Provide support for mitigation and public awareness programs within the Municipality;
- Prepare sub-plans when required for specific events as they arise;
- Identify municipal resources to be used in emergency response and recovery.

PURPOSE OF THE PLAN

The purpose of this Plan is to establish a coordinated approach to responding to and recovering from emergencies within Moorabool Shire and to ensure that a combined response from everyone with a role to play is well coordinated by emergency personnel with sufficient knowledge of emergency scenarios. It is to achieve the best possible outcomes given the occurrence and nature of an emergency. The best possible outcome relates to minimising deaths, injuries and disruption to the community and agency personnel involved.

MUNICIPAL EMERGENCY MANAGEMENT FUNCTIONS

The Moorabool Shire Council accepts responsibility for management of municipal resources and the co-ordination of community support to counter the effects of an emergency during both the response to and recovery from emergencies.

This includes the management of:
(a) the provision of emergency relief to affected persons during the response phase;
(b) the provision of resources for control and relief agencies during response and recovery;
(c) municipal assistance to agencies during the response to and recovery from emergencies;
(d) the assessment of the impact of the emergency; and
(e) recovery activities within the municipality, in consultation with Department of Health and Human Services.

MAINTENANCE OF THE MUNICIPAL EMERGENCY MANAGEMENT PLAN

Authority

This Plan is developed by the Moorabool Shire Municipal Emergency Management Planning Committee (MEMPC) formed under the authority of the Moorabool Shire Council pursuant to the requirements of Part Four, Section 20 of the Emergency Management Act 1986 and the Emergency Management Act 2013.

The Municipal Emergency Manager (MEM) is responsible for the overall development/facilitation of this plan.

Please address all enquiries to:
Municipal Emergency Manager Moorabool Shire Council
PO Box 18
Ballan Vic 3342

The Municipal Emergency Management Plan is available to the community via the Moorabool Shire Council website.

Frequency of Meetings

The Moorabool Shire Council MEMPC has recommended that the Committee will meet on a quarterly basis at 14.00hrs on the following day and month:

Second Tuesday in February
Third Tuesday in May
Second Tuesday in August
Second Tuesday in November

The Agenda and any relevant documents of the MEMP Committee will be distributed **electronically** to all members of the MEMP Committee prior to the meeting.

Minutes of all meetings must be taken and a copy sent to the Regional Emergency Response Co-ordinator (RERC), Department of Health and Human Services (DHHS) and all members of the MEMP Committee. Functional Sub Committees, if formed, shall meet at least once per year to review and amend their arrangements where necessary.

The contact details for the Administration officer for the Municipal Emergency Management Planning Committee is:

Administration Officer
Municipal Emergency Management Planning Committee
███████████████████████

All agenda items/reports or amendments should be forwarded to this email address at least one week prior to the scheduled meeting ███████████████████████

Plan Review

Content of this Plan is to be reviewed annually or at an extraordinary meeting called after an emergency which has utilised part of this plan. Organisations delegated with responsibilities in this Plan are required to notify the MEM of any changes of detail (e.g. contact information), as they occur.

Reviews of the plan will specifically focus on hazards in the Moorabool Shire, any changes to legislation and the Contact Directory of the plan.

It is the responsibility of the Municipal Emergency Manager to ensure that all facets of the Plan, including terminology, are updated on a regular basis.

Amendments will be produced and distributed by the Moorabool Shire Council as required via email, hard copy or USB to agencies, as identified on the distribution list. Members will be required to complete a revision acknowledgement form or an email return receipt, for the receipt of amendments and return to ████████████████████ or PO Box 18, Ballan, 3342. Refer Appendix L.

Testing

In accordance with the Emergency Management Manual Victoria (EMMV), the MEMPlan is to be exercised at least annually. Exercises are to test the arrangements set out in this Plan in a range of emergency situations specific to Moorabool Shire. This will be undertaken in a form determined by the MEMPC. Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, must be addressed and rectified at the earliest opportunity.

Attached as Appendix M is a listing of Municipal Emergency Management exercises undertaken.

Audit

The Moorabool Shire Council pursuant to section 21A of the Emergency Management Act 1986 shall submit the Municipal Emergency Management Plan to the Victoria State Emergency Service for audit. The purpose of the audit is to assess whether the plan complies with guidelines issued by the Coordinator in Chief. The current audit will take place on 8 July 2020.

At the time the Plan is due for the next audit it will be under the new Planning Legislation and through a self-assurance auditing process in 2023.

Threats

A Community Emergency Risk Assessment (CERA) process using the generic guidelines of the Risk Management Standard AS/NZS 4360:2004 and AS/NZS ISO 31000:2009 has been conducted by the members of the MEMP Committee with input from other various experts.

INTRODUCTION:

As part of the Emergency Management Planning Process, Council is required through the Emergency Management Act and the Emergency Management Manual Victoria to undertake a Community Emergency Risk Assessment (CERA).

Moorabool's Municipal Emergency Management Planning Committee has appointed a CERA Sub Committee which consists of members of the SES, VicPol, DELWP, CFA both regional and local members and Council staff. The Committee worked through the Statewide SES CERA Template to review the community emergency risk profile and risks for Moorabool.

Key documents used in the development of the Moorabool risk assessment include the Community Emergency Risk Assessment Planning Guide available on the SES website and the Emergency Risks in Victoria Report released in April 2014 and available on the Department of Justice website. Data of recent events included in Council's Municipal Emergency Plan were detailed and assessed.

CONSULTATION AND FEEDBACK:

The Community Emergency Risk Assessment (CERA) process has been established by the State to identify and prioritise emergency risks within a local municipality. The output of the assessment process can be used to ensure communities are aware of and better informed about hazards and the associated emergency risks that may affect them. In accordance with the framework, this process is undertaken every three years by a working group consisting of hazard specific experts in the identified hazard areas and local emergency service personnel. It then gives the community an opportunity to provide localised input into impacts and the existing mitigation controls they have developed and any improvement opportunities that they are undertaking in their local areas i.e. localised Community Emergency Planning.

The following Risks are listed in priority order:
1. Flood – Moderate
2. Flood – Major
3. Bushfire – Large Regional
4. Bushfire – Small, isolated
5. Human Epidemic/Pandemic
6. Transport Incident – Road
7. Transport Incident – Aircraft/Rail
8. Storm
9. Landslide
10. Extreme Temperatures – Heatwave
11. Earthquake
12. Exotic Animal Disease
13. Fire Incidental
14. Fire Residential
15. Structural Failure Dam

The management processes and policies within this plan will handle risks that have rated moderate or low.

A summary of the Community Emergency Risk Assessment is contained in Part Two of this plan.

PART TWO – RISK MANAGEMENT

THE ROLE OF THE MUNICIPALITY

The Moorabool Shire Council recognises it has a key role in prevention and mitigation activities to reduce the risk, or minimise the effects, of emergencies that may occur in the area. Council's enforcement and continued reviewing of existing policies in land use planning, building codes and regulations, and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of emergency. The Municipal Emergency Management Planning Committee also plays a role in prevention by identifying potential hazard areas.

PREPAREDNESS

Part Four (Response Arrangements) identifies the roles and responsibilities of the various organisations and agencies that exist in the municipality. Each agency's ability to cope with the identified threats was considered during this process.

Council Emergency Operations Centres have been identified, along with an alternative in the event that the Primary should become unserviceable. Likewise, Emergency Relief Centres and Assembly Areas have been determined for use during emergencies.

RISK MANAGEMENT

Council opted to adopt and work through a formal process aimed at reducing or eliminating risks likely to have an impact on the Municipality. The process titled 'Community Emergency Risk Assessment' (CERA) was developed and facilitated by Victoria State Emergency Services in accordance with the provisions of the AS/NZS 4360:2004 and AS/NZS ISO 31000:2009 Standards.

The Municipal Emergency Management Planning Committee continually considers and updates risk management issues in order to minimise the effects of an emergency on the community.

A flow chart showing the process used is included below:

COMMUNITY EMERGENCY RISK ASSESSMENT MODEL

Phase 1
Policy & Procedures

Phase 2
Action

Phase 3
Decision

ESTABLISH THE CONTEXT

The community emergency risk management context

Develop criteria

Decide the structure

PROFILE COMMUNITY

IDENTIFY VULNERABLE ELEMENTS

IDENTIFY SOURCES OF RISK

IDENTIFY RISKS

What can happen ?
How can it happen ?

ANALYSE RISKS

Determine existing controls

Determine likelihood

Determine consequences

Establish level of risk

MONITOR AND REVIEW

RISK PRIORITY

TREAT RISK

Identify treatment options
Evaluate treatment options
Prepare treatment plans
Implement plan

Risk Assessment

Risks that rated high, moderate or low are listed below:

High:

- Bushfire – large, regional
- Human Epidemic/Pandemic
- Storm
- Extreme Temperature – Heatwave

Medium:

- Flood – moderate
- Flood – major
- Bushfire – small, isolated
- Transport Incident – Road
- Transport Incident – Aircraft/Rail
- Landslide
- Fire – Industrial
- Fire – Residential
- Structural Failure – Dam

Low:

- Earthquake
- Exotic Animal Disease
- Missing Person

A Risk Treatment Schedule and Plan is contained in the Community Emergency Risk Assessment (CERA) Toolkit and Engagement Plan in Appendix H.

The progress of implementing treatment options is monitored by the MEMPC through reports provided by the MERO at the MEMPC meetings.

COMMUNITY AWARENESS

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend on the attitude of the people affected. Obtaining the preferred response from people during emergencies will require community education and awareness programs to be implemented for this purpose. The Council and the Municipal Emergency Management Planning Committee will support and promote appropriate prevention and awareness programs within the municipalities.

Sources will include:
- Media releases
- Council website
- Flyers and brochures
- Information kits
- Newsletters
- Officer attendance at Community Meetings
- Newspapers
- Radio

- Social Media (via usage through VicPol, VICSES and CFA)
- Council Social Media Avenues

Methods of warning the community of an impending emergency are addressed in Part 4 (Response Arrangements). The CFA, VicSES and the Department of Land, Water and Planning all have informative websites to keep the community informed in the event of an emergency. They are as follows:

http://www.cfa.vic.gov.au – Country Fire Authority
http://www.ses.vic.gov.au – Victoria SES
http://www.delwp.vic.gov.au – Department of Land, Water and Planning
http://www.vicroads.vic.gov.au / https://traffic.vicroads.vic.gov.au/– VicRoads
http://www.bom.gov.au/ – Bureau of Meteorology

PREVENTION/MITIGATION PLANS

Within the municipality a number of prevention or mitigation plans have been developed.

Details of these plans are listed in Appendix F of this document.

MOORABOOL SHIRE PROFILE

Moorabool Shire is a fast-growing peri-urban municipality nestled between Melbourne, Geelong and Ballarat. It offers residents picturesque surrounds with the vibrancy of an active, growing community.

Residents of Moorabool Shire can enjoy an urban lifestyle in towns like Bacchus Marsh (45km west of the Melbourne CBD) and Ballan (70km west of the Melbourne CBD) or take advantage of Moorabool's small towns and hamlets, rural open spaces and natural surrounds.

A stunning Shire spanning more than 2,110 square kilometres, Moorabool is made up of 64 localities, hamlets and towns. More than 74% of the Shire comprises of water catchments, state forests and national parks. Moorabool boasts breathtaking landscapes, national parks, forests, gorges, mineral springs and tourism attractions.

Some of its key attractions include the Wombat State Forest, Brisbane Ranges National Park, Lerderderg State Park, Werribee Gorge State Park and the Bacchus Marsh Avenue of Honour.

Moorabool Shire is positioned along the major road and rail transport corridors between Melbourne and Adelaide. Moorabool's eastern boundary is located just 40km west of Melbourne's CBD and extends westwards to the City of Ballarat municipal boundary. The Shire straddles Victoria's Western Highway and has excellent transport access to Melbourne, Ballarat and Geelong. Bacchus Marsh is equi-distant to Melbourne and Avalon airports and close to the sea ports of Geelong and Melbourne.
(Source: Moorabool Council Plan)

COMMUNITY PROFILE AND FORECAST

Moorabool Shire is a popular tree change destination, growing as fast as any other local government area in inland regional Victoria. The Moorabool Shire population forecast for 2020 is 35,203, and is forecast to grow to 63,838 by 2041. *(Source: forecast.id.com.au)*

More than half the population lives in Bacchus Marsh and surrounds, the 2020 population forecast for Bacchus Marsh and Surrounds is 22,815, and is forecast to grow to 46,194 by 2041. The 2020 population forecast for Ballan is 2,564, and is forecast to grow to 6,714 by 2041.

The remaining population is distributed throughout the large number of small towns, hamlets and farming areas within the Shire. The majority of people who relocate to Moorabool Shire are young families seeking a semi-rural lifestyle. Moorabool's demographic reflects this trend. *(Source: Moorabool Council Plan)*

CULTURAL DIVERSITY

Language

In Moorabool 88.6% of people only spoke English at home. Other languages spoken at home included Italian 0.5%, Maltese 0.4%, Punjabi 0.3%, German 0.3% and Greek 0.3%.. *(Source: ABS 2016 Census)*

Religious Affiliations

The most common responses for religion in Moorabool in the 2016 census, were No Religion, so described 35.0%, Catholic 28.4%, Anglican 12.2%, Not stated 9.2% and Uniting Church 4.3%. In Moorabool Christianity was the largest religious group reported overall (58.8%) (this figure excludes not stated responses). *(Source: ABS 2016 Census)*

TOPOGRAPHY

The Shire is environmentally diverse with topography that is characterised by great ranges, plains and rugged river gorges. These landforms provide spectacular scenery and a great variety of plants and animals. Boasting many significant areas of flora and fauna including the Wombat State Forest in the north, Brisbane Ranges National Park in the south, Lerderderg State Park in the east, Werribee Gorge State Park centrally located in the Shire and a number of regionally significant reserves. 74% of the Shire is made up of water catchment, state forest or national park.

Some of the many reservoirs in the Shire are the Lal Lal, Bostock, Pykes Creek, Moorabool and Korweinguboora. The Shire also includes three major rivers, the Werribee, Lerderderg and Moorabool.

The charms of Moorabool extend well beyond its landscape. The Shire offers almost everything a family needs: an engaging semi-rural setting, competitively priced land and housing, a range of excellent community and health services, retail, education and efficient transport links.

(Source: https://www.moorabool.vic.gov.au/business/live-work-invest)

CLIMATE AND RAINFALL

The Moorabool Shire is situated in the Temperate Climatic Zone, with a wide temperature range. The north and west areas of the Shire are subject to severe frost, snow, fog and hail. The Average Rainfall varies from 700mm per annum in the higher areas of the Shire to 400mm per annum along the flatter plains of the Shire.

EMERGENCY PLANNING AND CLIMATE CHANGE

The Regional Adaptation Snapshot for the Grampians Region is a reference document that details the aspects of climate change that affect the region with extends from Bacchus Marsh to Edenhope to the South Australian border.

This document has information about how the region has been getting warmer and drier.

The Grampians has been getting warmer and drier

In the future we can expect

Temperatures to continue to increase year round

More frequent and more intense downpours

Less rainfall in autumn, winter and spring

Fewer frosts

More hot days and warm spells

Harsher fire weather and longer fire seasons

Reference is made to the climate change sector impacts in the Grampians which include the Built Environment, Health and Human Services, Primary Production, Natural Environment, Transport and Water.

Key actions for the Grampians Region include
- Projects improving emergency preparedness and management
- Projects aimed at building sustainable and resilient communities
- Water and drought preparedness projects
- Renewable emergency and energy efficiency projects
- Projects working on biodiversity and agriculture

HISTORY OF EMERGENCIES

Emergency	Date	Location
Floods	Dec 2018	Flood and Storm Event State Wide
	Sept 2016	Flood Event and Storm Event State Wide
	Jan-Feb 2011	Moorabool wide – Flash flooding (ref map Appendix C) *(CEOC/MECC Activated)*
	Sep 2010	Moorabool wide – Flash flooding (ref map Appendix C)
	Mar 2010	Bacchus Marsh - Flood Prone Area
	Feb 2010	Bacchus Marsh – Flood Prone Area
	Oct 1995	Bacchus Marsh – Flood Prone Area
	Sep 1983	Bacchus Marsh – Flood Prone Area
Traffic Accidents	2000(s)	Western Freeway runs through the municipality from Melbourne through to Adelaide which has seen numerous vehicle accidents on the Freeway
Fires	Jan 2019	Lerderderg Fire
	Dec 2015	Scotsburn Fires
	Feb 2013	Mt Warrenheip and Yendon
	Feb 2009	Muskvale Fire
	Jan 2008	Morrisons Fire
	Jan 2006	Anakie Fire
	Feb 1997	Creswick
	Jan 1983	Greendale
Railway Accidents	Nov 2003	Train derailment to the West of Ballan on the Melbourne to Ballarat line.
Aircraft Accidents	2018 & 2019	Various light aircraft incidents at Bacchus Marsh Aerodrome
	2014	Light aircraft at Bacchus Marsh Aerodrome
	Sep 2015	Light aircraft Millbrook – Fatality
Pandemic COVID-19	January 2020 – current	Pandemic that has affected the whole world and put in place restrictions for social distancing, hygiene, travel and our livelihoods.

AIRPORT

The Bacchus Marsh Aerodrome has two sealed cross strips, both in excess of 5,000 feet in length, with wide grass verges for both private and commercial use. Gliding clubs conduct a combined operation launching from the grass verges while the local power school operates simultaneously from the sealed runways.

The airfield is owned by Moorabool Shire Council and operated by Bacchus Marsh Aerodrome Management Inc, which comprises representatives of the Shire, the three resident gliding clubs, and the power flying school. In 2018 the Aerodrome Management Committee completed an Emergency Response Plan for the area.*: (Source: https://www.moorabool.vic.gov.au/business/live-work-invest)*

ROAD NETWORK

Moorabool Shire is conveniently linked via the toll free, double laned high speed (110kmph speed limit) Western Highway - the main highway between Melbourne and Adelaide via Ballarat and Horsham. The Western Highway also hooks directly onto the road network to Geelong.

The Deer Park by-pass has substantially cut down travel down to and from Melbourne and road linkages have been further enhanced by the completion of the realignment of Anthony's Cutting.

Moorabool Shire provides a road network covering over 1,440 km.

Moorabool Shire maintains all road-related assets on roads listed on its Register of Public Roads, and Council-owned assets on roads managed by other authorities.

Declared freeways and arterial roads are managed by VicRoads. Moorabool Shire has responsibility for footpaths, service lanes and median strips adjacent to arterial roads as set out in the *VicRoads Code of Practice for Operational Responsibility.*

Listed below are roads within Moorabool Shire for which VicRoads is the Responsible Road Authority for under the Road Management Act 2004;
- Western Freeway / Highway
- Midland Highway
- Geelong-Bacchus Marsh Road
- Bacchus Marsh-Gisborne Road
- Geelong-Ballan Road
- Ballan-Daylesford Road
- Bungaree-Wallace Road
- Bungaree-Creswick Road
- Old Melbourne Road (part only)
- Myrniong-Trentham Road
- Ballan Road
- Bacchus Marsh Road
- Ballarat-Daylesford Road
- Diggers Rest Road

The Council has agreements with neighbouring authorities where the road straddles the boundary and the results of these agreements are identified in the Register of Roads in addition to agreements with other authorities including VicRoads and VLine/VicTrack.
Neighbouring councils are:
- Golden Plains Shire
- City of Ballarat
- Shire of Hepburn
- City of Melton
- City of Greater Geelong
- Macedon Ranges Shire
- City of Wyndham.

Other Authorities include:

- VicRoads
- Vline/Vic Track

NAME	AUTHORITY	AGREEMENT	DOCUMENT IN PLACE
Golden Plains Shire Council	Local Government	Maintenance of boundary roads by Moorabool Shire Maintenance of boundary roads by Golden Plains Shire Maintenance of 1 bridge by Golden Plains Shire	Yes
City of Ballarat	Local Government	Maintenance of boundary roads by Moorabool Shire Maintenance of boundary roads by City of Ballarat	Yes
Hepburn Shire Council	Local Government	Maintenance of boundary roads by Moorabool Shire Maintenance of boundary roads by Hepburn Shire Council.	Yes
City of Melton	Local Government	Maintenance of boundary roads by Moorabool Shire Maintenance of boundary roads by City of Melton	Yes
City of Greater Geelong	Local Government	Maintenance of boundary roads by Moorabool Shire Maintenance of boundary roads by City of Greater Geelong Maintenance of 3 bridges by City of Greater Geelong	Yes
Macedon Ranges Shire Council	Local Government	No boundary roads between Moorabool Shire and Macedon Ranges Shire	N/A
Wyndham City	Local Government	Maintenance of boundary roads by Moorabool Shire 50% of associated costs paid by Wyndham City	Yes
VicRoads	Main Roads Authority	VicRoads is the responsible authority for main roads as per the Code of Practice – Operational Responsibility for Public Roads. Maintenance of full road reserve in 'rural' areas by VicRoads. Maintenance of road pavement, kerb and/or table drain in 'urban' areas by VicRoads. Maintenance of road reserves and footpaths in 'urban' areas by Moorabool Shire.	Yes
V/Line	Rail	Level crossings and road pavement 3.0m either side of rail tracks maintained by V/Line. Road and furniture maintenance on approached to level crossings by Moorabool Shire. Bridges as per SIA.	Yes

Council has responsibility for over 1,440 kms of sealed and unsealed roads. Other roads in the Moorabool Shire that Council is not responsible for are managed by other road authorities such as DELWP and corporate bodies. Typically these include arterial roads, private streets, multi-unit developments and roads and tracks on public land including state forests and parks.

The highways located in the Shire are the Western Freeway and the Midland Highway. Several other major roads dissect the Shire. They are:

- Geelong-Ballan Road
- Ballan-Daylesford Road
- Bungaree-Creswick Road
- Myrniong-Trentham Road
- Bacchus Marsh-Gisborne Road
- Geelong-Bacchus Marsh Road
- Old Melbourne Road
- Daylesford-Ballarat Road
- Bacchus Marsh Road
- Bacchus Marsh-Werribee Road
- Bungaree-Wallace Road
- Diggers Rest-Coimadai Road

RAIL

The Shire is served by the Melbourne-Ballarat rail link. The Ballan Railway Station located in Atkinson Street and the Bacchus Marsh Railway Station located in Station Street, are both linked to the Regional Fast Service Train to the CBD Melbourne. Other peak and off peak services also run from these stations. Both stations provide free car parking for commuters.

During 2019 the Ballarat Line Upgrade project works are being carried out, which will enable extra services during peak times, and trains every 40 minutes off-peak, to service growing communities in Melbourne's outer west and Ballarat.

The Ballarat Line Upgrade includes:

- duplication of 18 kilometres of track between Deer Park west and Melton
- a new Cobblebank Station, between Rockbank and Melton, separately funded by the Victorian Government's Growth Area Infrastructure Contribution
- The rebuilt Rockbank Station, including new and longer platforms, a pedestrian overpass and a new car park with 350 spaces
- Bacchus Marsh Station upgrade including a new platform, pedestrian overpass and 100 new car park spaces
- Ballan Station upgrade including a new platform, pedestrian overpass and a new car park on the southern side of the station
- Wendouree Station upgrade including a new platform, pedestrian overpass and extra track
- track duplication at Bacchus Marsh
- building a new stabling facility at Maddingley
- passing loops at Ballan and Millbrook
- signalling upgrades and track improvements.

VULNERABLE PEOPLE (PERSON)

For the purposes of the Policy a ***vulnerable person[1]*** is defined as someone living in the community who is:

- frail, and/or physically or cognitively impaired; and

- unable to comprehend warnings and directions and/or respond in an emergency situation.

A *vulnerable person* may be identified for inclusion on a Vulnerable Persons Register if they **additionally**:

- cannot identify personal or community support networks to help them in an emergency.

For the purposes of the Policy **facilities** refers to:

buildings where vulnerable people are likely to be situated, including aged care facilities, hospitals, schools, disability group homes and child care centres. This includes:

- facilities funded or regulated by the Department of Health, Department of Health and Human Services and Department of Education and Early Childhood Development;
- Commonwealth funded residential aged care facilities; and
- other locally identified facilities likely to have vulnerable people situated in them.

(Source: DHHS)

Moorabool Shire Council also identify clients that need assistance during emergencies through their Active Aging, HACC, Child and Family Services areas.

Refer to Appendix K – Vulnerable People Facilities and Contacts

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[1] This applies to clients of funded agencies and people not receiving services.

INDUSTRY

The larger industries in the Moorabool Shire are Westside Meats, Genetics Australia, Tripod Farmers and a number of quarries in the Shire. The other most widespread industry in the Shire is agriculture and forestry, considering most of the Shire is of rural background.

The following industries have been identified within the Shire;

- Accommodation, cafes and restaurants
- Agriculture, forestry and fishing
- Construction
- Education
- Electricity, gas and water supply
- Finance, insurance and business services
- Government administration and defence
- Health and community services
- Manufacturing
- Mining
- Personal other services
- Wind Farms
- Tourism

PART THREE – ORGANISATIONAL MANAGEMENT ARRANGEMENTS

Part three identifies specific emergency management roles and responsibilities, as determined by the Emergency Management Act 1986 and the Emergency Management Act 2013 including the municipal emergency management planning structure.

MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE

The MEMPC is formed pursuant to section 21(3) and (4) of the Emergency Management Act 1986 and the Emergency Management Act 2013, to formulate a plan for Council's consideration in relation to the prevention of, response to and the recovery from emergencies within the Moorabool Shire. The Terms of Reference for the MEMPC is contained in Appendix E. The MEMPC is made up of the following representatives:

Municipal Emergency Manager (MEM)
Municipal Emergency Resource Officer (MERO)
Deputy MEROs (2)
Municipal Recovery Manager (MRM)
Deputy MRMs (5)
Municipal Fire Prevention Officer (MFPO)
Municipal Emergency Response Co-ordinator (MERC)
Deputy MERC
MEMPC Admin Officer
Councillor
Chief Executive Officer
Ambulance Victoria
Australian Red Cross
Health Services
CFA District 15
Department of Health and Human Services
Department of Land, Water and Planning
Department of Economic Development Jobs Transport and Resources
Department of Jobs, Precincts and Regions
Victoria State Emergency Service (SES)
Victoria Police
VicRoads (Regional Roads Victoria)
Water Authorities
Wireless Institute Civil Emergency Network (W.I.C.E.N)
VCC Emergency Ministries

The Municipal Emergency Management Planning Committee (MEMPC) Contact List is attached to this plan as Appendix A**.**

The Municipal Emergency Management Planning Committee, during the development of this Plan, receives information and advice from representatives of the following agencies and organisations:

Ambulance Victoria
Bacchus Marsh and Melton Regional Hospital
Ballan District Health & Care Hospital
Centrelink
Country Fire Authority
Department of Environment, Land, Water and Planning
Department of Health and Human Services
Communications Sub Committee
Transport & Engineering Sub Committee
Relief and Recovery Sub Committee
Moorabool Shire Council
Moorabool Municipal Fire Management Planning Committee
Victoria Police
Australian Red Cross
Salvation Army
St. Johns Ambulance
Victoria State Emergency Service
VCC Emergency Ministries

ROLE OF THE MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE

It is not the MEMPCs role to manage emergencies. This is the responsibility of the agencies and personnel identified under the response and recovery arrangements. The MEMPC is required to prepare the MEMPlan, which documents response and recovery operational arrangements, and to ensure all the subjects listed in the Plan are investigated and adequately provided for. The ongoing role of the Committee is to review and amend the operational components of the Plan. *(Source: EMMV)*

The committee serves to:

• Assist in analysing and evaluating emergency related risks;

• Help produce risk treatment and mitigation strategies;

• Produce the Municipal Emergency Management Plan (MEMPlan) for consideration by Council;

• Review and update the plan on an annual basis including review of risks with tasks delegated to the Municipal Emergency Manager for action and a review of the CERA every 3 years; and

• Arrange regular tests/exercises of the plan, or parts of the plan.

Sub-Committees and Working Parties

The Municipal Emergency Management Planning Committee will determine the need to establish sub-committees/working parties in order to investigate and report back on specific issues that will assist the Municipal Emergency Management Planning Committee in meeting its obligations under the Emergency Management Act 1986.

The Municipal Emergency Management Planning Committee will determine the terms of reference and reporting timeframes for those committees and/or working parties. The membership of any sub-committee/working party will consist of Agencies and Organisations represented on the Municipal Emergency Management Planning Committee and other representatives deemed necessary by the Municipal Emergency Management Planning Committee.

MUNICIPAL EMERGENCY MANAGEMENT GROUP

In order to carry out these management functions, the Moorabool Shire Council will form an Emergency Management Group. This group will consist of:

- Municipal Emergency Manager (MEM)
- Municipal Emergency Resource Officer (MERO)
- Municipal Recovery Manager (MRM)
- Municipal Fire Prevention Officer (MFPO)
- Municipal Emergency Response Co-ordinator (MERC)
- Municipal Emergency Facility Manager (MEFM)
- Chief Executive Officer
- Control Agency Representative
- Department of Health and Human Services (Recovery delegated by EMV)
- Others co-opted as required

The emergency management group or part thereof will convene when the scale of the emergency dictates the requirement for the provision of any of the functions outlined above. Members of the emergency management group will liaise to determine what level of activation is required.

Where appropriate the functions of the Emergency Management Group will be carried out in consultation with the:

- Municipal Emergency Response Co-ordinator (MERC), with respect to the co-ordination and provision of resources; and
- Control agency.

The specific responsibilities of the MEM, MERO, MRM, MFPO and MERC are detailed in this section but are not limited to these functions.

Officers appointed to these roles are as listed:

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MUNICIPAL EMERGENCY RESPONSE PERSONNEL

Municipal Emergency Manager (MEM)

The Municipal Emergency Manager is a senior officer, responsible to the Chief Executive for the effective management of the Council's emergency management activities.

Responsibilities

1. The Municipal Emergency Manager (MEM) is responsible for the overall development/facilitation of this plan.

2. ensure the MEMPlan is effective and current;

3. ensure that municipal resources are utilised effectively in a community emergency, for response and recovery activities;

4. coordinate the emergency management activities of, and liaise closely with the MERO, MRM and MFPO;

5. ensure that a CEOC/MECC can be activated at short notice in event of an emergency;

6. arrange meetings of the MEMPC or the Emergency Management Group as appropriate during an emergency;

7. maintain effective liaison with all regional, state or Commonwealth emergency related agencies servicing the municipality;

8. ensure that an effective contact base is maintained so that municipal resources can be accessed on a 24-hour basis;

9. ensure that contractual arrangements with contractors to provide response or recovery support during an emergency are agreed to and documented in advance of such events;

10. ensure 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;

11. ensure that appropriate procedures, processes and systems are in place to record and monitor any council expenditure specifically applicable to an emergency

Municipal Authority

The Municipal Emergency Manager is responsible for managing and coordinating Council's Emergency Management obligations under the *Emergency Management Act 1986* in planning, preparedness and prevention, response, and recovery functions.

Municipal Emergency Resource Officer (MERO)

The Moorabool Shire Council has appointed the Chief Emergency Officer to fulfil the function of Municipal Emergency Resource Officer pursuant to Section 21(1) of the Emergency Management Act.-

Responsibilities

The MERO's response roles are to:

1. coordinate municipal resources in emergency response;

2. provide council resources when requested by emergency services or police during response activities;

3. maintain effective liaison with emergency agencies within or servicing the municipal district;

4. maintain an effective contact base so municipal resources can be accessed on a twenty-four hour basis;

5. keep the Council emergency operations centre/municipal emergency coordination centre(s) prepared to ensure prompt activation if needed;

6. liaise with the MEM and the *Municipal Recovery Manager* on the best use of municipal resources;

7. organise a response debrief if requested by the Municipal Emergency Response Coordinator (MERC), an appointee of Victoria Police;

8. ensure procedures and systems are in place to monitor and record expenditure by the council in relation to emergencies; and

9. perform other duties as determined

Municipal Authority

The Municipal Emergency Resource Officer is responsible for the co-ordination of municipal resources in responding to emergencies and has full delegated powers to deploy and manage Council's resources during emergencies.

Municipal Recovery Manager (MRM)

The Moorabool Shire Council has appointed the Executive Assistant Community Assets & Infrastructure to fulfil the function of Municipal Recovery Manager pursuant to Section 21(1) of the Emergency Management Act.

Responsibilities

The role of the *Municipal Recovery Manager* is to:

1.   coordinate municipal and community resources for recovery;

2.   immediately following an emergency, assist with collating and evaluate information gathered in the secondary impact assessment;

3.   establish priorities for the restoration of community services and needs;

4.   liaise with the MEM and MERO on the best use of municipal resources;

5.   establish an information and coordination centre at the municipal offices or a location more appropriate to the affected area;

6.   liaise, consult and negotiate with recovery agencies and council on behalf of the affected area and community recovery committees;

7.   liaise with the regional recovery committee and Department of Health and Human Services;

8.   undertake other specific recovery activities as determined.

The MRM may delegate duties to provide for effective management of the recovery functions.

Municipal Fire Prevention Officer (MFPO)

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) and any number of assistant fire prevention officers.

Responsibilities

1. work with the Municipal Fire Management Planning Committee (MFMPC) (if formed under the Country Fire Authority Act 1958);

2. undertake and regularly review Council's fire prevention planning and plans (together with the MFMPC, if one exists);

3. liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation;

4. advise and assist the Municipal Emergency Management Planning Committee (or MFMPC) on fire prevention and related matters;

5. ensure the MEMPlan contains reference to the Municipal Fire Management Plan;

6. report to Council on fire prevention and related matters;

7. carry out statutory tasks related to fire prevention notices and infringement notices;

8. investigate and act on complaints regarding potential fire hazards;

9. advise, assist and make recommendations to the general public on fire prevention and related matters;

10. issue permits to burn (under s. 38 of the Country Fire Authority Act); and

11. Facilitate community fire safety education programs and support Community Fireguard groups in fire-prone areas. Support fire services in the delivery of community fire safety education programs

Municipal Emergency Administration Officer

The Moorabool Shire Council will fulfil the function of Municipal Emergency Administration Officer.

Responsibilities:

1.   Coordinate MEMPC meetings and take minutes;

2.   Provide a high standard of administrative support.

3.   Coordinate MEMPC meetings inclusive of email invitations, agendas, minutes, filing and distribution.

4.   Prepare CD's/USBs and distribute MEMPlan to members - includes letter preparation and mail merge of labels.

5.   Maintain MEMP evidence folders - prepare for Audit process.

6.   Update MEMPlan upon receipt of changes from Members.

7.   Maintain correspondence file - incoming and outgoing for next MEMPC meeting.

8.   Receive and register MEMPlan acknowledgement forms from Members.

Council Emergency Operations Centre Facility Manager

The Moorabool Shire Council has appointed the Governance Officer to fulfil the function of Council Emergency Operations Centre Facility Manager.

The role of a CEOC Facility Manager includes:

1. ensuring that all procedures and systems required to operate the CEOC/MECC are activated. These include:

    - setting up CEOC/MECC facility and equipment

    - registration of personnel arriving/departing the CEOC/MECC

    - registration of all incoming/outgoing calls

    - recording and updating of message/request handling system, whiteboard information

    - operation of information technology and communications

2. ensuring that the CEOC/MECC is adequately resourced with personnel and equipment to operate for the duration of response and recovery operations.

3. providing support staff within the CEOC/MECC with information and advice to ensure that they can perform operational functions as requested.

4. ensuring that catering arrangements are in place.

5. ensuring all attendees are provided with appropriate breaks including meal breaks to maintain operational effectiveness.

6. ensuring all council staff at the CEOC/MECC operate in accordance with Occupational Health and Safety and Workplace Agreement guidelines in relation to shift times.

7. welcoming persons entering the CEOC/MECC, providing orientation, introductions and familiarisation with procedures. This may include the provision of appropriate identification to personnel located within the CEOC/MECC (that is, tabards or name tags).

Emergency Relief Centre Coordinator (ERCC)

The Moorabool Shire Council has appointed the Service Support Officer – Active Aging to fulfil the function of Emergency Relief Centre Coordinator.

The ERC Coordinator is responsible for developing and maintaining the Emergency Relief Centre Team readiness. They coordinate staff deployment and oversee their welfare. It is the ERC Coordinator who will receive the call from the MECC/CEOC to activate and deploy an ERC Team to the designated facility.

The role of a ERCC includes:

BEFORE THE EMERGENCY:
1.   Conduct regular reviews of ERC facilities, kits and other resources
2.   Represent the ERC team at recovery planning committee meetings.

DURING THE EMERGENCY
3.   Oversee the opening and setup of ERC
4.   Responsible for the day to day operation of ERC
5.   Authority to approve attendance of agencies to operate at ERC
6.   Authority to direct setup and placement of agencies throughout ERC
7.   Authority to deny access to the ERC to individuals
8.   Oversee the deactivation and closure of ERC
9.   Responsible for sign off of all external communication from ERC
10.   Liaise with the MRM daily, or as required, to identify issue of concern and update on activities of ERC
11.   Conduct daily briefings for agencies within ERC
12.   Ensure the implementation of the 'Animal Welfare Procedures'.
13.   Management and supervision of ERC staff (refer Relief Centre Operations Sub Plan)
14.   Responding to special needs groups within ERC
15.   Manage requests for resources and assistance (Refer Relief Centre Operations Sub Plan)

AFTER THE EMERGENCY

16.   Initiate staff and team debriefs
17.   Prepare and provide reports for the MRM.

Municipal Emergency Management Structure

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                              │ Chief Executive  │
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│ Recovery Manager│          │ Emergency Resource  │        │  Prevention Officer  │
│   ▮▮▮▮▮▮▮       │          │      Officer        │        │   ▮▮▮▮▮▮▮           │
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│ Coordinator –   │ │ Facility Mgr  │  └─▶│ MEMPC Admin Officer│
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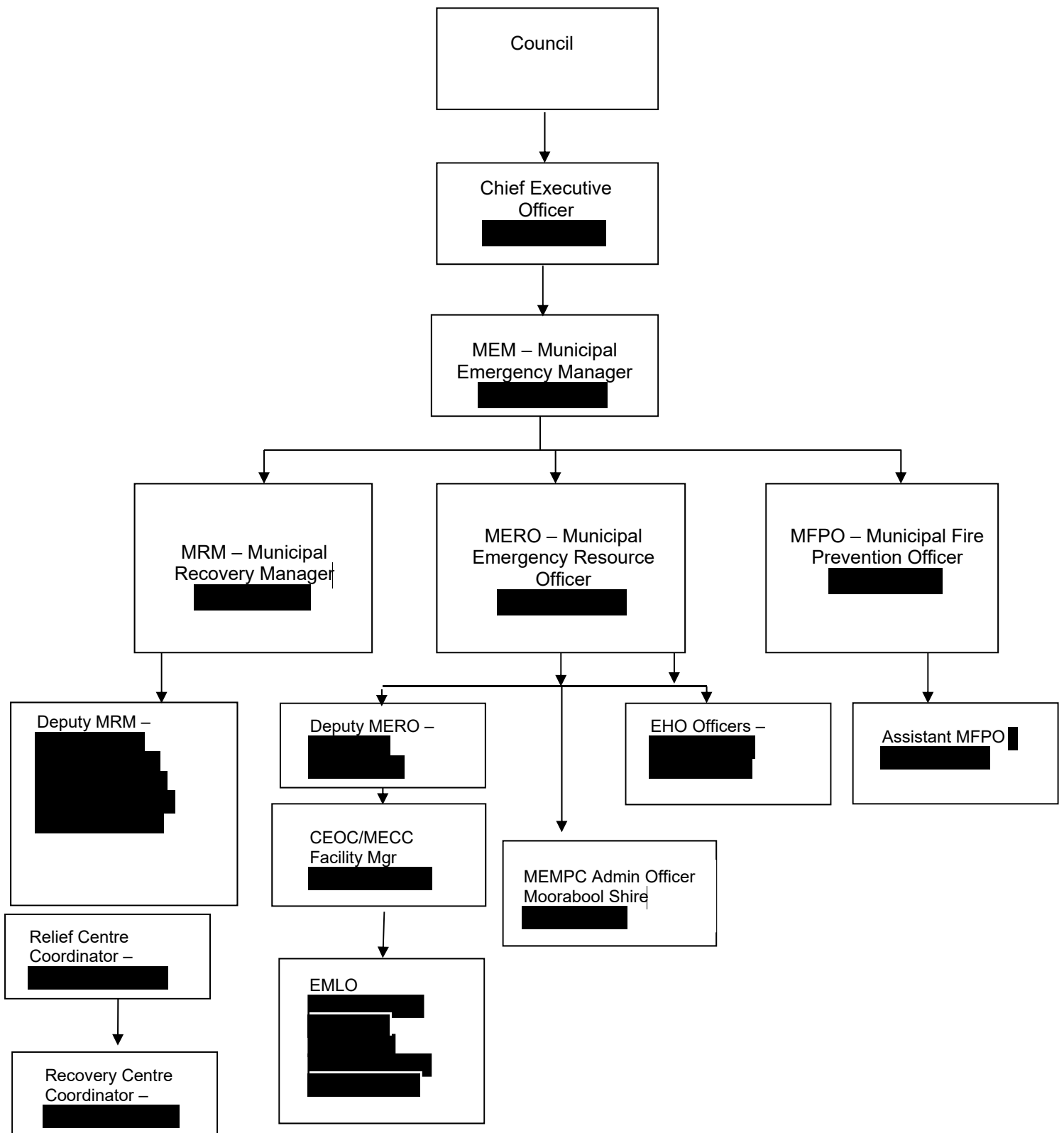
MUNICIPAL EMERGENCY COORDINATION CENTRE (CEOC/MECC) OR COUNCIL EMERGENCY OPERATIONS CENTRE

The CEOC/MECC will co-ordinate the provision of human and material resources within the municipality, during emergencies. It will also maintain an overall view of the operational activities within this Plan's area of responsibility, for record, planning and debrief purposes. The ECC may also become operational during support operations to a neighbouring municipality. Administrative staff for the CEOC/MECC will be drawn from municipal employees. Rosters are reviewed on a quarterly basis to ensure details and training is kept up to date.

Provision of CEOC/MECC functions may in the first instance be conducted from an appropriate Police Station. The Emergency Response Co-ordinator may request activation of an identified ECC if required.

OPERATIONS CENTRE

An operations centre is established by an agency for the command / control functions within their own agency. The Moorabool Shire Council may establish an operations centre, if necessary, to control its own resources in an emergency.

PART FOUR – RESPONSE ARRANGEMENTS

INTRODUCTION

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 physical assistance from the Commonwealth when State resources have been exhausted.

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 and then, secondly on a State-wide basis.

CONTROL

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 it the responsibility for tasking other agencies in accordance with the needs of the situation.

Control relates to situations and operates horizontally across agencies.

COMMAND

Refers to the direction of personnel and resources of an agency in the performance of that 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.

COORDINATION (EMERGENCY RESPONSE)

Emergency response coordination

Emergency response coordination involves the bringing together of agencies and resources to ensure an effective response to emergencies.

The main functions of emergency response coordination are to:

- ensure effective control has been established and maintained in response to an emergency
- ensure effective information sharing
- systematically acquire and allocate resources in accordance with the requirements imposed by emergencies.

Emergency response coordination operates throughout the management of response, including during provision of immediate relief, and during the transition to recovery activities.

The role of the EMC

Section 32(1)(a) of the EM Act 2013 identifies the EMC as responsible for emergency response coordination for Class 1 emergencies and Class 2 emergencies.

A list of the coordination functions of the EMC is contained in the EMMV Part 7.

Section 56(2)(c) identifies the EMC is also responsible for response coordination for emergencies that affect more than one Victorian government region. This does not apply if the emergency is a warlike act, act of terrorism, hi-jack, siege or riot, in which case the Victoria Police will coordinate the response.

The role of the Victoria Police

Sections 56 and 57 of the EM Act 2013 list the responsibility of the Victoria Police in emergency response coordination.

The Chief Commissioner of Police has appointed a Senior Police Liaison Officer and an emergency response coordinator for each Victorian government region and municipality in Victoria.

Part 8 Appendix 8 of the EMMV defines the Victorian Government regions and municipal districts.

Senior Police Liaison Officer

The Chief Commissioner of Police appoints the SPLO under section 57 of the EM Act 2013. The function of the SPLO is to:

- provide advice to the Emergency Management Commissioner
- deal with requests to or from RERCs and MERCs.

The Emergency Management Commissioner must take the advice of the SPLO into account for coordination functions relating to regional or municipal response. The SPLO will provide advice to the Emergency Management Commissioner by exception or when requested.

The following points may constitute advice in regard to regional and municipal coordination:

- the likelihood of situations to escalate into major emergencies
- the effectiveness of control structures
- the provision of community information and warnings
- the management of significant risks and consequences
- the provision of relief services to the affected community Emergency Management Manual Victoria 3-32 August 2016
- the cooperation of agencies
- the supply of resources
- the operation of the REMT and IEMT
- the declaration of emergency areas.

The SPLO will liaise with, and provide relevant information to the Emergency Management Commissioner during major emergencies, including Class 2 emergencies where Victoria Police is the control agency and Class 3 emergencies.

Regional Emergency Response Coordinator (RERC)

The member of Victoria Police appointed as an emergency response coordinator for each Victorian Government region is known as a Regional Emergency Response Coordinator (RERC). The RERC may from time to time appoint deputies.

The RERC or his/her representative may chair the Regional Emergency Response Planning Committee. Details of this committee are set out in Part 5 of the EMMV.

The RERC will communicate with the EMC through the Senior Police Liaison Officer.

The role of the RERC is to:

- coordinate resources or services within the emergency response region, having regard to the provisions of section 56(2) of the EM Act 2013
- monitor control arrangements for emergencies across the region to ensure they are effective
- where necessary, ensure the Regional Controller has formed and is chairing the Regional Emergency Management Team (REMT) or, where there are multiple disparate emergencies in the Region, form and chair the REMT
- source resources and services requested by the Municipal Emergency Response Coordinators and escalate requests unable to be fulfilled by the region to the EMC through the Senior Police Liaison Officer
- in the event of uncertainty, determine which agency is to perform its statutory response role within a region, where more than one agency is empowered to perform that role
- ensure the Regional Controller is developing a regional strategic plan for the management of the emergencies within the region
- ensure the Regional Recovery Coordinator has been notified of the emergency
- monitor the provision of warnings and information to affected communities
- consider registration of persons evacuated or otherwise affected across the region
- monitor the provision of relief across the region
- monitor the need to declare an emergency area
- provide the Senior Police Liaison Officer with information or advice on issues relating to the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

Municipal Emergency Response Coordinator (MERC)

The member of Victoria Police appointed as an emergency response coordinator for each municipal district is known as a Municipal Emergency Response Coordinator (MERC).

The MERC sits on the Municipal Emergency Management Planning Committee.

The MERC will communicate with the EMC through the RERC (and subsequently the Senior Police Liaison Officer).

The role of the MERC is to:

- ensure that the appropriate control and support agencies are in attendance - or have been notified by the controller and are responding to an emergency
- in the event of uncertainty, determine which agency is to perform its statutory response role, where more than one agency is empowered to perform that role
- ensure the Incident Controller has formed and is chairing an Incident Emergency Management Team (IEMT) or, if the Incident Controller is unable to attend or there are several disparate emergencies within the municipality, form and chair an IEMT
- arrange for the provision of resources requested by control and support agencies and escalate unfulfilled requests to the RERC

- advise the RERC of emergencies that have the potential to require supplementary resources from outside the municipal district.
- ensure timely warnings and information are provided to the community and support agencies by the control agency
- ensure the Incident Controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)
- ensure the Municipal Emergency Resource Officer is advised of the emergency, is available to provide access to municipal resources if required and is receiving information as appropriate
- attend, or arrange delegate to attend the Council Emergency Operations Centre/Municipal Emergency Coordination Centre, if activated
- consider registration of persons evacuated or otherwise affected across the municipality
- consider the provision of relief to evacuees and agency personnel where necessary and advise the Municipal Recovery Manager of requirements
- consider the need for declaration of an emergency area ensure the municipal recovery manager has been notified by the incident controller of the emergency
- provide the RERC with information or advice on issues relating to the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

Incident Emergency Response Coordinator (IERC)

The Incident Emergency Response Coordinator is usually the senior member of Victoria Police at the initial scene of an emergency or at the place where control is being exercised at incident level. This role usually relates to the first response to an emergency, and the person fulfilling the role may change in seniority as the emergency escalates or de-escalates.

The role of the IERC is to:

- maintain a presence at the place where control is being exercised and represent the MERC in their absence
- ensure effective control is established and maintained
- ensure that the appropriate control and support agencies are in attendance – or have been notified by the controller and are responding to an emergency
- in the event of uncertainty, determine which agency is to perform its statutory response role, where more than one agency is empowered to perform that role
- ensure the Incident Controller has formed and is chairing an Incident Emergency Management Team (IEMT) ensuring effective information sharing
- arrange for the provision and allocation of resources requested by control and support agencies and escalate unfulfilled requests to the MERC or RERC
- ensure timely warnings and information are provided to the community and support agencies by the control agency
- ensure the Incident Controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)
- consider the need for declaration of an emergency area
- provide the MERC or RERC with information or advice on issues relating to control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

CONTROL AND SUPPORT AGENCIES

Detailed below is the agreed set of arrangements for the response to identified emergencies within the Moorabool Shire. These arrangements have been tailored to meet local response capabilities based on: the agencies available within the municipality and agencies identified as Control Agencies as specified within Part 7 of the Emergency Management Manual Victoria.

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.

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, wind-storm 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

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
	Aircraft – inflight emergency	Airservices Australia	2
	Maritime casualty – non SAR (all vessels) in commercial and local port waters	Commercial or Local Port Manager [1] / 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	DEDJTR	2
	Vertebrate pest/plagues	DEDJTR	2
	Retail food contamination	DHHS	2
	Food/drinking water contamination	DHHS	2
	Human disease	DHHS	2
	Blue-green algae	DELWP	2
	Non-hazardous pollution of inland waters	DELWP	2
	Shark hazard	Victorian Fisheries Authority	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	2
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

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
	Cyber Security	DPC	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	2
	Water	Victoria Police / AMSA	2
	Overdue aircraft	AMSA	2

SUPPORT SERVICES AND AGENCIES FOR RESPONSE

A Support Agency is defined as a government or non-government agency that provides essential services, personnel, or material to support or assist a Control Agency, another support agency or affected person.

A key support agency is an agency that has specific skills and resources to support response for a particular emergency.   Any agency might be asked to assist in any emergency if it has skills or resources that may contribute to the response. In particular, there are generic support agencies.

The Emergency Management Manual Victoria, Part Seven contains the list of support agencies for various emergencies.   These agencies provide their particular support services to any type of emergency where they can contribute to the response effort. Some of these agencies are listed in Part 6 of this Plan.

COORDINATION OF OTHER RESOURCES

Protocol for Inter-Council Emergency Management Resource Sharing

Emergencies sometimes require councils to source additional resources to ensure that the affected community is restored to normal functioning as efficiently as possible. Some emergency response agencies have agreements for mutual aid with kindred organisations that allows them to plan appropriately for responding to large scale or complex emergencies, and this protocol is intended to provide a similar agreement for local councils.

Council emergency management resources are generally sourced from within the municipal boundaries where the emergency occurs, which can impact significantly on the resources of the responsible council, particularly for larger or more complex emergencies. The Municipal Association of Victoria (MAV) and the Municipal Emergency Management Enhancement Group (MEMEG) identified a need to determine an agreed position between councils regarding the provision of council resources to assist other councils with response and recovery tasks during emergencies.

The purpose of this protocol is to provide an agreed position between councils for the provision of inter-council assistance for response and recovery activities during an emergency. This protocol details the process for initiating requests for resources from another council and identifies associated operational and administrative requirements.

The application of this protocol is expected to enhance the capability of councils to provide the best possible outcomes for emergency management and to support the step up arrangements as detailed in the Emergency Management Manual Victoria (EMMV).

The co-ordination of responding agencies involves the systematic acquisition and application of resources (personnel, equipment and facilities) in accordance with the requirements of the emergency. This protocol will facilitate appropriate timely mustering of resources ready to discharge municipal functions.

The Municipal Association of Victoria Protocol for Inter-Council Emergency Management Resource Sharing was adopted by Moorabool Shire Council on 1 September 2010 and renewed by the Chief Executive Officer in 2017.

REQUEST PROCEDURES FOR SUPPORT

Any Agency requiring additional support or resources, outside of their own capabilities, should request that support through the Municipal Emergency Response Coordinator (MERC) / Incident Emergency Response Coordinator (IERC) / Regional Emergency Response Coordinator (RERC) who, in consultation with the Municipal Emergency Resource Officer (MERO) will pass on the requests to the Regional Emergency Response Coordinator (RERC) for action.
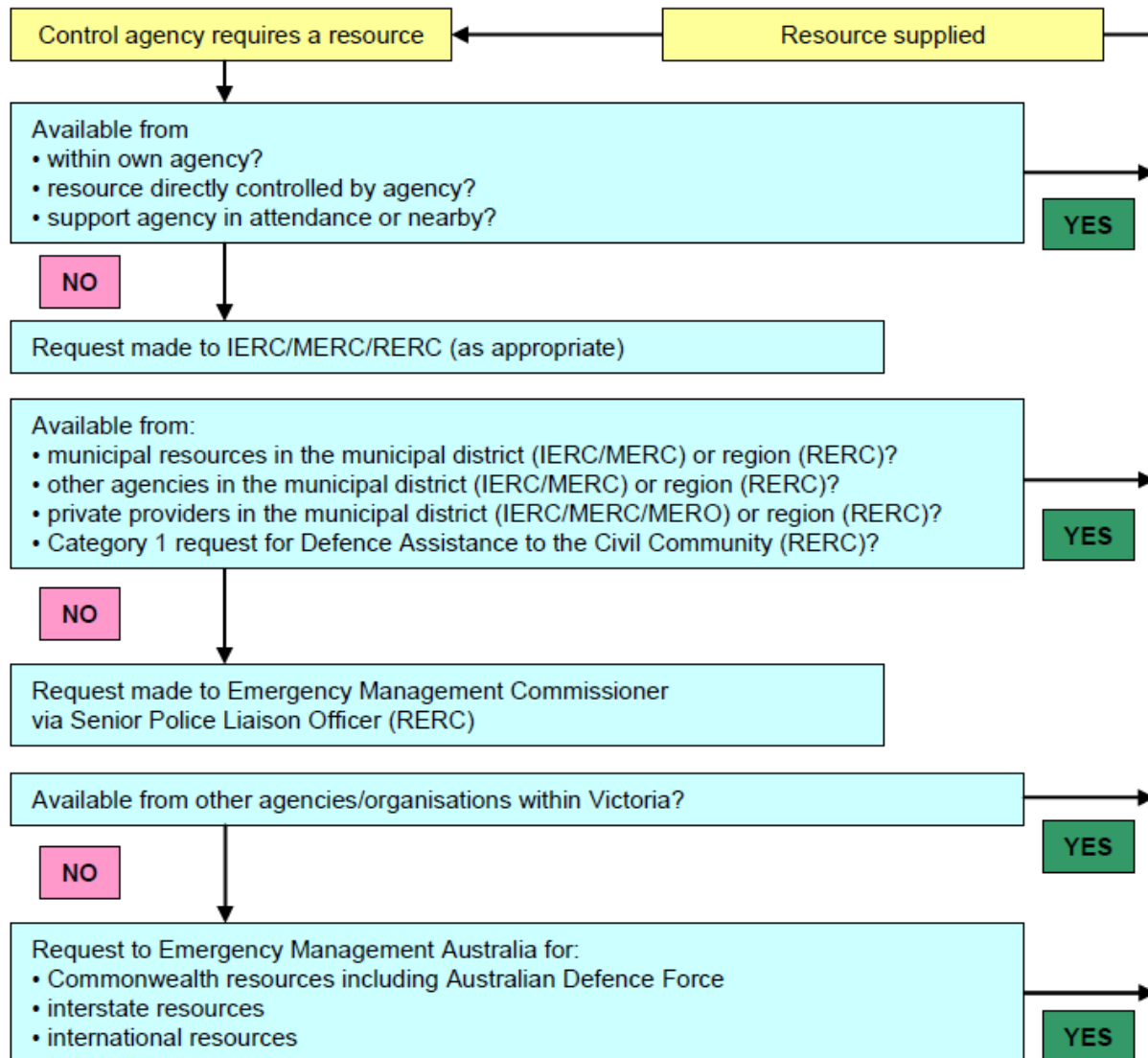
(EMMV page 3-35)

Flow Chart for Resource Supplementation Source

MOORABOOL SHIRE COUNCIL - RESOURCES – OPERATIONS UNIT FOR EMERGENCY RESPONSE

As per the Emergency Management Victoria – Practice Note:

Sourcing Supplementary Emergency Response Resources from Municipal Councils – May 2015 – Moorabool will provide the following resources to an emergency response:

General

- All resource allocations must be approved by the relevant Moorabool Shire Council Service Unit Manager or General Manager prior to deployment.

- All resource allocations are subject to availability, risk assessment and consideration for safety of staff and associated OHS documentation.

- In considering request for resources, MSC Management must consider the resources likely to be required for recovery post the immediate event and how this may be impacted.

- As per Moorabool Shire Council EBA, the maximum shift duration for Moorabool Shire Council staff is 12 hours, followed by a minimum 10 hour rest break between shifts.

Within the Municipal Boundaries:
At no cost, and subject to availability of plant and operators and appropriate risk assessment on safety for staff:
Up to 2 x Graders & Operators (with additional support vehicle with staff member as required)

Up to 2 x Water Tanks & Operators (for the supply of water only, not for active firefighting)

Sand, sand bags and 2 staff at specific flooding locations

For use in an emergency event for the first 72 hours (3 days).

After this time the cost of hire of the fleet and operator will be invoiced to the lead agency for the emergency event i.e. CFA – fire on private property, FFMVic/DELWP- fire on public land, VicSES for storm or flood event.

Other fleet may be available subject to availability and risk assessment at no cost for 8 hours and after this time charged back to the lead agency.

Outside the Municipal Boundary:

All resources (fleet and operators) that are available and not performing municipal tasks will be charged directly to the requesting agency.

Contractors should be sourced in the first instance by the Response Agency for events outside the Moorabool Shire Council boundary.

The request for resources for use in an emergency event in a neighbouring council will be via the MAV Resource Sharing Protocol.

Signage Trucks
Signage Trucks and operators for use on local roads

PHASES OF ACTIVATION

Response arrangements should be implemented at the earliest possible opportunity if the effects of emergencies are to be minimised and for this reason several phases of activation have been accepted. These are: -

ALERT

Upon receipt of any warnings or information that an emergency may occur or affect the relevant area of responsibility, the organisation must be alerted to ensure its readiness to act if called upon. Some of the activities that should be considered in this phase are:

- Warning for key personnel.
- Testing of communications arrangements.
- Establish flow of information between Municipality and Control/Support Agencies.
- Ascertain the availability of appropriate staff.

STANDBY

As the threat, or the effects of the emergency, becomes imminent, members of the relevant organisation or sections are placed on standby, thus being ready to move immediately they are required. Some of the activities that should be considered in this phase are:

- Staff respective emergency centres.
- Prepare equipment and personnel for immediate action.
- Identify assembly areas.

ACTION

This is the operational phase of the emergency when control and support agencies are committed to contain or control the emergency. Some operations may necessitate moving to the "Action phase" immediately without the "Alert" and/or "Standby" phases being implemented. For this reason, it is mandatory that all organisations having a role in this Plan be in a state of preparedness at all times. Some of the activities that should be considered in this phase are:

- Mobilise personnel/equipment as requested.
- Produce situation reports on a regular basis
- Deploy additional resources as required.
- Ensure Casual Emergency Workers are registered.

STAND DOWN

Once "Alert", "Stand-by" or "Action" has been implemented, the Municipal Emergency Response Coordinator must declare a "Stand Down". After consultation with the Control Authority and any other relevant agency, and the Municipal Emergency Response Coordinator is satisfied that the response to the emergency has been completed, he/she will advise all participating agencies of 'Stand Down'.

LEVELS OF EMERGENCY RESPONSE

There are three levels of emergency response relevant to the Incident Management System.

Level 1 – characterised by being resolved through the use of local or initial response resources only. Control is limited to the immediate area, and the Incident Controller can usually perform all the necessary functions. The operations function may be delegated.

Level 2 - Implemented when there is a more complex emergency response, either in size, resources or risk. A Level 2 response is generally characterised by the need for either:

- deployment of resources beyond initial response

- the operations being divided into sectors

- the delegation of further IMS functions

- a combination of the above.

Level 3 - Characterised by degrees of complexity that may require a more substantial organisational structure to manage the emergency. These emergencies will usually involve delegation of all incident management functions.

COMMUNITY SAFETY

The safety of the community during an emergency is the main priority of the control and support agencies.

Extensive emergency planning with the involvement of local communities should identify the best options for each community, prior to, and during an emergency. Planning needs to consider evacuation and return of communities, sheltering options, neighbourhood safer places and community information guides, where appropriate.

PUBLIC INFORMATION AND WARNING

Warnings should be used under specific circumstances where community action is necessary primarily to protect lives, and also for the protection of property or the environment. The warning arrangements are set out in the *Victorian Warning Protocol* – referenced in Part 8 of the EMMV Manual.

Sections 42 and 43 of the EM Act 2013 provide for warnings and information in relation to fires in Victoria. The provision of these warnings and information must be consistent with any guidelines, procedures and protocols developed by the EMC.

For all other emergencies the control agency should issue warnings and provide information to the community. *(Source: EMMV Part 3, Section 5)*

PREVENTION (BEFORE EMERGENCIES)

Any information released to the public on behalf of the Moorabool Shire Council will be to educate and assist the community to prepare for emergencies. Moorabool Shire policies and plans in relation to the prevention of emergencies are available on Council's website e.g. Municipal Fire Management Plan, Road Management Plan, Municipal Heatwave Plan, Municipal Influenza Plan, Municipal Emergency Flood Management Plan.

RESPONSE PHASE

The control agency has the responsibility to issue warnings to the potentially affected community and to other agencies. Warnings and the release of other public information should be authorised by the Incident Controller prior to dissemination.

Any information released by the municipality in relation to response activities must be approved by the control agency/police media liaison. General information released by the Municipality must be approved by the MEM/MERO or Chief Executive Officer (policy / financial / political matters). Council's Communications department will assist in preparing and disseminating approved information.

Information can be categorised under the following headings:

Pre impact
To enable the public to take reasonable measures to prevent or lessen the potential effects of emergencies and to cope during the impact phase of an emergency.

During impact
To produce suitable news releases through the media concerning the effects of the emergency and what action can be taken by the public.

Secondary Impact
To maintain the crucial information flow to those in need of assistance and direction.

RECOVERY PROCESS

Releasing information will be the responsibility of the Moorabool Shire Council and Department of Health and Human Services. Any information released must be approved by the MEM/MRM (General information) or Chief Executive Officer (Policy / Financial / Political matters). Pending the scale of the emergency and if the Department of Health and Human Services is significantly involved with the Municipality, then direct liaison must take place prior to release of any information to eliminate duplication.

DISSEMINATION

Immediate use of the media should be made to avoid phone congestion. The public should be advised to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information. Relevant advice lines should be used if possible.

All methods of disseminating information should be considered including;

Warning Systems	• Emergency Alert • State Emergency Warning Signal (SEWS) • Sirens
Media	• Local and ABC Radio networks, ethnic networks • Television • Local and regional newspapers (particularly in extended response and recovery phases), ethnic publications • Social media (Facebook, twitter etc.)
Telephone	• VicEmergency Hotline • Flood Emergency SES • VicRoads • Local telephone information lines • Council after hours message • SMS messages
Community	• Community newsletters • Community meetings • Information centres (one stop shops) • Manual door knocks of each residence • Public address system on vehicles • Community organisations • Community Alert Sirens
Websites	• CFA – www.cfa.vic.gov.au • DELWP – www.delwp.vic.gov.au • Bureau of Meteorology (BOM) – www.bom.gov.au • Moorabool Shire Council – www.moorabool.vic.gov.au • VicRoads - www.vicroads.vic.gov.au • SES - www.**ses**.**vic**.gov.au • VicPol - www.**police**.**vic**.gov.au • Mobile applications

NON-ENGLISH SPEAKING PERSONS AND PERSONS WITH DISABILITIES

Special considerations need to be given to warning persons with disabilities and non English speaking groups. In the case where information or communication is required with persons unable to speak English, an interpreter service such as the Telephone Interpreter Service may be able to assist.

All agency representatives dealing with this situation should carry a Victorian Interpreter Card, which can be used to establish the language in question. Copies of this card are available from the Victorian Multicultural Commission and can be downloaded at:
http://www.multicultural.vic.gov.au/projects-and-initiatives/improving-language-services/victorian-interpreter-card

For persons with a hearing impairment or speech impairment, contact can be made via the www.relayservice.gov.au:

- TTY users phone 133 677 then ask for 03 5366 7100
- Speak and Listen users phone 1300 555 727 then ask for 03 5366 7100
- Internet relay users connect to the NRS https://internet-relay.nrscall.gov.au/ then ask for 03 5366 7100.

EMERGENCY BROADCASTERS

The State of Victoria has entered into formal memorandums of understanding (MOU) for the broadcast of emergency warnings and information. Broadcasters that have signed these agreements, and become official emergency broadcasters, include ABC Local Radio, all commercial radio stations in Victoria, SKY NEWS Television and a number of local radio stations.

The arrangements established by the MOUs can greatly increase the reach of emergency warnings in Victoria, and assist the community by enhancing the State's ability to alert people to dangers in their local areas.

The MOUs operate for all hazards, and set out a range of obligations for control agencies and broadcasters. Control agencies have agreed to provide emergency warnings and information to emergency broadcasters in a timely and accurate manner.

The broadcasters, in turn, have agreed to broadcast emergency warnings and information in the form provided by the control agencies, 24 hours a day, 7 days a week, 365 days per year, and to break into programming as required.

A practice note has been developed which outlines how the MOUs operate in practice, titled *Practice Note – Broadcasting of Emergency Warnings and Information* - referenced in Part 8 Appendix 10 of the EMMV.

TELEPHONE EMERGENCY ALERT SYSTEM (EA)

The telephone alerting system, known as Emergency Alert (EA), allows response agencies to send warning messages via mobile and landline telephones to targeted communities.

EA voice messages are easily identifiable by the Standard Emergency Warning Signal (SEWS) at the start of the message together with the words 'Emergency Emergency'. The SMS (text) messages also commence with 'Emergency Emergency' and display the telephone number 0444 444 444. All messages refer the recipient to where they are able to obtain further information.

Although this system aims to improve the ability to warn communities about emergencies, individuals and communities still need to prepare themselves in case of an emergency.

EA is simply another tool used to warn communities of impending danger. It will not always be used for every emergency.

The principles for use of EA are based on the *Victorian Warning Protocol* – referenced
in Part 8 of the EMMV.

STANDARD EMERGENCY WARNING SYSTEM

The Standard Emergency Warning Signal (SEWS) is an electronic warning signal, to be used in assisting the delivery of public warnings and messages for major emergencies, which is designed 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.

- Alert the community at large, via a public address system, that an important official emergency announcement is about to be broadcast.

The use of SEWS must be authorised by an Incident Controller.

The guidelines for the use of the Standard Emergency Warning Signal are in Part 8 Appendix 14 of the EMMV.

COMMUNITY ALERT SIRENS

Community alert sirens are fixed sirens, including community sirens and CFA sirens, used to alert a community of an emergency that may directly affect that community.

All fixed CFA sirens have two purposes, each indicated by the duration of the siren sounding:

- alerting fire brigade members to attend emergency calls (duration no longer than 90 seconds); and
- alerting communities to seek information about a threat (duration at least five minutes).

The community alert siren 'message' is for community members to seek information from other sources about the threat.

The guidelines for the use of community alert sirens are detailed in *Policy and Guidelines, Use of Sirens for Brigade and Community Alerting* – referenced in Part 8 Appendix 10 of the EMMV.

INFORMATION RESOURCES

The following systems are an essential part of these arrangements and should be utilised if and when required:

- Electronic Media
- Police Media Liaison
- Emergency Services Media Liaison (VicPol, CFA, SES etc)
- Literature/Brochure Information
- Print Media
- Moorabool Shire Communications/PR
- Moorabool Shire Website

If an emergency requires concurrent media response through radio, television and newspaper outlets, the Police Media Liaison Section may be contacted through the Municipal Emergency Response Co-ordinator.

The Moorabool Shire Council shall appoint a Media Liaison Officer. This officer is responsible for the coordination of all media releases following an emergency incident.

INFORMATION CENTRE

If required, a Public Information Centre will be established. All information for the affected community shall be issued from this centre.

DEBRIEFING ARRANGEMENTS

The Municipal or Regional Emergency Response Coordinator is responsible for ensuring the control agency for the emergency organises an operational debrief with participating agencies as soon as practicable after cessation of response activities.

All agencies, including recovery agencies, who participated in those activities, should be represented with a view to assessing the adequacy of the response and to recommend any changes to the relevant agencies plan(s) and future operational response activities.

The purpose of a debriefing is to:

- ensure participating agencies understand what happened during an operation or emergency, and

- identify problems and highlight areas that were handled well, in order to improve the efficiency, effectiveness and safety of future operations or emergencies.

The EMC is responsible for ensuring a state level debrief is conducted after a major emergency.

Individual debriefing sessions for staff who have been out in the field should be made available.

The results from debriefings are to return to the MEMPC advising of any actions to be undertaken and subsequent results.

FINANCIAL CONSIDERATIONS

Financial accounting for Municipal resources utilised in emergencies must be authorised by the MEM/MERO or the MRM and shall be in accordance with the normal financial arrangements of the Moorabool Shire Council.

Control agencies are responsible for all costs involved in that agency responding to an emergency. Government agencies supporting the control agency are expected to defray all costs from their normal budgets.

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities.

The Moorabool Shire Council is accountable for any monies donated as a result of any emergency event and will implement systems to receive and account for all such donations.

TRANSITION OF CO-ORDINATION FROM RESPONSE TO RECOVERY

Recovery operational planning should commence as soon as possible after the impact of an emergency. Recovery planning and operations are implemented as per the state, regional and municipal recovery arrangements. In large or prolonged emergencies, it may be necessary to continue providing relief services to individuals and families under recovery management arrangements after other response activities have finished. This transition should be seamless, as the municipal council will continue to assume the responsibility for the management of emergency relief centres.

The incident controller, Emergency Response Co-ordinator and recovery manager should commence transition planning as soon as possible following the start of the emergency. The Emergency Management team should be involved in transition planning discussions to ensure a shared and consistent understanding of the planning, timing and expectations for transition.

The decision relating to the timing of the transition of overall co-ordination from response to recovery will be impacted by a number of key considerations, including:

- The nature of the hazard/threat and whether there is a risk of a recurring threat

- The extent of impact on communities, as this may determine if a prolonged transition period needs to be implemented

- The extent of and known level of loss and damage associated with the emergency

- The considerations for the extent of emergency relief required by affected communities

- The considerations for the resources required to be activated for effective recovery arrangements

The Emergency Response Co-ordinator is responsible for advising all agencies involved in the emergency of the time at which response terminates. Following the conclusion of response activities, the effects of the emergency may continue, and recovery activities, the effects of the emergency may continue, and recovery activities will often go on for some time.

The State Relief and Recovery Manager (SRRM) reports to and supports the Emergency Management Commissioner (EMC) in the coordination of State relief and recovery activities. Municipal councils are responsible for relief and recovery management at the municipal level.

While termination of response implies the cessation of the responsibilities of Victoria Police as response co-ordinators they, and other response agencies, may have a previously agreed role to play in recovery activities.

HANDOVER OF GOODS/FACILITIES

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 managers.

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 of disposal.

Payment for goods and services used in the Recovery process is the responsibility of the Municipal Recovery Manager through the Municipal Emergency Management Plan arrangements.

If the emergency is of significant size which has resulted in the Department of Health and Human Services being actively involved, then the Municipal/Regional Coordinator will consult with the MERO, the MRM and Recovery Manager from the Department of Health and Human Services to agree on the time and process of response stand down.

COMPENSATION OF REGISTERED EMERGENCY WORKERS

Compensation for Registered Emergency Workers will be as laid down in Part 6 of the Emergency Management Act, 1986. It is the responsibility of the Organisation utilising the Registered Emergency Workers to ensure that all of the Emergency Workers are registered.

PART FIVE – RELIEF AND RECOVERY ARRANGEMENTS

1. INTRODUCTION

Emergencies of various scales frequently occur in Victoria. These emergencies vary greatly in terms of the size of the event, the geographic area affected, the nature of the hazard that causes the emergency and the consequences on the community. An 'all communities, all emergencies' approach underpins emergency management in Victoria. Each agency has an obligation to contribute to improving the preparedness, capability and resilience of all communities to prepare for, respond to and recover from emergencies before, during and after.

Response, relief and recovery run in parallel. The Emergency Management Act 2013, fosters a sustainable and efficient emergency management system that minimises the likelihood, effect and consequences of emergencies. It recognises the importance of an "all communities, all emergencies" approach to emergency management based on networked arrangements and greater interoperability. To achieve this, relief and recovery planning occurs before, during and after emergencies. The response to, and recovery from, a major emergency involves many agencies from across government. The people and agencies with roles and responsibilities for responding to emergencies work together in emergency management teams at the state, regional and local tiers to ensure a collaborative and coordinated whole of government approach. Emergency relief and recovery activities integrate with emergency response activities and commence as soon as the effect and consequences of the emergency are anticipated. Relief and recovery coordinators/managers should be involved at all tiers and in all teams established to manage the emergency response.
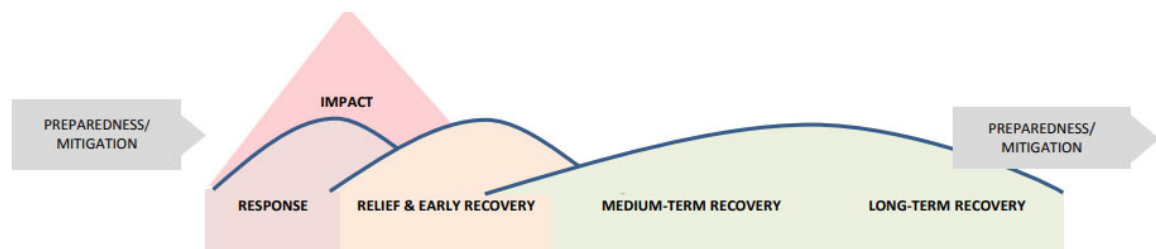

Figure 1: Emergency relief and recovery activities over time

Once emergency response activity has ceased, the management of the emergency will fully transition from response to recovery. The EMMV Part 3 - State Emergency Response Plan explains the transition process. This Plan outlines the arrangements for the delivery of emergency relief and recovery services, including where these integrate with emergency response activities and once the management of the emergency has transitioned from response to recovery.

Relief and recovery are consequence-driven

Consequence management drives the levelled approach to emergency relief and recovery coordination, with unmanaged risks /consequences escalated to the next level. Consequence management-starts in response and is then managed through recovery. To make appropriate decisions about relief and recovery activities, decision-makers at the local, regional and state level rely on clear, relevant, timely and accurate information about the needs of affected individuals, families and communities. To identify these needs, all tiers of decision-makers must look beyond the immediate impacts of an emergency and consider the consequences of these impacts on individuals, families and communities.

Government and agencies must also assess and manage the effects of their relief and recovery activities on affected communities.

- initial impact assessment (24-48 hours after access to the area):
Response agencies undertake initial impact assessments which can help inform relief activities.

- secondary impact assessment (within four weeks): Impact assessment for relief and recovery requires an additional layer beyond the initial impact assessment, which includes a comparison with base-line information. Those responsible for recovery coordination at each tier are responsible for coordinating the secondary impact assessment, which is a subsequent progressive and more holistic assessment of the impact of the event on the community. It takes into account built and natural environments, social and economic impacts and resulting community needs.

Emergency Management is an increasingly important function for every local government, with each council facing growing levels of expectation from their communities. This section is intended to be a guide for council staff in understanding what emergency recovery entails and who should be involved in an emergency recovery operation. We believe that the information in this plan represents good practice and should be read in conjunction with the *Moorabool Emergency Recovery Operations Sub-Plan*. (a sub-plan of the MEMPlan which outlines how the recovery services will be coordinated and when they will be required)

2. EMERGENCY RELIEF AND RECOVERY CONTEXT

2.1 Emergency Relief and Recovery Definition

The Emergency Management Manual Victoria defines Relief as;

"The provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency"

The Emergency Management Manual Victoria defines Recovery as;

"The assisting of persons and communities affected by emergencies to achieve an effective level of functioning".

Both relief and recovery begin when an emergency occurs and many response, relief and recovery activities are undertaken concurrently. Typically, relief is provided during and in the immediate aftermath of an emergency. Recovery is generally a longer term process for affected individuals and communities.

Relief and recovery are responsibilities that require collaboration and coordination shared between individuals and communities, non-government organisations, businesses and government agencies. This plan is intended to support and guide the work of that broad relief and recovery sector.

2.2 Operational Governance

Government at local and state levels coordinate relief and recovery services for affected individuals and communities. This involves bringing agencies and resources together to ensure the effective delivery of all relief and recovery objectives and responsibilities. Relief is functionally coordinated with recovery coordination.
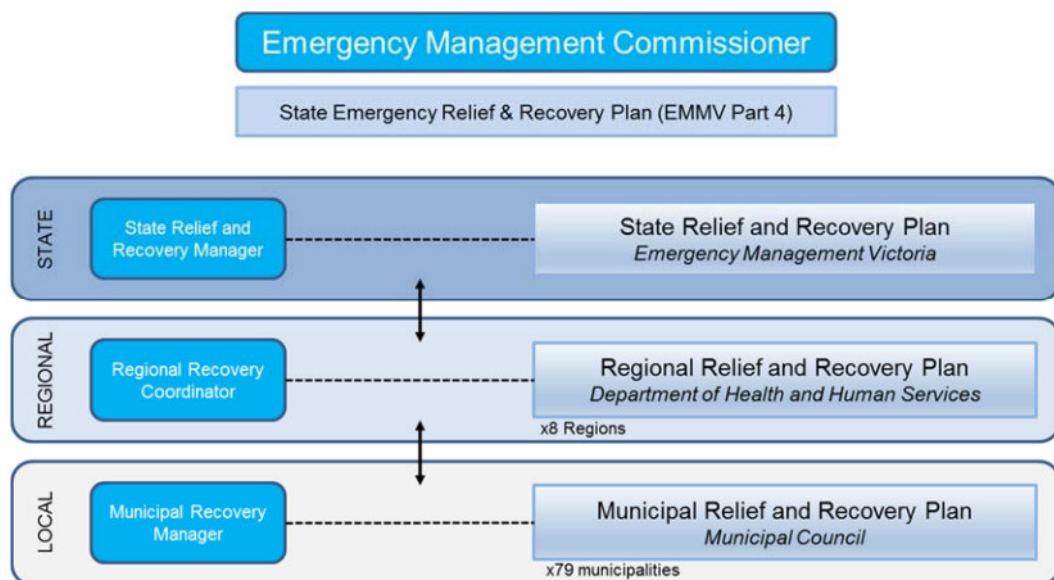
State relief and recovery coordination roles and responsibilities
The State Relief and Recovery Manager (SRRM) reports to and supports the Emergency Management Commissioner (EMC) in the coordination of State relief and recovery activities. EMV provides strategic leadership and coordination of the work of the relief and recovery sector.

State relief and recovery responsibilities to be coordinated include to:
- review and maintain state relief and recovery plans and lead relief
- and recovery planning processes - including state planning
- committees
- develop state relief and recovery plans and lead post-incident relief
- and recovery processes - including operational committees
- lead inter-jurisdictional and national liaison on Victorian relief and
- recovery
- coordinate existing state resources and activities across the relief

- and recovery sector, including in support of local and regional relief
- and recovery coordination
- facilitate the relief and recovery sector's capability assessment,
- readiness and preparedness
- coordinate state relief and recovery sector public information and
- messaging in connection with Regional or Incident Joint Public
- Information Committees as required.
- assess state situation, impacts, risks, progress and resources
- monitor regional situation, impacts, risks, progress and resources
- collate and analyse state information on loss and damage and
- resulting consequence
- coordinate whole of government relief and recovery funding
- processes
- coordinate real time relief and recovery intelligence and
- information to the Victorian State Government
- ensure the effectiveness of funded relief and recovery initiatives are evaluated and fed into forward planning
- lead state transition from response to recovery

Emergency Management Commissioner

Under the Emergency Management Act 2013, the Emergency Management Commissioner is responsible for the "coordination of the activities of organisations, including agencies, having roles or responsibilities under the state emergency recovery plan in relation to recovery from all emergencies".

The Emergency Management Commissioner effectively oversees the management of coordination at every level.

The Emergency Management Commissioner reports to the Minister for Emergency Services on relief and recovery.

The EMC is supported by the State Tier Governance Arrangements, State Relief and Recovery Manager and EMV.

State Relief and Recovery Manager

The SRRM reports to and supports the EMC in ensuring the coordination of State relief and recovery activities.

The State Relief and Recovery Manager:
- ensures the arrangements in this plan are implemented
- facilitates the sharing of information and coordination of resources at a state level to support local and regional activities
- identifies emerging strategic risks and capacity issues
- coordinates state resources and activities to support local and regional relief and recovery coordination
- coordinates state relief and recovery sector public information and messaging
- assesses state situation, impact, risks, progress and resources
- collates and analyses state information on loss and damage and resulting consequence
- coordinates relief and recovery intelligence for use by the Victorian State Government
- leads state transition from response to recovery.

State Relief and Recovery Team

The State Relief and Recovery Manager is supported by the State Relief and Recovery Team in the coordination of state level relief and recovery activities.

The State Relief and Recovery Team is chaired by the State Relief and Recovery Manager and supported by the Director, Relief and Recovery, Emergency Management Victoria, and;

- includes State representative of agencies responsible for the management and coordination of relief and recovery functional areas, as well as representatives from other agencies as agreed or required

- implements a State relief and recovery strategy that meets the needs of the community and supports local and regional operations to ensure the coordinated delivery of relief and recovery assistance.

DHHS Senior Liaison Officer

The Department of Health and Human Services (DHHS) has a Senior Liaison Officer. The purpose of this position is to act as a strategic and operational interface between regional and state tiers of relief and recovery coordination.

The Senior Liaison Officer is responsible for:
- providing advice and information to the State Relief and Recovery Manager on strategic and operational matters arising from regional relief and recovery coordination tiers, including emergency preparedness, planning, issues, needs and risks
- providing advice and information to Regional Recovery Coordinators on strategic and operational matters arising from state relief and recovery coordination, including emergency preparedness, planning, issues, needs and risks • representing regional Relief and Recovery coordination at the state level
- facilitating the flow of information between DHHS staff performing regional Relief and Recovery coordination roles and SRRM

2.3 Relief and Recovery Principles

Relief principles
The principles for the coordination and delivery of relief in Victoria are:
- emergency-affected communities receive essential support to meet their basic and immediate needs
- relief assistance is delivered in a timely manner, in response to emergencies
- relief promotes community safety, and minimises further physical and psychological harm
- relief and response agencies communicate clear, relevant, timely and tailored information and advice to communities about relief services, through multiple appropriate channels
- relief services recognise community diversity
- relief is adaptive, based on continuing assessment of needs
- relief supports community responsibility and resilience
- relief is well coordinated, with clearly defined roles and responsibilities
- relief services are integrated into emergency management arrangements.

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

Emergency relief provides for the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.

The principles for the coordination and delivery of relief in Victoria are:

- Emergency-affected communities receive essential support to meet their basic and immediate needs;
- Relief assistance is delivered in a timely manner in response to emergencies
- Relief promotes community safety and minimises further physical and psychological harm
- Relief and response agencies communicate clear, relevant, timely and tailored information and advice to communities about relief services, through multiple appropriate channels
- Relief service recognise community diversity
- Relief is adaptive, based on continuing assessment of needs
- Relief is well coordinated, with clearly defined roles and responsibilities
- Relief services are integrated into emergency management arrangements.

Agencies with relief responsibilities incorporate these principles into their own planning and delivery of services.

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

- Understanding the context
- Recognising the complexity
- Using community-led approaches
- Coordinating all activities
- Communicating effectively
- Recognising and building capacity

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

The Moorabool Shire Council is responsible for the coordination of recovery at the Municipal level and endeavours to achieve the following:

- Emphasis on confidentiality relating to the identity, dignity and autonomy of individuals, families and the community impacted on by an emergency will be maintained at all times. Refer to the *Moorabool Privacy Policy for* more information on privacy and recovering from emergencies.
- Recovery management will be based on the context of clear and agreed arrangements, involving regular community consultation and cooperation through proven and established communication channels.
- Wherever possible, normal municipal management and administrative structures and practices will be used. This will minimize the risk of increased anxiety amongst the affected community that may result from the introduction of any new processes. It is important however, to ensure that the existing structures and practices do cater for the special needs and circumstances of the affected community.
- Recovery information and recovery services need to be readily accessible to affected individuals, families and communities and responsive to their needs and expectations.
- The recovery process may well be protracted and complex, so sufficient time and resources should be provided to allow for completion of the process. It is important to note that, due to the impact of an emergency, normal business timelines and processes cannot always be adhered to by the affected.

2.4 Functional Areas of Recovery

Recovery management must consider the following five (5) key functional areas (or environments) when assessing the impact of an emergency upon the community. Effective recovery management is achieved by identifying all of the impacts of an emergency and aligning the recovery services to address the needs. Impact assessments will identify the needs of the affected community and the resources required to undertake the recovery activities.

Each of these functional areas overlap considerably so collaboration between each area would improve service coordination.
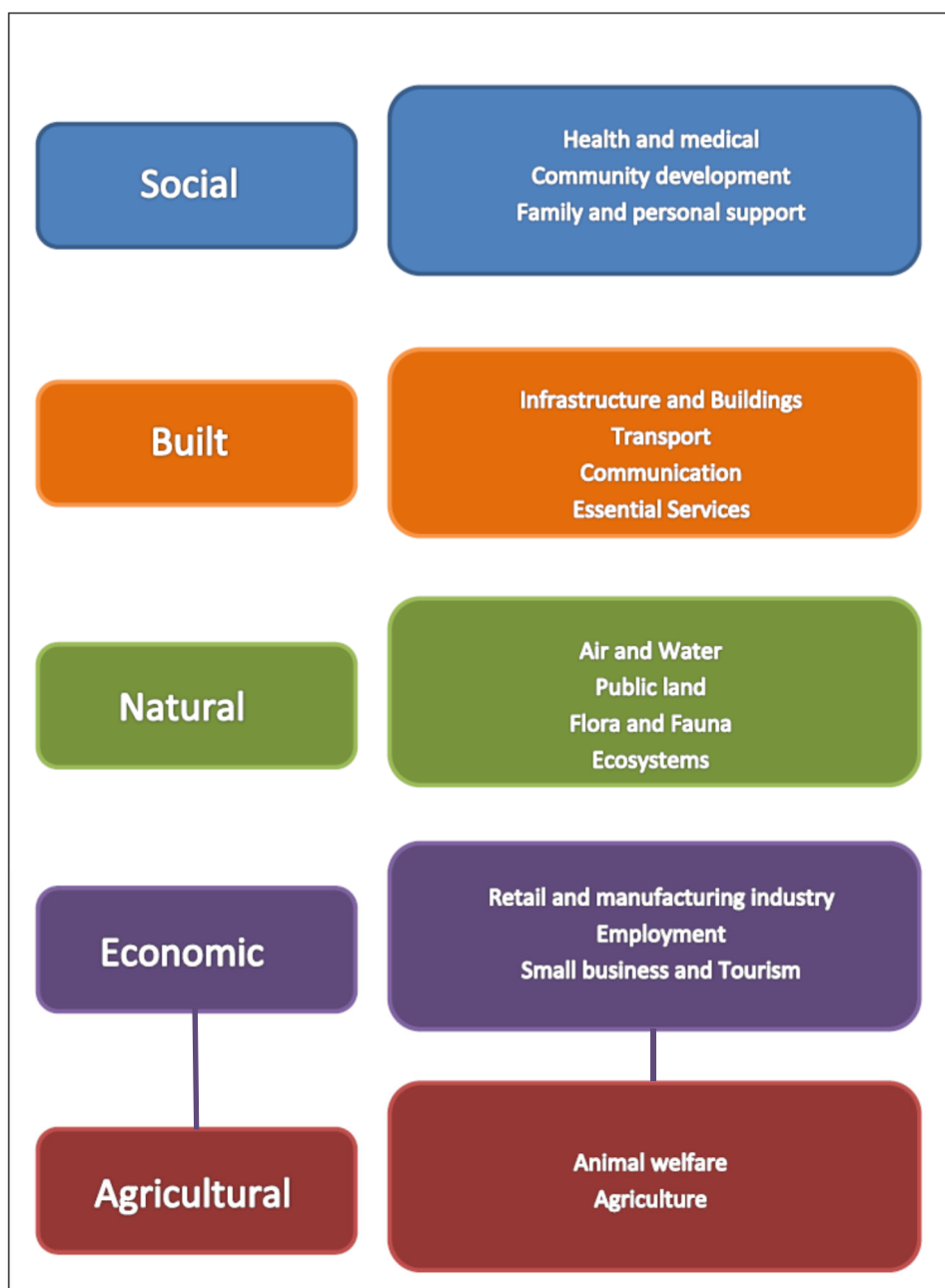
2.5 Recovery Services and their functional areas

The types of recovery activities likely to be called upon in each of the functional areas are outlined in the table below.

Social, Health & CD	Built	Natural	Economic	Agricultural
Relief Centres Recovery Centres Accommodation Personal Support Case Management Financial Assistance Material Aid Community Development Information Coordination Health services Disability/Aged Care Volunteer Coordination Donations Coordination Animal Welfare	Secondary Impact Assessment Clean-up Utilities Transport Roads and Bridges Community Infrastructure Fencing Waste Management	Environmental Health Public Health Water Catchments Air quality Natural environment Cultural Heritage	Economic Development Tourism Promotion Financial Assistance Primary Producers Small Business Sector Animal Welfare	Primary Producers Animal Welfare

3. MUNICIPAL RECOVERY PROCESS

There are two phases in the recovery process:

1.   Planning and preparedness phase

2.   Emergency Recovery operations phase

3.1 Planning and Preparedness

The Municipal Recovery Manager (MRM) is responsible for the development and maintenance of recovery service arrangements within the municipality. Detail on the planning process is covered in section 5 of this plan. Ideally, the planning process should involve the Municipal Relief and Recovery Planning Sub-Committee that meets quarterly.

3.2 Emergency Recovery Operations

The MRM is to initiate recovery activities as soon as possible, or when required, during and following an emergency. The MRM shall convene a meeting of the **Emergency Recovery Committee** as soon as is practical to assess the situation. (details on the recovery operations process are covered in section 6 of this plan)

*NOTE: The magnitude of the event and the subsequent recovery activities will be determined by the data collected during the **secondary impact assessment.***

4. MUNICIPAL RECOVERY MANAGEMENT

Responsibility for the management of recovery in both the planning and recovery operational phases rest with the:

- Moorabool Shire Council Recovery Management Team

- Moorabool Relief and Recovery Planning Committee.

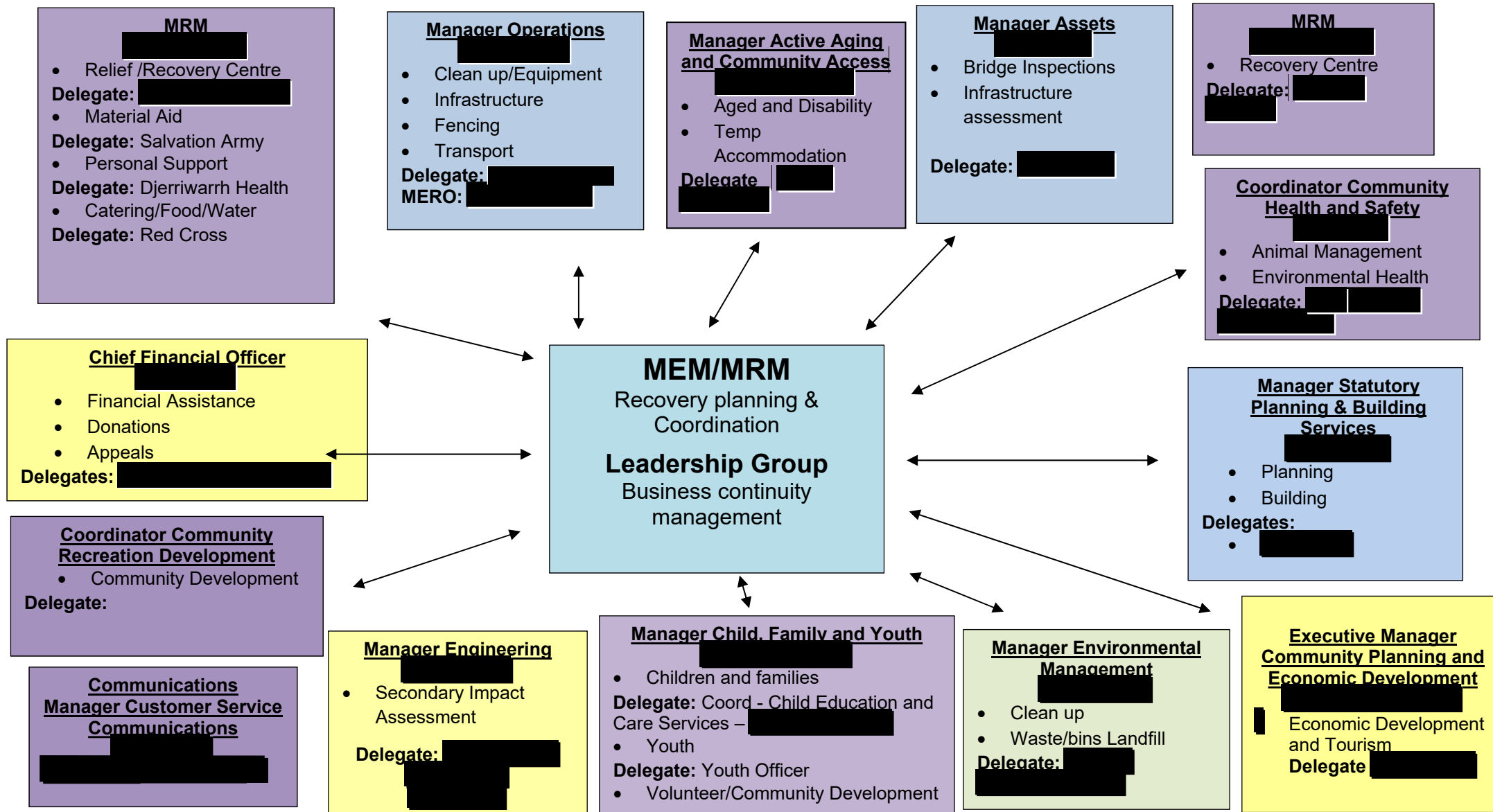- Municipal Emergency Management Planning Committee.

4.1 Moorabool Shire Council Recovery Management Team

Members of this team manage the key Council recovery service areas and are responsible for the provision/coordination of those emergency recovery services. This structured approach assigns responsibility to line managers and team leaders for recovery service provision and streamlines the approval process.

Their responsibilities include:

- ensuring their service responsibilities are delegated to competent and resourced internal staff members

- ensuring they are trained and prepared

- have lines of communication established and maintained across the other service areas; and

- appoint replacement staff to vacant positions when staff leave.

Diagram 2 on the next page titled, **'Moorabool Shire Council Management Structure'**, displays the Management positions, the services they are responsible for and their assigned delegates.

MOORABOOL
SHIRE COUNCIL

DIAGRAM 2   MOORABOOL SHIRE COUNCIL RECOVERY MANAGEMENT STRUCTURE

MRM

- Relief /Recovery Centre

Delegate: ▮▮▮▮

- Material Aid

Delegate: Salvation Army

- Personal Support

Delegate: Djerriwarrh Health

- Catering/Food/Water

Delegate: Red Cross

Manager Operations

- Clean up/Equipment
- Infrastructure
- Fencing
- Transport

Delegate: ▮▮▮▮
MERO: ▮▮▮▮

Manager Active Aging and Community Access

- Aged and Disability
- Temp Accommodation

Delegate ▮▮▮▮

Manager Assets

- Bridge Inspections
- Infrastructure assessment

Delegate: ▮▮▮▮

MRM

- Recovery Centre

Delegate: ▮▮▮▮

Coordinator Community Health and Safety

- Animal Management
- Environmental Health

Delegate: ▮▮▮▮

Chief Financial Officer

- Financial Assistance
- Donations
- Appeals

Delegates: ▮▮▮▮

MEM/MRM
Recovery planning & Coordination

Leadership Group
Business continuity management

Manager Statutory Planning & Building Services

- Planning
- Building

Delegates: ▮▮▮▮

Coordinator Community Recreation Development

- Community Development

Delegate:

Communications Manager Customer Service Communications

Manager Engineering

- Secondary Impact Assessment

Delegate:

Manager Child, Family and Youth

- Children and families

Delegate: Coord - Child Education and Care Services – ▮▮▮▮

- Youth

Delegate: Youth Officer

- Volunteer/Community Development

Manager Environmental Management

- Clean up
- Waste/bins Landfill

Delegate: ▮▮▮▮

Executive Manager Community Planning and Economic Development

- Economic Development and Tourism

Delegate ▮▮▮▮

4.2 Moorabool Municipal Emergency Relief and Recovery Planning Sub-Committee

The coordination of recovery planning and service provision across the Council functional areas and external agencies is the responsibility of the *Moorabool Relief and Recovery Planning Sub-Committee.*

NOTE: The presence of the Municipal Relief and Recovery Planning Sub-Committee ensures responsibilities are shared across all stakeholders and fully understood. This section of the Recovery Plan sets out the Planning Committee's terms of reference.

4.2.1 Planning Sub-Committee Responsibilities

- Establish and maintain relief & recovery service arrangements in preparation for an emergency.

- Identify and recruit agencies to assist in the relief & recovery process;

- Identify local and external resources available for relief & recovery;

- Identify and involve the community in planning and implementation of the relief & recovery process;

- Liaise and communicate with other sub committees that may be established.

- Establish and maintain a Municipal Relief & Recovery Training Register

- Establish working groups to identify and address the relief & recovery requirements of the municipality.

- Maintain an effective working relationship between municipal and regional service providers.

- Prepare, maintain and develop the relief & recovery component of the MEMP Plan in line with the EMMV.

- To arrange and conduct regular exercises to test relief and recovery arrangements.

- Develop an operational / resource manual that outlines the following:

    - The membership details of the Committee (including all members and phone contacts)
    - Specific roles and responsibilities of the Committee.
    - Policies and standard operating procedures where appropriate.
    - Resources available, where they are, and how to access them.

4.2.2 Membership

The recovery planners include representatives of the Council, key recovery organisations and agencies who may be involved with the recovery process. These include:

- Municipality (MRM, Deputy MRM/s, MERO, MEM and Recovery Service Coordinators)

- Recovery Agencies (Community Health Services, Salvation Army, Red Cross, VCC EM, VFF)

- State Government Departments (Department of Health and Human Services (DHHS), Department of Environment, Land, Water and Planning (DELWP), Department of Economic Development, Jobs, Transport and Resources (DEDJTR), Centrelink

NOTE: Refer to the Committee's Terms Of Reference (TOR) in **the Recovery Operations Sub-Plan**

4.2.3 Relief and Recovery Planning Sub-Committee Service Coordination

The Moorabool Recovery Management Structure (Diagram 2) outlines the range of recovery services that may be called upon during and following an emergency. Each recovery service has an assigned delegate who is responsible for the coordination of that service. The delegate could be a Council officer or an external agency.

Recovery service delegates report to their manager, but work closely with the MRM as part of the recovery team during an emergency recovery operation. Their role requires them to:

- Represent their service area on the Relief and Recovery Planning Sub-Committee.

- Liaise with other service coordinators to ensure information sharing and cross-service planning occurs.

- Appoint a Deputy Service Coordinator to relieve when they are unavailable.

- Review service arrangements each year.

5. PLANNING FOR RECOVERY

> *"By failing to prepare, you are preparing to fail…" Benjamin Franklin*

5.1 Role of Relief and Recovery Planning Sub-Committee

No emergency recovery operation can succeed without pre-existing plans, recovery operations arrangements and a team of trained service providers. The primary responsibility of the Relief and Recovery Planning Sub-Committee is to ensure those arrangements are in place. During the planning phase this will involve a range of preparatory activities.

The role of the Committee is to:

- Establish and maintain recovery service arrangements in preparation for an emergency. Include business continuity strategies in the planning process.

- Identify and recruit agencies to assist in the recovery process;

- Identify local and external resources available for recovery;

- Identify and involve the community in planning and implementation of the recovery process;

- Liaise and communicate with other sub committees that may be established.

- Establish and maintain a Municipal Recovery Training Register

- Establish working groups to identify and address the recovery requirements of the municipality.

- Maintain an effective working relationship between municipal and regional service providers.

- Prepare, maintain and develop the recovery component of the MEMP Plan.

- Develop an operational / resource manual that outlines the following:

    - The membership details of the Committee (including all members and phone contacts)

    - Specific roles and responsibilities of the Committee.

    - Policies and standard operating procedures where appropriate.

    - Resources available, where they are and how to access them.

5.2 Key Recovery Planning Considerations

The Community Emergency Risk Assessment (CERA) identifies the types of risks within the Shire and provides an assessment on their impact and the likelihood of them occurring. Recovery planners should consider the implications of these CERA assessments when they prepare for an emergency recovery operation. As well as the CERA, the Moorabool Shire Council has a number of other key planning factors which influences its ability to effectively manage recovery from an emergency. This Recovery plan identifies those factors so that any planning and preparatory activities can take them into account.

Memorandums of Understanding (MOU's)

Moorabool has a number of MOU's set up and they are available on Crisisworks or in the MOU Folder.

Staff Capacity

The Moorabool Shire Council has recognised that, as a medium sized municipality with limited resources, they will struggle to meet the needs of their community should it be impacted by a significant emergency. This recovery plan sets out arrangements that can be addressed 'within' their existing capacity, but also how the recovery operation will be escalated to the regional level should Council capacity be 'exceeded' at any single or

multiple point. The Relief and Recovery Planning Sub-Committee, in their planning process, should regularly review their staffing requirements for each recovery service and consider ways that capacity can be increased, either through the use of volunteers or resource sharing arrangements with neighbouring municipalities.

Planning Resources:

Supporting the MRM and the Municipal Relief and Recovery Planning Sub-Committee are a range of advisors and resources. These include:

- Grampians DHHS

- State Emergency Services (SES)

- Victorian Council of Churches Emergencies Ministry (VCC EM)

- Red Cross

- Municipal Association of Victoria (MAV) provide planning support and training.

- The Grampians Regional Relief and Recovery and Response Planning Committee is a valuable forum.

- Local Government Victoria (LGV)

Regional Escalation:

The Grampians Regional Recovery Plan complements local arrangements and clearly identifies the triggers for a regional escalation. Should an emergency impact on the Shire to a degree where demand exceeds capacity at the local level, or it extends into additional LGAs, then the Regional Recovery Plan will be activated. A copy of the Grampians Region Recovery Plan can be viewed in the ***Recovery Operations Sub-Plan.***

Business Continuity

Arrangements need to be in place so key recovery staff can be moved off-line from their substantive duties to meet the recovery coordination requirements of an emergency recovery operation. Such arrangements, which need to be included in the Moorabool SC Business Continuity Plan (BCP), outline short and long-term strategies. The welfare of recovery workers has also been included within those arrangements.

Neighbouring Municipalities

Emergencies can impact across municipalities which may require a recovery operation involving recovery team members from multiple municipalities. A coordinated response will depend upon established relationships with neighbouring municipalities and their recovery coordinators as well as a consistent set of recovery protocols and processes.

5.3 Recovery Planning Activities

Moorabool Shire Council recognises the importance of training in building and maintaining an effective level of preparedness. A process of review is also essential in maintaining that level of preparedness as well as it being a mandatory part of the MEMP audit process. Records of recovery arrangement reviews and training exercises must be kept to serve as evidence that those actions have taken place. The responsibility for this task lies with the MRM.

Examples of recovery planning activities include:

5.3.1 Training and exercises

A recovery training exercise will be conducted at **least once each calendar year** which utilises recovery operations Standard Operating Procedures (SOP) and brings supporting agencies together in a practical way. These could include:

- Setting up and operating a relief or recovery centre

- Secondary Impact assessment activities (data gathering, data logging, desktop scenarios)

- Desktop discussions focussing on one or more of the recovery functions (Recovery management, outreach, community development, economic development etc)

- Use of the 'CRISISWORKS' database recovery module for managing recovery service data and reporting.

NOTE: The outcomes of each exercise will be documented and kept on file. Follow up actions identified in that report will be acted upon and noted in that file.

5.3.2 Regular review of arrangements

At each of the quarterly Recovery Planning Committee meetings a section of the Moorabool Recovery Plan should be reviewed. This could be an MOU, a Standard Operating Procedure (SOP) or a recovery service function.

5.3.3 Support neighbouring municipalities

Moorabool should consider brokering staff sharing agreements with neighbouring municipalities in recovery service areas that have a standard operating procedure which don't require pre-existing knowledge of the local community. Deploying Moorabool SC staff to neighbouring municipalities in these recovery roles, which assist and relieve staff in those Councils, not only builds a 'greater shared' capacity in staffing numbers and good will, but it offers a valuable 'real time' training opportunity. These roles include:

- Environmental Health

- Secondary Impact Assessment

- Relief Centre Management

- Recovery Centre support staff

- Building surveying

- Infrastructure Assessment

6. EMERGENCY RECOVERY OPERATIONS

This section of the recovery plan outlines **what** will happen during an emergency recovery operation, and **who** will be responsible for the provision and coordination of each recovery service. A more detailed plan on **how** and **when** each of those recovery services will be delivered is contained in the **Moorabool Recovery Operations Sub-Plan.**

6.1 Activation and Notification

Activation of the Emergency Recovery Team is normally triggered when the community is directly impacted by an emergency. The alternative trigger could be a perceived or real **threat** which has a strong likelihood of occurring.

Threat Activation

There are times when emergencies have not occurred, but the threat is powerful and real. These could be triggered by a severe weather warning or an emergency occurring in a neighbouring municipality. Activation of the recovery team may be simply an alert message and escalation to standby as the threat level increases.

Emergency Activation

When an emergency occurs and it impacts on the Moorabool Shire community, the MEMP alert procedure is activated. (refer to the Activation Procedure outlined in the Recovery Operations Sub-Plan). Essentially, in terms of recovery, the procedure is for the MRM to be notified by the MERO and briefed on the situation. The MRM will respond to the situation according to the circumstances. This could entail:

- Placing part or all of the Recovery team on alert
- Escalating the team (part or all) to standby as the emergency broadens its impact
- Activating the relief and recovery service teams and their operating plans as required

NOTE: Should the CEOC/MECC open, the MRM (or deputy) will immediately attend the centre and take up their position as member of the Emergency Management Coordination Group (EMCG – MERC, MERO & MRM) which is responsible for the management of the CEOC/MECC. It will be from the CEOC/MECC that the MRM can effectively monitor the development of the emergency and activate the recovery team as required.

NOTE: The 'Recovery Team Activation Procedure' can be viewed in Recovery Operations Sub-Plan

6.2 Escalation to the Regional Level

Allocation of recovery staff and resources can reach a point where the capacity of Moorabool Shire Council will be exceeded. It is best if this point is determined in advance of it actually occurring. This requires forward planning in the CEOC/MECC and/or by the Emergency Relief and Recovery Sub-Committee as the recovery operation unfolds. When this occurs, the MRM will:

- Determine what additional resources are required
- Notify the EMCG of the circumstances (if this point is reached during the operation of the CEOC/MECC)

- The MRM will forward the request for additional resources to the Grampians DHHS EMLO or the Regional EM Coordinator (if their EMLO is not present in the CEOC/MECC)
- The MRM will continue to liaise with DHHS

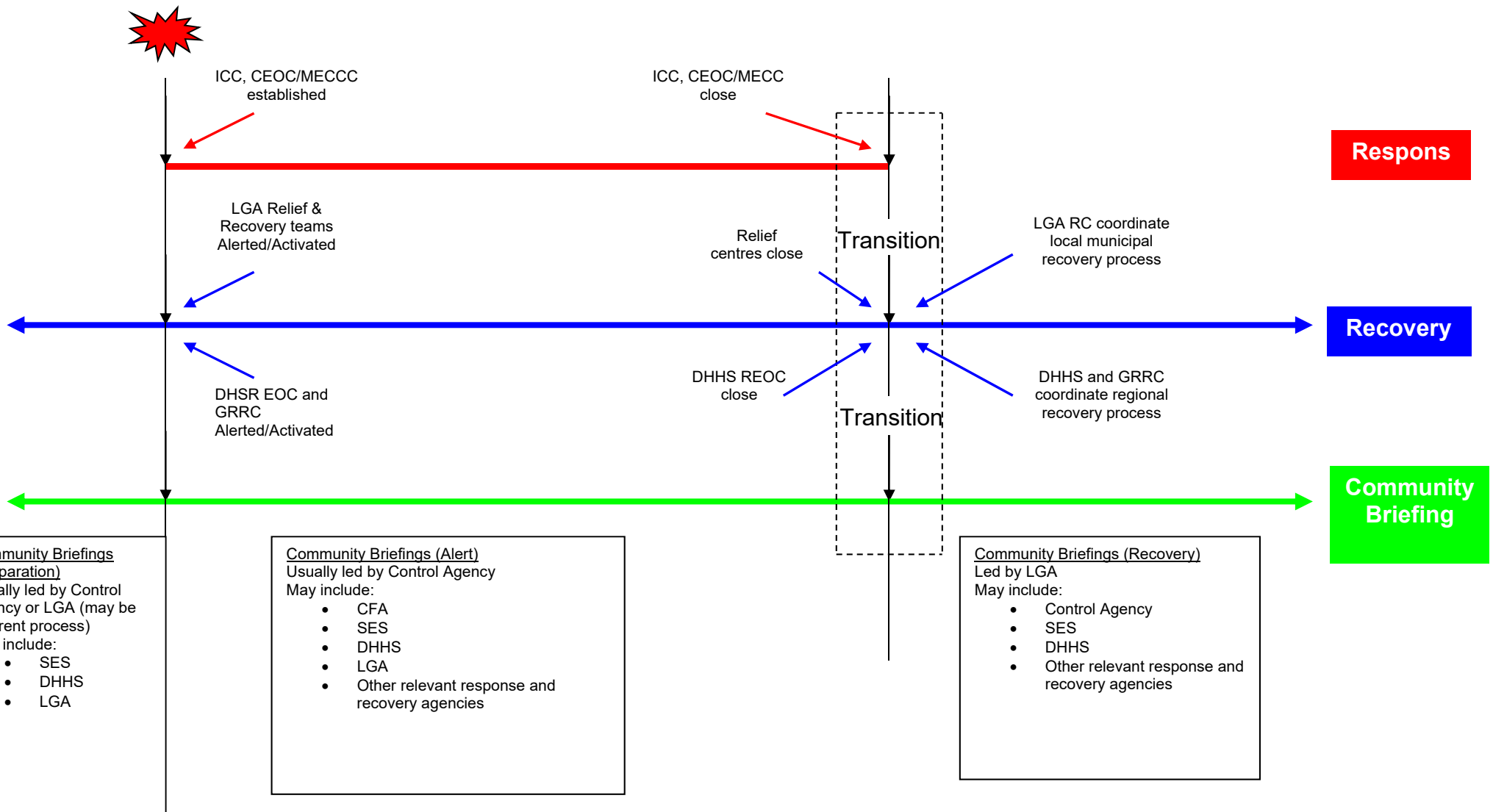### 6.3 Transition from Emergency Response to Recovery

Recovery will begin very soon after an emergency occurs. As the emergency comes under control and containment is achieved, a transition period from response to recovery coordination occurs.

Diagram 3 (Below), **Response/Recovery Interface**, illustrates how the response, relief and recovery processes operate in parallel with each other and then the point where this transition would take place.

The transition from response to recovery requires a level of understanding and cooperation between the respective Emergency Management coordinators. Appropriate arrangements must be negotiated and documented to ensure this occurs.

The Moorabool Shire Council *'Response to Recovery Transition Agreement Form' can be viewed in the Recovery Operations Sub-Plan*

Diagram 3. Response/Recovery Interface

Respons

Recovery

Community Briefing

ICC, CEOC/MECCC established

ICC, CEOC/MECC close

Transition

LGA Relief & Recovery teams Alerted/Activated

Relief centres close

LGA RC coordinate local municipal recovery process

DHSR EOC and GRRC Alerted/Activated

DHHS REOC close

DHHS and GRRC coordinate regional recovery process

Transition

Community Briefings (Preparation)
Usually led by Control Agency or LGA (may be different process)
May include:
- SES
- DHHS
- LGA

Community Briefings (Alert)
Usually led by Control Agency
May include:
- CFA
- SES
- DHHS
- LGA
- Other relevant response and recovery agencies

Community Briefings (Recovery)
Led by LGA
May include:
- Control Agency
- SES
- DHHS
- Other relevant response and recovery agencies

6.4 Recovery Operation Phases

A recovery operation will move along an evolving continuum, often stretching beyond a 12 month period, with the recovery services changing to meet the needs of the affected community. Essentially, some needs will be met earlier in the recovery process (such as relief, material aid, temporary accommodation, clean-up and financial assistance), but others (such as physical reconstruction, community development, economic development and environment rehabilitation) take a much longer time to deliver. This plan has grouped the key recovery services into five primary phases or steps in emergency recovery operations that are related to a time continuum relative to small, medium and large scale emergencies.

The following table is a **summary** of a hypothetical recovery time continuum for a large scale emergency. The time continuum for small and medium scale emergencies may differ from those outlined below, but they will follow the same basic process. A more detailed description of this time continuum can be found in the **'Moorabool Recovery Operations Sub-Plan'.**

The Five Phases of Emergency Recovery

1. During the incident (usually the response phase);
2. Immediately after the incident (1 – 7 days);
3. Short term (2 – 4 weeks);
4. Medium term (2 – 3 months); and
5. Long term (4 months and onwards: up to 18 months or 2 years depending upon the impact of the incident).

This table outlines the likely recovery activities in each phase and assigns responsibility

1. During The Incident	
Activity	**Responsibility**
Activate emergency relief arrangements	EMCG
Conduct an Initial Impact Assessment	ICC, CEOC/MECC Planning Unit
Assess the need and plan for Secondary Impact Assessment	CEOC/MECC Planning Unit
Plan for and conduct community response information meetings	ICC
Plan for community recovery information meetings	CEOC/MECC Planning Unit
Assess the need, and plan for, the establishment of a recovery centre.	EMCG
2. Immediately After The Incident (1 – 7 days)	
Activity	**Responsibility**
Notify State Treasury & Finance that there is an emergency	MSC Finance/MEM
Conduct community recovery information meetings	EMCG
Activate a Recovery centre/s if required	MRM & Recovery Centre Coord.
Conduct a Secondary Impact Assessment Recovery operation	MRM & SIAR Coordinator
Emergency Recovery Committee meets to assess needs	MRM & recovery coordinators
Establish recovery task forces to meet those needs	Recovery Committee
Assign case managers to households in need	Personal Support Coordinator
Appoint media liaison coordinator	MRM
Escalate to Regional Recovery Coordination if required	MRM
Manage donation offers and spontaneous volunteers	MRM
Conduct first operational debrief	MRM
3. Short Term (2 – 4 weeks)	
Activity	**Responsibility**
Task forces submit resource requirements to Vic government	Task force coordinators
Task forces implement recovery action plans	Task force coordinators
Plan for outreach services	Social Environment task force
Plan for community development activities	Social Environment task force
Maintain recovery centre services	MRM & Recovery Centre Coord.
Ensure community needs for shelter and material needs are met	Recovery Committee
4. Medium Term (2 – 3 months)	
Activity	**Responsibility**
Conduct outreach program	Social Environment task force
Maintain recovery centre services (if required)	MRM & Recovery Centre Coord
Task forces continue action plan implementation	Task force coordinators
Plan for economic development activities (if required)	Recovery Committee
Commence planning for a transition strategy back to normal	Recovery Committee
Continue to conduct recovery service debriefs	MRM
5. Long Term (4 months onwards)	
Activity	**Responsibility**
Monitor and review the progress of the Recovery Action Plan	Recovery Committee
Celebrate recovery milestones	Recovery Committee
Continue the development of the transition strategy	Recovery Committee
Conduct final debrief	MRM

6.5 Recovery Service Activities

This section outlines each of the key recovery activities listed in the table above in the **order** that they are likely to be required. More detail on the operational requirements is contained in the **'Moorabool Recovery Operations Sub-Plan'**.

6.5.1 Emergency Relief Services

Typically, emergency relief services are provided at a municipal ***Emergency Relief Centre (ERC)*** which is a **facility** managed by the Council and supported by the attendance of relief agencies. The ERC's purpose is to provide immediate and basic services to people who have been affected by an emergency. People affected by an emergency may need shelter, information, to connect with others affected, or a combination of all of these.

Essentially, an ERC is a facility for providing:
- Emergency shelter
- Food and water
- Material aid
- Information on the emergency
- Registration in the Register, Find, Reunite (formerly National Registration and Inquiry System (NRIS))
- Personal support
- First aid and primary health care
- Public health advice
- Reconnection of family members
- Overnight accommodation (if required)
- Animal welfare
- Emergency financial assistance

It is here that the provision of recovery services begins.

The call to open an Emergency Relief Centre (ERC) will generally come from the Incident Controller for an emergency, who is located in the Incident Control Centre (ICC). The Emergency Management Control Group (EMCG – MERC, MERO & MRM) in the CEOC/MECC may also activate an ERC in response to a local need. This call will be made when one or more of the following events occur:

- Members of the community are displaced by the emergency and cannot get to their homes until the emergency is brought under control;

- VICPOL evacuate sections of the community which is facing imminent danger;

- Members of the community, in response to reports about an emergency in the media, self-evacuate their homes or workplaces ;

- A request for assistance is received from a neighbouring municipality via the ICC; or

- There is no emergency, but the threat is so extreme that an ERC is opened as a precaution

The activation of an ERC, its setting up and operation is outlined in the **'Moorabool Recovery Operations Sub-Plan'.** Refer to that for more detail.

6.5.2 Communicating with the community

Information is the essence of an effective recovery operation. The MRM needs an Emergency Communications Coordinator with a plan to ensure essential recovery information reaches all members of the community so their needs can be met.

> *Getting the right information to the right people at the right time should be the primary goal of the recovery coordinator.*

This can be challenging during a recovery operation because so much information will be circulated from a wide range of sources and some people may be so affected that the messages are not registering with them.

The recovery communication plan needs to take these factors into account and consider the most effective methods available. The Council has a range of options available to them, and these include:

- Community meetings/forums

- Council customer service area

- Recovery centres

- After-hours emergency contact service

- Council website

- Newsletters/letter-drops

- Media releases

- Local community radio / ABC Radio Victoria / other broadcasters including electronic and print media.

- Outreach – visitation to homes and businesses

NOTE: The role of the Council Mayor is paramount, particularly with community meetings and gatherings such as community BBQs.

6.5.3 Council Cost Recovery

Procedures for tracking and ultimately recovering the costs incurred by Council related to an emergency need to be implemented as soon as possible. Prompt and accurate record keeping will ensure complete cost recovery and avoid unnecessary strain on the Council budget. This entails:

- Advising Victorian State Department of Treasury and Finance that there is an emergency

- Setting up a cost centre and recording all Council costs (including human resources) to that number

Refer to the MAV Publication 'A Council Guide to The Financial Management of Emergencies' located in the **Recovery Operations Sub-Plan** for more detail. Tracking of resource use can be managed in the CRISISWORKS database.

The DRFA Guidelines should be used to consider what can and cant be claimed if the event is a declared emergency by the State Government.

6.5.4 Recovery Centres

Recovery Centres are set up by Councils following a significant emergency within their local government area to coordinate services to the affected community. Centres such as these are established when the demand for information and recovery services exceeds the capacity of council reception staff and the recovery team to manage.

Recovery centre considerations:

- If required, a recovery centre/s should be opened as soon as possible after the event.

- A Recovery Centre is a one-stop shop from which information and support can be provided to impacted people **after an emergency has passed**.

- A Recovery Centre is often located as close to an impacted area as possible, although this may change according to the impact of the event (e.g. in the event of widespread flood, it's likely to be at a local centre that can be accessed readily by impacted people.)

- A Recovery Centre may end up operating over many months, once again, depending on the severity of the impact and the needs of the affected community.

- The Council has responsibility for selecting and managing the facility. They will also provide an information service for the affected community members on Council functions (clean-up, community infrastructure, environmental health, buildings and planning etc) as well as what community recovery activities are currently available. Council will also log requests for assistance and manage the data collected in the centre using the CEOC/MECC Recovery database titled **'Crisisworks.'**

Attending agencies <u>at a minimum</u> should include:

1. VICDHHS – emergency and hardship grants

2. COMDHHS (Centrelink) - Support services for emergency affected persons in crisis, for example:
- Disaster Relief payments;

- Exceptional Circumstances Relief payments;

- Bereavement Payments; and

- Special Benefit payments.

3. Community Health Centre/s
- Personal Support;

- Psychological First Aid; and

- Temporary accommodation in some cases

4. Salvation Army/material aid agency:

- Material aid items, such as clothes, food and toiletries;

- Financial grants in some cases; and
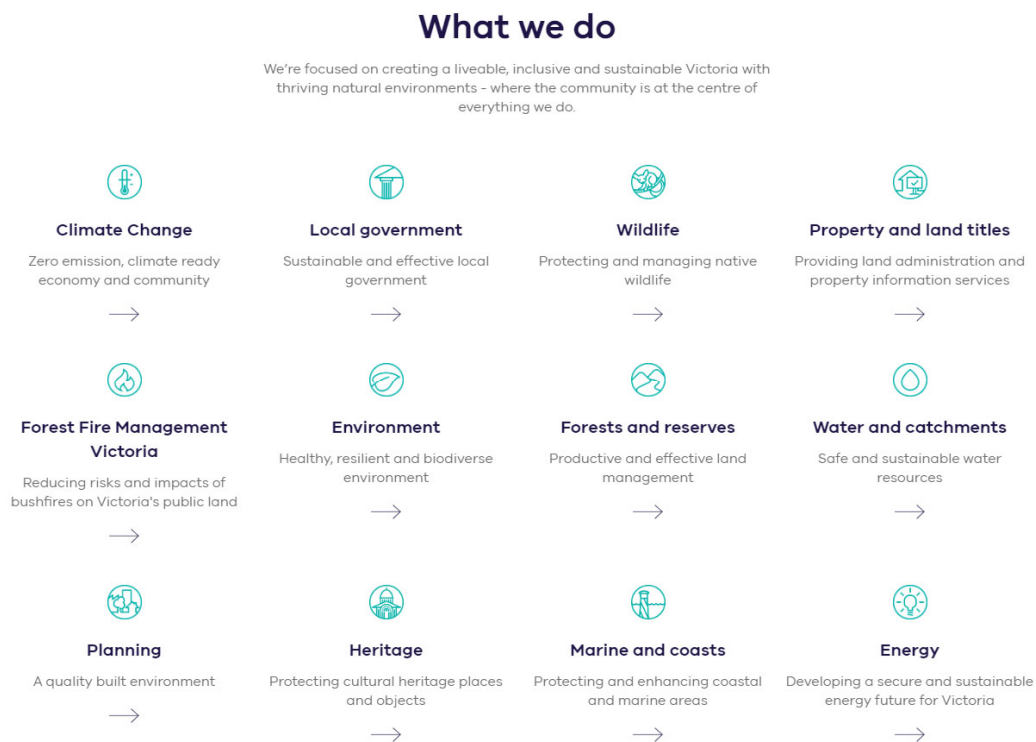
- Temporary accommodation in some cases

Additional attending agencies can include:

5. Rural finance advisor – business advice and low interest loans

Department of Transport –

On 1 July 2019, VicRoads and Public Transport Victoria came together with the Department of Transport to create a properly integrated transport department – in step with other global cities.

6. DELWP – Below is what we do

What we do

We're focused on creating a liveable, inclusive and sustainable Victoria with thriving natural environments - where the community is at the centre of everything we do.

Climate Change	Local government	Wildlife	Property and land titles
Zero emission, climate ready economy and community	Sustainable and effective local government	Protecting and managing native wildlife	Providing land administration and property information services
Forest Fire Management Victoria	Environment	Forests and reserves	Water and catchments
Reducing risks and impacts of bushfires on Victoria's public land	Healthy, resilient and biodiverse environment	Productive and effective land management	Safe and sustainable water resources
Planning	Heritage	Marine and coasts	Energy
A quality built environment	Protecting cultural heritage places and objects	Protecting and enhancing coastal and marine areas	Developing a secure and sustainable energy future for Victoria

7. Insurance Advisor – general insurance advice and advocacy

8. DJPR – Department Jobs Precincts and regions -

Emergency and resilience functions of the department

The department works closely with Emergency Management Victoria, Government, Industry and the Community to help ensure Victoria has the resilience to survive, adapt and grow in the face of shocks and stresses it may experience. This includes delivering before, during and after activities for emergency management and working with critical infrastructure.

Lead agency responsibilities

The department's emergency management accountabilities are set out in the Emergency Management Manual Victoria ⬀. The department's portfolios are the State's lead agency for:

- agricultural or veterinary chemical contamination of livestock or agricultural produce ⬀.
- biosecurity incursions ⬀, including:
  - exotic animal disease outbreaks (including fish and bees).
  - plant pest or disease outbreaks (including plague locusts).
- invasive plant and animal incursions ⬀.
- rapid and significant increases in established pest populations ⬀ (vertebrate pests and plagues).

Relief and recovery responsibilities

The department's portfolios also have lead and support roles for relief and recovery activities for the impacts and consequences of emergencies for:

- small business ⬀
- primary producers and other animal owners ⬀
- animal health ⬀ and animal welfare ⬀
- food and grocery supply logistics
- marine pollution oil spills in Victorian coastal waters up to three nautical miles
- telecommunications assets and supply.

Critical infrastructure

The department also works closely with critical infrastructure industry owners and operators to support resilience and emergency planning for the Communications, Transport and Food and Grocery Supply Logistics sectors. This includes oversight of:

- Obligations under the Victorian Critical Infrastructure Resilience Strategy ⬀.

9. Fencing Coordinator – assistance with restoring boundary fences

10. Telstra Countrywide communications advisor – mobile phone loans

11. Catchment management authority advisor – assistance with restoring catchments

12. Others as required

The process for collecting and managing recovery centre data is outlined in the **'Moorabool Recovery Operations Sub-Plan'.** This includes a manual and a standard operating procedure for the setting up, staffing and management of a recovery centre.

6.5.5 Secondary Impact Assessment

Secondary Impact Assessment - Recovery (SIAR) is the process for determining the impact of an emergency on the built, natural, social and economic environments of the affected community.

This assessment is conducted primarily after the emergency when it is safe enough for trained personnel to enter the affected area.

A detailed assessment of the damage to the affected area is essential so that the municipal recovery team can:

- determine what needs to occur to ensure safety to life and property
- identify what relief and recovery requirements are needed
- provide advice to relevant government departments, agencies and the community
- effectively commence their planning and recovery operation.

Emergencies can have a wide-ranging impact on a community. Secondary Impact Assessment, and the ensuing Emergency Recovery operation, is conducted (as mentioned above) across 4 recovery environments:

- Social (assisting people rebuild their lives and getting communities reconnected)

- Built (re-building homes, fences, community structures, roads and utilities)
- Natural (restoring water, national parks, environment and cultural heritage assets)
- Economic (promoting tourism, assisting return of business activity)

Strategies for recovery are developed from the Secondary Impact Assessment report and then implemented by the range of available agencies within the local government boundary and/or region.

Who conducts this assessment?

The following organisations, as designated in the Emergency Management Manual of Victoria (August 2014, Part 7 Emergency Management Agency Roles, Recovery Activities), are responsible for conducting SIAR work in the following areas:

- Local Government Authority (LGA) - Where the impact is within an Urban or Industrial area and on Council property
- Department of Environment, Land Water and Planning (DELWP) - Where the impact is upon rural and farming enterprises and where the impact is upon state owned public land.

The Four SIAR Stages

Following a significant emergency, and when the SIAR teams are ready to be deployed, there are four clearly defined stages of SIAR data collection and management. The completion of each stage enables the next one to commence.

Stage 1: Municipal Infrastructure Impact Assessment:

Moorabool Shire Council's Infrastructure Management Team will convene and determine resources to be allocated to conduct a rapid and comprehensive assessment of Council infrastructure including trees. This information will be passed back to the Manager Engineering Services and SIA Coordinator. The Infrastructure Team will ensure data collection as part of this assessment and recording loss and damage data, fits with its asset management system and NDFA requirements.

This information is essential not just for the Infrastructure team, but for the other members of the SIA team in planning and understanding the area of impact and to inform closure and reopening of public property.

Stage 2: Private Property SIAR

Council and DELWP staff will commence their assessment of the impacted private properties once the Infrastructure data provides a clear picture on the areas safe to enter. Impact data is recorded on the relevant data collection forms (electronic or hard copy) and copies will be collated by the SIAR Coordinator. Damage to any buildings is reported to the EHO and Buildings team.

Stage 3: Hazards Identification and Assessment

The EHO and Buildings surveyors/assessors, having data on the locations of damaged structures, (damaged buildings/utilities), will conduct their more detailed assessment of those properties with a focus on the hazards which may exist. These hazards will include identification of dangerous substances (eg asbestos), unstable structures as well as damage to water supplies and sewerage systems.

Stage 4: SIAR Data Management and Reporting

The influx of the secondary impact data from these assessments will need to be collated and stored by the Council. The ability to deliver accurate and timely reports on the impact of emergencies is the primary purpose of SIAR. There will be demands placed upon the Council from numerous directions to do just that. In the past, there has been no clear process on just how this should work which raises the following questions.

- How will all this SIAR data be managed and then used to produce reports?
- Who will want these reports and what data will they require?

The State Government and EMV have developed an Impact Assessment program that when updated can provide information to relevant government departments.

As stated earlier, a more detailed SIAR operational plan is held in the **'Moorabool Recovery Operations Sub-Plan'.** This includes a manual and a standard operating procedure for the implementation of a Municipal SIAR operation.

6.5.6 Municipal (INCIDENT) Recovery Committee

Where the magnitude of the event requires community input into the recovery process, a Municipal (*INCIDENT)* Recovery Committee may be established within the affected area.

For example, a *BUSHFIRE* Recovery Committee may be established following a severe bushfire. The same would apply for managing the recovery process for a drought or flood, etc.

Municipal (INCIDENT) Recovery Committee Membership

The composition of the committee will be essentially members of the Municipal (INCIDENT) Recovery Committee but will vary depending on the extent and type of emergency (i.e. which of the 5 recovery environments have been impacted?). For example, a fire could impact on the social, natural, built, economic and agricultural environments, but drought will largely impact the social and economic environments.

The membership of the committee could include community leaders and agency representatives:-

- Municipal Recovery Manager

- MERC, MERO and MEM

- Councillors (representing affected persons)

- Recovery Service Coordinators

- Government agencies

- Community groups

- Non-government agencies

- Task Force coordinators

Recovery Committee Responsibilities

- Address the impact of the emergency on the five environments and coordinate the required recovery services. Undertake specific recovery activities as determined by the circumstances and the Committee;

- Monitor the overall progress of the recovery process in the affected community. This can be done by:

  - Receiving feedback from personal support case managers

  - Conducting outreach services to the affected community

  - Monitoring service requests via council reception and/or the recovery Centre

- Identify community needs and resource requirements and make recommendations to appropriate recovery agencies, municipal councils and state government departments;

- Liaise, consult and negotiate on behalf of the affected communities, with recovery agencies, government departments and municipal councils;

- Liaise with DHHS Regional Recovery Coordinator;

- Ensure the affected community is consulted before recovery activities are undertaken;

- Provide leadership and support to staff specifically employed for the recovery effort (e.g. a CDO or business recovery officer).

- Form a 'Community Recovery Committee', made up of interested community members, to develop and implement specific recovery projects.

Activation

If a Municipal (INCIDENT) Recovery Committee is required to manage the recovery process, the MRM needs to determine;

- Who is the most suitable chair (the MRM or a council member)?

- What is the membership?

- How often should it meet?

- Reporting process

- Authority

6.5.7 Personal Support and Case Management

Following an emergency, affected members of the community may require one or more of the following services:

- General personal support

- Case management

- Outreach

- Counselling

Initial personal support services may be general in nature at relief/recovery centres and community meetings. People who have lost their homes may urgently require a case support worker. In all of these cases, the MRM will be advising the Coordinator of Personal Support/Counselling services to activate their part of the Municipal Recovery Plan.

NOTE: An MOU currently exists between 2 health services, DHHS, Australian Red Cross, VCC EM and the Moorabool SC for the coordination and provision of personal support and case management.
A copy of this MOU sits in the *Recovery Operations Sub-Plan*.

Implementing the Personal Support Process:

It is important that the post-emergency process is fully understood by all personal support providers and works in conjunction with other recovery services also being provided. The coordination of recovery services is the responsibility of the MRM and the **Municipal *(Incident)* Recovery Committee** (should it be necessary to convene and again the decision is made by the MRM).

Once all affected citizens (who need assistance) have been assigned a case support worker and community recovery meetings have informed the public of the available services, by about the sixth to the tenth week into the recovery operation, an *outreach activity* (explained further on in this document) may need to be conducted. Planning for this should commence at least two weeks prior to the planned outreach activity so training can be prepared and volunteers recruited.

Recovery Milestones:

People impacted by emergencies may need support over an extended period of time, particularly upon reaching certain milestones ….. 6 week, 6 month and 12 month points in time have proven to be important stages for some people in their recovery process. The Personal and Case Support Coordinator needs to keep these milestones in mind when planning service delivery.

6.5.8 Recovery Task Forces and action plans

Task forces (or recovery workgroups) may be formed within the (INCIDENT) Recovery Committee to develop and implement recovery action plans. They will largely align themselves with the 5 recovery environments (social, built, economic, natural & agricultural), but additional groups may need to be formed where a specific function or community group requires extra coordination. Examples in the past have seen Tourism, Agriculture and Communication task forces formed to prepare and implement specific recovery service action plans.

The formation of these task forces allow the Council staff, agencies and service coordinators, specific to their particular environment (or function), to meet and develop their action plans in a focussed manner.

Each task force will be required to do the following:

- Appoint a Chair for the workgroup – (eg Council engineer for the built environment)

- Assess the needs identified in the Secondary Impact Assessment

- Determine the recovery services required to meet those needs

- Prepare an action plan which sets out an implementation plan and timeline

- Apply for funding through the recovery assistance program on offer at the time

- When ready, implement the recovery action plan

- Meet regularly to monitor progress

- The Chair attends the Emergency Recovery Committee meetings to provide progress reports and liaise with the other task forces

6.5.9 Donations and Spontaneous Volunteers Management

In an emergency, community goodwill may result in a flood of material goods or volunteer offers of help. The MEMP Recovery Plan should have a clear policy on the handling of donations which will need to be implemented by the MRM starting from the CEOC/MECC and continue through the recovery operation.

To ensure the effective management of offers of material aid and volunteer support, it is important that those making offers:

- Receive a professional and courteous response from Council staff;

- Understand the conditions where offers of support will or will not be accepted; and

- Are made aware of ways to get involved in recovery activity (service clubs, volunteer agencies etc).

Moorabool SC Policy

Donated Goods

Unsolicited goods and services donations can cause many problems, largely related to logistics and administration overheads needed to manage them. Also, only a small percentage of them end up being useful. The introduction of large quantities of commodities into an affected area can also hurt the local economy if it is already vulnerable.

The following recommendations on goods and services management should help with this potential problem:

- The municipality should refuse offers of donated goods that are unsuitable, will cause resource problems for distribution or will disadvantage local suppliers and businesses.

- An alternative approach could be to record (or log) offers of goods and services with a return contact number. Should the need arise, the donor will then be contacted.

- All donations (when solicited) should become resources to be used in the recovery process where best needed and not subject to conditions by the donor or returned.

- Donors who attempt to donate unsolicited or unsuitable goods, such as clothing, should be directed to community agencies who manage these products. Donors could also be encouraged to sell these goods and donate the cash.

- Corporate donors will be subject to the same guidelines as individuals, but where their offers are accepted, the following should be considered:

  o Consideration be given as to whether these offers will adversely affect local businesses

  o All goods should be labelled and provide an inventory list when shipped

  o All corporate goods must be tracked to their end-point, for transparency and auditing purposes (they are tax deductible for the company)

  o Those donated goods not distributed can be sold and added to the appeal total

  o Recognition of the corporate donors should be considered, so liaise with the Communications Coordinator about positive comments to the media.

NOTE**:** Due to food handling regulations, donations of perishable food **CANNOT** be accepted under any circumstances. Non-perishable food donations could be handled by a local agency if one is available.

Spontaneous Volunteers

These are people who have the desire to help in emergencies even though they may not have had actual experience, or training.

So what's the difference between a volunteer and a spontaneous volunteer?

A volunteer is:

- affiliated - a member of an organised recognised group

- may have been trained to some degree in emergency management relevant skills

- accountable and responsible (through their organisation)
- a known quantity

A spontaneous volunteer is;

- unaffiliated – not a member of an organised, recognised group
- unlikely to have been trained in emergency management relevant skills
- not responsible or accountable to any given organisation
- an unknown quantity
- possibly a 'previous' volunteer (no longer involved)

Volunteers are an essential resource who need to be used in a recovery operation, but spontaneous volunteers require careful pre-planning and preparation as well as close supervision.

There will be tasks and circumstances where these volunteers can be utilised, and there will be times when their offers will be declined. While the Council may not wish to use spontaneous volunteers in their recovery operations, it needs to take into consideration that people will present themselves regardless. It is wise therefore, to have a pre-arranged agreement about how people who present will be communicated with.

Simply telling people they are not wanted and sending them away can lead to very bad feeling in the community when people perceive (rightly or wrongly) a need. It is more appropriate to direct people to other organisations who may be able to use their services. It is valuable to develop a clear message for spontaneous volunteers in advance of an emergency event. Any message should thank them for their offer and their time, and direct them to actions they can undertake or organisations they can assist with.

Moorabool SC, on those occasions when spontaneous volunteers are not required, the following process will be implemented:

- Individuals wanting to volunteer will be encouraged to affiliate themselves with a responding voluntary agency, or an organised group of their choice. *For more information on this register refer to the **Donations and Appeals** Operations plan.*

- Unaffiliated volunteers will be discouraged from going directly to any emergency site and informed that their presence may hamper relief and recovery efforts. They will be encouraged to contact voluntary agencies in their area.

Monetary Appeals

The optimum and preferred situation in any emergency recovery situation is to have all individuals and organisations wishing to make monetary donations. This will eliminate the logistics involved in managing goods and services. The funds can be used to purchase what people need which meets their individual preferences and circumstances. Monetary gifts are also the least labour intensive.

Moorabool has developed an Appeals Sub Plan and has an agreement with the Community Banks in Bacchus Marsh and Ballan. If an appeal is launched, then the Moorabool Appeals Committee (refer Terms of Reference) should be convened to activate the:

- Donated cash management procedure
- Grants eligibility criteria

Refer to the **Donations and Appeals** Operations plan for more information on how this should work.

6.5.10 Outreach

Outreach services are defined as a visitation process for delivering and gathering of information at the home or business of affected households or individuals. Essentially it is a coordinated door knock with the intention of providing personal support (which is essentially a sympathetic ear to gauge how they are travelling and the provision of recovery services information).

The Outreach model for providing effective personal support services will aim to assist people to recover from emergencies which may have been stressful and traumatic events, whilst supporting and working within the existing service system structure.

A coordinated proactive Outreach model is one of the primary tools which achieve the following:

- The ability to assess the level of needs within the community;

- Ensure key services are been delivered and that they meet community expectations.

- Reduce the number of visits by agencies to affected people.

- Provide effective personal support which may reduce the requirement for counselling and formal mental health services at a later date.

While it is recognised that many homes may be in the geographic area impacted by an emergency, careful prioritising and monitoring will need to be undertaken to maximise the ability to provide outreach to the areas most affected.

When planning the initial outreach visits, consideration needs to be given to:

- local understandings about the community profile

- which areas have experienced severe damage from the event

- the extent of the loss of essential services. Districts without essential services may also have vulnerable people living in those areas

NOTE: *The MEM and MRM will coordinate and arrange outreach in conjunction with the VCC Emergency Ministries and Red Cross. The Outreach Sub Plan is a useful resource.*

6.5.11 Community Development

An emergency can have a range of impacts on a community which may cause social networks to be disrupted or completely break down. These emergencies can range from single incidents (such as a house fire) to catastrophic events (such as a flood or a major bushfire). These impacts may cause losses of:

- primary residences

- essential services (transport, utilities, local store or service station)

- community assets (community hall or sporting facilities)

- volunteer support (due to them being directly impacted or overworked)

- community and sporting networks

- income (through drop in business activity).

One or a combination of these may cause people to 'disconnect' from the community support networks which can add to their stress level and/or trauma. There are a range of recovery activities that can be undertaken to assist with a return to normality. These include:

- Rebuild lost community infrastructure

- Employ a Community Development Officer (CDO) to prepare and implement a plan which encourages people to reconnect, and thus assist them to recover from the emergency

- Send key messages to the impacted community providing information on the community development process and associated activities.

6.5.12 Economic Development

An emergency can also have a range of impacts on the business community which may cause economic activity to be disrupted or completely break down. These impacts may cause losses of:

- Building and production infrastructure

- Customer base (negative impact on tourism numbers)

- Supply chain

- Jobs or employees

One or a combination of these may cause a negative impact on economic activity and the community. There are a range of recovery activities that can be undertaken to assist with a return to normality. These include:

- The Council Economic Development Coordinator visit the impacted businesses and note their concerns and provide support information.

- Employ a Business Development Officer (BDO) to prepare and implement a business support plan which will aid their recovery

- Send key messages to the impacted business community providing information on the business development process and associated activities

6.5.13 Recovery Personnel and Staff Welfare

The following should be considered when maintaining an effective workforce within the recovery team.

- staffing numbers and workload

- rotations/rosters

- use of volunteers

- mutual aid from neighbouring municipalities

Note: Staff will be undertaking multiple roles and functions.

Staff welfare is often overlooked due to the priority given to supporting the management of the recovery operation. It is important to recognise that emergency recovery staff may be emotionally affected, as they are likely to be dealing with people who have been affected by the emergency. In addition, they may have concerns about their own families and friends who have been similarly impacted. Also, their recovery role is unlikely, in some cases, to be part of their normal Council function and they may feel pressured to undertake these daily tasks as well.

As a result, there is a potential for a substantial amount of stress and work overload among the recovery staff. The Moorabool SC Business Continuity Plan, if implemented as it is designed, should address some of the workload issues, but won't resolve all of them. Therefore, the Leadership Group, in conjunction with the Recovery Management Team, should take steps to provide welfare support to recovery staff including:

- Providing a supportive working environment;

- Providing backfill into their substantive role when required;

- Ensuring regular breaks;

- Making available psychological support and counselling;

- Providing information and assistance regarding staff families and related issues;

- Managing workloads;

- Recognising post-event staff needs.

The recovery operation cannot operate without the relevant individuals to source resources and provide support to the recovery operation. As such, the workforce management issues and welfare of staff, including personnel from other agencies, should be paramount.

6.5.14 Evaluation and Reporting Requirements

Evaluation

At the conclusion of the various recovery activities (eg Relief and Recovery Centres) and the implementation of recovery action plans, a debrief should be held to evaluate how well the recovery functions and the overall operation performed. This process helps identify good practices and areas for future improvement.

The review also allows any issues falling out of the recovery operation to be aired, for affected individuals to be identified and have their welfare needs addressed, and for lessons learned on the way to be included into the future planning arrangements.

The action items arising out of this evaluation need to be documented, placed on file and worked through by the Recovery Planning Committee. Confirmation that those improvement activities were undertaken will be sought during the next MEMP review, which occurs every 3 years.

Reporting

The Recovery Committee will be required to prepare reports on a range of activities at various stages in the emergency recovery continuum. These include:

- Loss and damage to private and community infrastructure

- Affected households and businesses

- Funded recovery action plans

- Vulnerable people

6.6 Recovery service areas and lead agencies

The following table outlines the key recovery services that may be called upon following an emergency and includes:
- The responsible coordinator for that service

- Supporting service provider agencies

Moorabool SC Recovery Service Coordination Arrangements

Activation of any of the following services will be via notification from the Municipal Recovery Manager to the Recovery Service Coordinator of that specific area

Recovery Environments: **Additional Environment:**

Social, Health & Community	Built	Natural	Economic		Planning

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Temporary Accommodation ▪ *Assist in the provision of temporary accommodation after an incident (up to a week)*	**Manager Active Aging and Community Access**	• MSC • Agencies in neighbouring municipalities	Refer to Recovery Plan Contact MRM in neighbouring LGA
Aged & Disability Support ▪ *Plan for and co-ordinate the recovery process for aged and disabled people in the Shire.* ▪ *Vulnerable People Register used to prioritise service provision*	**Manager Active Aging and Community Access**	• Aged Care Providers • HACC • Dept of Health and Human Services (DHHS) • Rural Access Worker	Health Services Liaise with agencies re: possible additional support required

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Catering ▪ *Provide food services as required for Council response, field and emergency management staff (and attendees at Emergency Relief Centres).*	**MRM**	• Red Cross • MSC • Private caterers	*May provide catering in relief centre* *Coordinates catering for other EM functions*
Children's and Youth Services ▪ *Plan for and co-ordinate the recovery process for young people.*	**Manager Child, Family and Youth**	• MAST	*MSC and Group of agencies that support Youth Services*
Children and Families ▪ *Provide Childcare to relief/recovery centres.* ▪ *Plan for and co-ordinate the recovery process for children and young people.*	**Manager Child, Family and Youth**	• Family Day Care Provider • Kindergartens/Schools • Maternal and Child Health Nurse • Child and Family Services	

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Communication ▪ Coordinate and provide accurate information to the public and media after an emergency. *NOTE: more detail on the provision of this service is provided Communications Operations Sub-Plan*	**Communications**	• Media Liaison Officer • Council Mayor • Community Engagement Officer • Local Media	
Community Strengthening ▪ Coordinate community events and activities that will assist communities' recovery from the impacts of an emergency. ▪ Recovery Centre ▪ Employment of a Community Development Officer (CDO) may well be a key part of this recovery service.	**General Manager Community Strengthening**	• MSC • Community Health Service providers • Dept of Health and Human Services (DHHS) • DELWP and DEDJTR • Community group representatives	Ballarat Community Health, Ballan District Health and Care, Djerriwarrh Health Services Assistance with gaining funding for Community Development Officer (CDO) Funding provider and coordinator

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Donations/Appeals Coordination ▪ Coordinate the collection and distribution of donated goods, services and money following an emergency. *NOTE: more detail on the provision of this service is Donations and Appeals Sub Plan*	**Chief Financial Officer**	• Neighbours Place • Red Cross • Salvation Army • Bendigo Bank	May assist with collection and distribution of food Can provide advice, however only launches a financial appeal if requested at a state level. Will provide material aid May support and administration of an appeal
Financial Assistance ▪ Coordinate the distribution of information on financial aid to individuals and communities after an emergency.	**Chief Financial Officer**	• Media Liaison Officer • MSC • Dept Health and Human Services	 Newsletters, community meetings Information on grants available
Material Aid ▪ Co-ordinate distribution of material aid to affected members of the community following an emergency.	**MRM**	• Salvation Army • Local opportunity shops • Local service organisations	

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Personal Support ▪ Coordinate the provision of personal support and counselling services during and after an emergency. ▪ Case management of affected members of the community will be the preferred approach. ▪ Outreach services will be coordinated from this service area *NOTE: more detail on the provision of Outreach Services is provided in the Recovery Outreach Sub Plan*	**MRM**	• Community Health Service providers	Personal support, case management, outreach services, counselling NOTE: Refer to Personal Support MOU for procedures in a minor incident
		• Regional & State authorities	Personal Support, eg. VLine in the event of train crash, TAC in the event of road accident
		• Victorian Council of Churches Emergencies Ministry (VCC EM)	Personal support in a relief centre, support for secondary impact assessment and outreach. Support for single incident emergencies.
		• Red Cross	Personal support, outreach services
		• Beyond Blue	Will provide resources for community events
Recovery Centre Management ▪ Coordinate and staff relief and recovery centres as established by the MERO and MRM, and liaise with other	**MRM**	• Identified centre managers and deputies	MRM usually determines recovery centre activation
		• Dept of Health and Human Services (DHHS)	Recovery centre support; emergency grants, information & coordination

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Service Coordinators. ■ Regular maintenance of the centre register and support resources is part of the coordinator's role. NOTE: more detail on the provision of this service is provided in the MSC Recovery Operations Sub-Plan		• Community Health service providers	Personal support and case management
		• Salvation Army	Material aid and grants
		• Centrelink	Financial advice and grants
		• Others support Agencies include Rural Finance, Telstra, DELWP, Insurance Council of Victoria etc as required	Provide information and recovery services
Relief Centre Management	**MRM**	• Red Cross	Registration
		• VCC EM	Personal Support
		• Victoria Police	Security
		• Salvation Army	Material Aid/bedding
		• Dept. of Health and Human Services	Financial assistance

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Volunteer Co-ordination ▪ Recruit, support and coordinate the work of volunteers after an ▪ emergency. ▪ Assist other recovery service areas through provision of volunteers as required. (This could include cleaning up, fencing and garden restoration.	**Coordinator Community Development and Recreation**	• MSC Community volunteer groups	Progress associations, sporting clubs etc
		• Service Clubs	Lions and Rotary
		• Others as determined	Football club etc

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Animal/Stock Welfare ▪ Coordinate pets at relief centres ▪ Assist/destroy injured stock/wildlife. ▪ Co-ordinate disposal of dead stock. ▪ Co-ordinate emergency feed/fodder supplies. ▪ Identify holding areas for stock/pets etc. ▪ Provide cages/leads etc. for animals and relief/recovery centres. ▪ Round up escaped stock.	**Coordinator Community Health and Safety**	• MSC Community Safety Officer • Department of Jobs Precincts Regions (DJPR) • Environmental Health Officer (EHO) • MSC Manager Operations • RSPCA • Victorian Farmers Federation (VFF) • Parks Victoria • Animal Aid Agencies	Implement Animal Emergency Management Plan Containment and disposal of stock, feed distribution and advice to farmers Siting of stock pits in consultation with EPA Create stock disposal pits Pet accommodation Assist DEDJTR with farm animal support Wild life assistance Wild life assistance
Economic Development and Tourism • Support local businesses and tourism services and provide information and advice	**Manager Strategic and Sustainable Development**	• MSC tourism, events and economic development staff • DJPR/RDV • Centrelink • Community Service providers	Economic development and tourism assistance Economic development assistance and planning, grants, marketing Financial assistance Business Associations

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
		• Chamber of Commerce	Connection with local businesses
		• Rural counsellors	Business planning advice

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Clean up/Equipment Provision ▪ Plan for and coordinate the clean up process after an emergency, including the provision of temporary resources as required, eg. toilets, generators, earthmoving equipment, furniture.	**Manager Assets**	• MSC Operations Department	Outdoor staff
		• Environmental Health Officer (EHO)	Health hazard management
		• Arborists	Tree clean up
		• CFA Volunteers	Volunteer support
		• Local Contractors (e.g. earthmovers)	
Infrastructure ▪ Rebuild and restore community infrastructure/utilities after an emergency.	**Manager Engineering Services**	• MSC Manager of Assets	Coordinate restoration of roads, bridges, public infrastructure
		• Powercor	Restore power supply to properties
		• Local water	Restore water supply to properties, repair water supply infrastructure
		• Telstra	Restore phone connections to properties
		• Catchment Management Authority (CMA)	Protect catchment areas/assets
	Manager Assets	• Assets Team • Operations Team	Bridge inspections, Infrastructure assessments.

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Fencing • Coordinate the services to support the restoration of fencing in the municipality, including volunteer fencing efforts.	**Manager Environmental Management**	• DJPR	Support with rural properties
		• Service clubs	Support with coordination of volunteers
		• VFF	
		• BlazeAid	As per Scotsburn Recovery
Transport • Coordinate and provide advice on public and community transport services	**Manager Active Ageing**	• DJPR	Information and services
		• MSC (Active Ageing and Community Access)	Infrastructure and support
		• Merrimu Services	Coordination
		• Health Services	Infrastructure and information

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Secondary Impact Assessment ▪ Coordinate assessment of damage and losses following an emergency. ▪ The gathered information will greatly assist the recovery planning and service provision in the recovery process. NOTE: more detail on the provision of this service is provided in the Secondary Impact Assessment Sub Plan	**Manager Engineering/SIAR Coordinator**	• Department of Environment, Land Water and Planning (DELWP) & Department of Jobs, Precincts and Regions	Support agency for rural areas
		• Municipal Building Inspector	
		• Municipal EHO	
		• Personal Support Coordinator	VCC EM, Red Cross, VFF
		• Support agencies – other LGA staff	Additional EHO, building surveyor
		• SES, CFA	Assessor support
		• Arborists	Tree safety

Recovery Service	Service Coordinator	Service Providers	Comments/Additional Information
Environment ▪ Assess, advise on and repair damage after an event, including tree safety/assessment; replanting/revegetation; erosion prevention and control.	**Manager Environmental Management**	• DELWP/Parks Victoria	Restoration of public lands and national parks
		• Catchment management authorities	Possible funding for restoration of fence lines and vegetation
		• Landcare Groups	Volunteer work teams
		• MSC Operations Department	Restoration of Council public open spaces
		• Dept Environment, Land, Water and Planning (DELWP)	Farm advice and programs for weed and feral animal control
		• Local water authorities	Manage local water supply issues
		• Municipal Environmental Health Officer	
Environmental Health ▪ Assess, advise on and minimise the public health impact of an emergency e.g. safe water supply, food safety/disposal, septic systems, safe disposal of waste, provision of temporary toilets/facilities etc.	**Coordinator Community Health and Safety**	• Contracted EHO support service	
		• Regional DOH Environmental Health Officer	Public Health warnings, advice & info
		• Municipal Environmental Health Officer	Public Health warnings, advice & info, eg. disposal of hazardous materials
		• Health Services	Coordinate and address local community health matters

PART SIX – ANCILLARY ARRANGEMENTS

SUPPORT TASKS AND FUNCTIONAL SERVICE AGENCIES

Support Services for Response

In addition to the list of control agencies, there are a range of functional support services for response. All agencies listed in Part 7 of this manual, may potentially be support agencies in the event of an emergency, where they have the skills, expertise or resources to contribute to the management of an emergency. Refer to each agency's role statement for a list of the services provided.   The agency with portfolio responsibility for the subject area will generally be the lead agency for the functional area and will coordinate the involvement of service providers within the portfolio.

Functional support area	Lead agency (state)
Agriculture	DEDJTR
Animal Welfare (livestock and companion animals)	DEDJTR
Animal Welfare (wildlife)	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

EMERGENCY RELIEF

At State level Emergency Relief and Recovery arrangements are co-ordinated by Emergency Management Victoria. At the Regional level, Emergency Relief and Recovery activities are coordinated by the Department of Health and Human Services. At Municipal level, the coordination rests with the Moorabool Shire Council.

Aim

To co-ordinate the provision of Emergency Relief to an affected community, and when required, to Control and Support Agencies.

Role

To establish a system for the provision of any or all of the functional services under Emergency Relief.

Emergency Relief Management

In the event of the requirement for any or all of the functional services of Emergency Relief, the request must be channelled through the Municipal Emergency Response Co-ordinator to the MERO. The MERO will activate the required functional services.

All functional services will operate and report back to the MERO.

FUNCTIONAL SERVICES

Catering

At municipal level, the Australian Red Cross - is responsible for the co-ordination for the provision of food and water at the Relief Centre during an emergency situation. Red Cross may be supported by:-

- CFA Brigade Auxiliaries – Bacchus Marsh and Ballan
- Bacchus Marsh SES Associates
- The Salvation Army

Emergency contact details are listed in Part 7 – Appendix B, of this plan.

Activation for service:

The provision for such food and water arrangements is to be requested though the Municipal Recovery Manager (MRM) who will ensure Red Cross is activated by calling the Red Cross State Duty Officer. (ph: 1800 232 969).

These procedures must apply where;

- Catering is required for the Relief Centre
- reimbursement for incurred costs are to be claimed by local providers
- where food goods/resources are required to be purchased by an authorised Australian Red Cross Victoria purchasing office.

Australian Red Cross being the coordinators for the provision of catering arrangements will, in conjunction with any local catering provider already activated, ascertain the degree of support necessary from ARCV to meet the requested needs of the Relief Centre.

Requests for catering for response agencies will be coordinated by the agency themselves.

Material Needs

The Salvation Army is responsible for material needs and will co-ordinate material need providers. They may be supported by:
- St. Vincent De Paul
- Brotherhood of St. Laurence

Contact details are listed in Part 7 – Appendix B, of this plan.

Emergency Accommodation

The Moorabool Shire Council will coordinate the provision of emergency shelter.

A list of Emergency Relief Centres identified in the Moorabool Shire Council is included in this plan. Refer Appendix G.

Contact details are listed in Part 7 - Appendix B of this plan.

Personal Support, Emergency Grants and Temporary Accommodation

The Moorabool Shire Council will co-ordinate the provision of these services at municipal level. If the above functions are outside of the capabilities of the municipal resources, the responsible agency is Department of Health and Human Services.

Local support can also be obtained from:

- Djerriwarrh Health Services Lead agency
- Supporting agencies
- Ballan District Health and Care and
- Department of Health and Human Services
- Temporary Accommodation - Moorabool Shire Council (Municipal Recovery Manager)
- Hepburn Health
- Australian Red Cross
- VCC Emergency Ministries

Contact details are listed in Part 7 - Appendix B of this plan.

Community Organisations

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

Contact details of organisations able to assist will be maintained by the municipality.

Registration

Victoria Police are responsible for the registration of emergency affected people but have delegated the physical task of the registration process to Red Cross.

Contact details are listed in Part 7 - Appendix B of this plan

SUPPLY OF RESOURCES

Supply of resources at municipal level occurs when functional services, or control authorities, exhaust their own avenues of supply and there is a requirement for continued supply. Functional Service agencies supplying a service and requiring additional resources will put their request to the MERO. The control and support agencies will make their request through the Municipal Emergency Response Co-ordinator. The MERO will endeavour to obtain those resources through existing municipal arrangements. If unsuccessful, the request will be passed through the Municipal Emergency Response Co-ordinator to the Regional Emergency Response Co-ordinator. The Victoria State Emergency Service Regional Headquarters will action the request on behalf of the Regional Emergency Response Co-ordinator.

EVACUATION

Evacuation is the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. Evacuation may be undertaken by individuals, families and households on their own volition and independent of any advice, or it may be after an assessment of information provided by a Control Agency. *(Source: EMMV Part Three)*

The decision to recommend that people evacuate rests with the control agency in conjunction with Police and available expert advice. The Victoria Police are responsible for evacuation. Consideration must be given to the area, which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

Once the decision to evacuate has been made the Moorabool Shire Council MERO should be contacted to assist in the implementation of the evacuation. The Moorabool Shire Council will provide advice regarding the most suitable Emergency Relief Centre and other resources that may be required (e.g. public health, emergency relief considerations or requirements and special needs groups).

Assistance in an evacuation may be provided by the following agencies:

- VICSES
- VicRoads
- Bus/transport company proprietors
- Moorabool Shire Council
- Ambulance Victoria – specialist needs

Warning Considerations

The method of alerting people to the need for evacuation will depend on a number of factors. Consideration should be given to:
- The type of emergency
- The number of people affected
- The ethnic origins of the affected people
- Special needs groups

Evacuation Guidelines are included in the Emergency Management Manual Victoria – Appendix 9.

VULNERABLE PEOPLE FACILITIES

Appendix K includes the following information in accordance with Recommendation 3 of the 2009 Victorian Bushfire Royal Commission Final Report.

- Identification and documentation of facilities where vulnerable people are likely to be situated and the inclusion of these documents in Municipal Emergency Management Plans and other relevant plans.

- Compilation and maintenance of a list of services/agencies that is aware of vulnerable people in their community with contact details that can be accessed at any time.

- Provisions of this list to local police and any other relevant agency.

OTHER FUNCTIONAL AREAS

Communications

The Victoria Police is delegated the responsibility for communications. This is in accordance with the Emergency Management Manual Victoria (EMMV) which identifies that the Victoria Police are the primary support agency for communications.

Aim

To ensure essential communications when requested.

General

All agencies having a role in this Plan are responsible for the provision of their own communications systems during emergencies. Any agency not possessing a communications network but requiring communications during an emergency will put their request to the Municipal Emergency Response Coordinator who will arrange for the request to be actioned.

NBN Co

NBN Co operates a national wholesale-only open-access broadband network, and provides services to retail service provider phone and internet companies, who in turn provide broadband services, over the nbntm network, to their end user customers. nbn utilises a variety of broadband access technologies, including the following nbntm

Fixed line connections (which utilise a physical line running to the premises):
- Fibre to the premises (FTTP)
- Fibre to the Node (FTTN)
- Fibre to the Basement (FTTB)
- Fibre to the Curb (FTTC)
- Hybrid Fibre Coaxial (HFC)

NBN also utilises the following technologies which are used mostly in regional and remote areas:
- Fixed wireless
- Sky MusterTM Satellite

NBN Co has a variety of mobile facilities that it may deploy into impacted communities with the aim of delivering limited/partial service restoration subsequent to service disruption driven through the impacts of a natural disaster event.

Prevention / Mitigation / Risk Reduction Activities

- Provide advice regarding emergency communications infrastructure.

Response Activities
- Monitor emergency events at local, district and state levels in collaboration with [relevant department]
- Provide a liaison officer function to the State Control Centre to attend/provide information and advice on the impacts of emergency events regarding nbn services as they effect Victoria
- Contribute to the SCC situation reports and National Impact Assessment Model data
- Facilitate actions within, and across the telecommunications sector in response to an emergency event
- nbn manages its own emergency response arrangements and supply issues. nbn may seek assistance from government through the provision of situational information and in gaining access to impacted areas.

Relief / Recovery Activities
- NBN Co has a variety of mobile facilities that it may deploy into impacted communities with the aim of delivering limited/partial service restoration subsequent to service disruption driven through the impacts of a natural disaster event.

Telephone Communications

The Telstra network will be the initial and primary means of communication in the event of an emergency, when it is available, and should be utilised to capacity where possible. When identifying locations for use as CEOC/MECCs, Assembly Areas and Emergency Relief Centres, consideration should be given to the communications facilities already in place at that location.

Additional telephones can be provided by Telstra, <u>upon request to the Municipal Emergency Response Coordinator,</u> who will, in turn, submit such requests to the Regional Emergency Response Coordinator for action. All costs, related to such installations, are the responsibility of the requesting organisation.

Control Agency for Cyber Security – Department of Premier and Cabinet

Prevention / Mitigation / Risk Reduction Activities

- provide information and strategic advice to the Premier, Security and Emergency Management Committee and State Crisis and Resilience Council on whole-of-government security and emergency management issues
- chair the State Crisis and Resilience Council
- support the Security and Emergency Management Committee and State Crisis and Resilience Council to lead coordination of whole-of-government strategic emergency management
- coordinate with Commonwealth and state and territory First Ministers' departments on a range of security and emergency management issues
- maintain the State Crisis Centre to support the government response during an extreme event, in particular under the National Counter Terrorism Plan
- support the protection and rehabilitation of Aboriginal cultural and heritage sites on public land affected by emergencies and associated activities, through the Office of Aboriginal Victoria
- Implement actions arising from the Victorian Government Cyber Security Strategy, including enhancing the cyber security resilience of Victorian Government organisations by providing cyber security threat and risk management advice.

Response Activities

- provide information and strategic advice to the Premier, Security and Emergency Management Committee and State Crisis and Resilience Council and its sub-committees on whole-of-government response activities for emergencies
- advise the Premier on his/her power to declare a State of Disaster • chair the State Crisis and Resilience Council
- support the Security and Emergency Management Committee and its subcommittees, and State Crisis and Resilience Council to lead coordination of whole of government strategic emergency management
- coordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters
- activate and manage the State Crisis Centre to support government response during an extreme event, in particular under the National Counter Terrorism Plan
- support the protection and rehabilitation of Aboriginal cultural and heritage sites on public land affected by emergencies and associated activities, through the Office of Aboriginal Victoria
- Coordinate Victorian Government responses to cyber security incidents, including liaison with other states/territories and the Commonwealth Government (via the Australian Cyber Security Centre).

Relief / Recovery Activities

Relief and recovery coordination responsibilities summary:

- provide information and strategic advice to the Premier, Security and Emergency Management Committee and its sub-committee, and the State Crisis and Resilience Council on whole-of-government relief and recovery activities following emergencies
- advise the Premier, Security and Emergency Management Committee and its sub-committees, and State Crisis and Resilience Council on State and interjurisdictional matters relating to the provision of natural disaster assistance
- chair the State Crisis and Resilience Council
- support the Security and Emergency Management Committee and its Sub-Committees, and State Crisis and Resilience Council to lead coordination of whole of Government strategic emergency management
- coordinate with Commonwealth and state and territory First Ministers' departments on recovery matters
- activate and managing the State Crisis Centre to support government during recovery from an extreme event, in particular under the National Counter Terrorism Plan
- support the protection and rehabilitation of Aboriginal cultural and heritage sites on public land affected by emergencies and associated activities, through the Office of Aboriginal Victoria.

DPC is lead agency for the following recovery activities:

- organisation of State-wide public-appeals by setting up and allocating the management of public appeals and appeal funds.

DPC also supports the following agencies in their delivering their respective recovery activities:

- DTF and EMV in
  - implementing financial assistance under the DRFA by providing advice to the Victorian Premier to request the Prime Minister activate DRFA Category C and D as required
  - implementing available financial assistance under the DRFA to assist small businesses and primary producers' recovery by providing advice to the Victorian Premier to request the activation of DRFA Category B, as required.

Communications Resources

The following organisations have communications facilities and resources, which may be available in an emergency:

Health and Medical

The Municipal Environmental Health Officer has been delegated the responsibility for health and medical matters.

These Municipal Health and Medical arrangements should be considered in conjunction with the State Health Emergency Response Plan (SHERP), the Municipal Hospital Emergency Plans and the MSC Public Health Emergency Management Sub Plan.

Aim

The aim of these arrangements is to identify the Health and Medical facilities available within the Moorabool Shire Council and identify the arrangements for activation.

Due to the dual nature of these arrangements, it will be divided into two components; each being addressed accordingly. These components will be **HEALTH** and **MEDICAL**.

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:
- Food safety (including donated food)
- Safe and adequate water supply
- Infectious disease control
- Waste collection and disposal
- Waste water management
- Emergency toilet and ablution facilities
- Pest control (vermin and vector)
- Disposal of dead animals
- Pollution of water, land and air
- Supply of sanitary and hygienic accommodation when required

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 Moorabool and adjoining municipalities.

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

<u>Management of Medical Response</u>

Medical response management at an emergency scene will be carried out by the most senior medical officer present. This could be any of the following:

- the senior Ambulance Officer present;
- a member of a Medical Team;
- the Area Medical Coordinator.

The role of the Medical Commander at the scene of an emergency is to:
- arrange resources required;
- provide triage, (prioritise patients for treatment);
- coordinate transport of patients; and
- determine destination of patients.

The Ballarat Health Services (Ballarat Base Hospital) and St. John of God Hospital have the ability to cope with a number of casualties. Larger numbers of casualties and more serious injuries will be transported by road or air to other hospitals.

A list of local Medical Practitioners is held at Ballarat Base Hospital, Ballan District Health and Care and Bacchus Marsh and Melton Regional Hospital.

Transport and Engineering

The Manager Operations (Deputy MERO) of the Moorabool Shire Council has been delegated the responsibility for transport and engineering matters.

Aim

The purpose of these arrangements is to identify available transport and engineering resources within the municipality. This will include specialist and technical advice and deployment of those resources.

Requesting Procedure

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

Municipal resources shall be provided as per the agreed arrangements earlier in the plan.

Management of Resources

Responsibility for the management of resources shall rest with the MERO. If the Council does not have the required resource or licensed driver available the request shall be referred to the Region's Preferred Plant Panel.

Secondary Impact Assessment

A Secondary Impact assessment (SIA) is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency. The guidelines are currently being reviewed and may be amended to reflect (SIA) Secondary Impact Assessment. These new guidelines will be attached when released by the State.

A secondary impact assessment should be carried out at the earliest possible opportunity, either during or following the emergency that has created the damage. To facilitate this process the Moorabool Shire Council has established a Secondary Impact Assessment Group, whose role is to carry out the following tasks:

- Convene to determine requirements and actions.
- Survey the extent of damage and document financial and material aid needed.
- Identify priorities 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, in conjunction with the PIA 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 Moorabool Shire Council, the secondary impact assessment may be merged with that of the other affected municipality(s).

Mutual Aid Arrangements

Moorabool Shire Council is a signatory to the Municipal Associations of Victoria (MAV) Protocol for Inter-Council Emergency Management Resource Sharing

PART SEVEN - APPENDICES

The following appendices are for operational use only.

APPENDIX A - MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE CONTACT LIST

APPENDIX B - CONTACT DIRECTORY

APPENDIX C - MAPS

APPENDIX D - MUNICIPAL EMERGENCY CO-ORDINATION CENTRE STANDARD OPERATING PROCEDURES

APPENDIX E - MEMPC TERMS OF REFERENCE

APPENDIX F - SPECIAL PLANS AND ARRANGEMENTS – PART PROVIDED

APPENDIX G - EMERGENCY RELIEF CENTRES

APPENDIX H - COMMUNITY EMERGENCY RISK MANAGEMENT

APPENDIX I - MECC ROOM LAYOUT

APPENDIX J - REVISION ACKNOWLEDGEMENT FORM

APPENDIX K – VULNERABLE PEOPLE FACILITIES AND CONTACTS

APPENDIX L - MEMPLAN DISTRIBUTION LIST

APPENDIX M – MUNICIPAL EMERGENCY MANAGEMENT EXERCISES

APPENDIX N – INTERIM EVACUATION GUIDELINES - EMMV

APPENDIX O - GLOSSARY OF TERMS/ABBREVIATIONS – PROVIDED

Places of Last Resort

Neighbourhood Safer Places

Egans Reserve, Greendale - Ballan Road, Greendale, is the place of last resort for all residents in and around the Dales Creek and Greendale areas.

Gordon Community Hall, Main Road, Gordon, is the place of last resort for all residents in and around the Gordon area.'

Darley Civic and Community Hub (Former Secondary School Campus) Oval, Halletts Way, (opposite Myers Street) is the place of last resort for all residents in and around the Darley area.

Shelter Options

Community Fire Refuge

Municipality	Township	Name	Location	Address
Moorabool	Blackwood	Blackwood Community Fire Refuge	Blackwood Country Fire Authority (CFA) Fire Station	2 Terrill Street, Blackwood
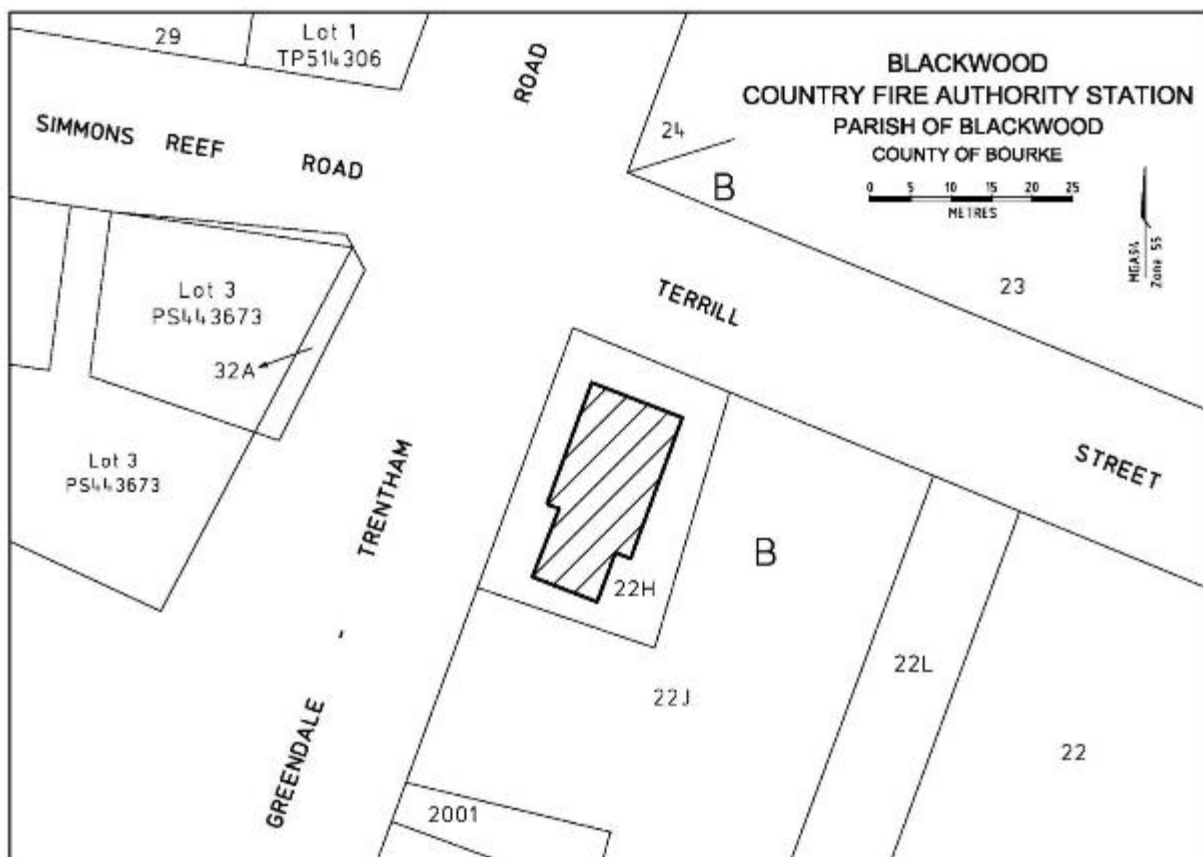
Community Information Guides

Community Information Guides have been developed for the townships of Blackwood, Greendale/Dales Creek, Darley, Coimadai, Hopetoun Park, Long Forest, Myrniong, Gordon, Mt. Egerton, Lal Lal, Korweinguboora and Beremboke.

The Community Information Guides provide a planned response to a bushfire within, or in close proximity to these townships that has the potential to impact on the local community. The plans provide pre-determined actions that will enable quick and informed decision making by both the community and emergency services. All plans are available on CFA website.

APPENDIX O - GLOSSARY OF TERMS/ABBREVIATIONS

The glossary defines or explains terms which have a restricted or technical meaning in the context of the emergency management arrangements. It does not include all of the words, titles or phrases which are defined or described elsewhere in the Plan.

Agency

An agency means a government agency or a non-government agency. [Act] (See also Emergency Services / Emergency Services Agency)

Animal

Companion animals, livestock including horses and poultry, wildlife, birds, and fish.
[Protection of Cruelty to Animals Act 1986]

Animal Welfare

How an animal is coping with the conditions in which it lives. An animal in a good state of welfare if (as indicated by scientific evidence) it is healthy, comfortable, well nourished, safe, able to express innate behaviour, and it is not suffering from unpleasant states such as pain, fear, and distress. Good animal welfare requires disease prevention and veterinary treatment, appropriate shelter, management nutrition, humane handling and humane slaughter/killing. Animal welfare refers to the state of the animal; the treatment that an animal receives is covered by other terms such as animal care, animal husbandry, and humane treatment. [OIE May 2008 – International Office of Animal Health]

Area of Operations

A defined geographic area containing an incident or a group of incidents which may correlate in effect or in the deployment and allocation of resources.

Area-of-Operations Controller

The role of the Area-of-Operations Controller is to provide leadership and management across a series of emergency sites within a defined area of operations. This role operates regionally and may be appointed by the State Controller or be self initiated prior to state control being established. (See also Regional Controller)

Area-of-Operations Emergency Management Team

In the event that an area of operations has been defined, the Area-of-Operations Controller, or the Regional Emergency Response Coordinator (or representative) may form the Area-of-Operations Emergency Management Team, comprising regional level representatives from response, recovery and other agencies. It enables consistent situational awareness, identification and management of risks, facilitates the State Controller's Plan and develops an Area-of-Operations Plan containing regional level actions of all agencies.

Australia-New Zealand Emergency Management Committee (ANZEMC)

The Committee, chaired by the Secretary of the Attorney-General's Department, comprising representatives of State and Territory governments, which addresses emergency management issues at a national level, and is the senior officials group to the Standing Council on Police and Emergency Management (SCPEM).

Chain of Command

Chain of command refers to the organisational hierarchy of an agency. It is the identifiable line up and down the hierarchy from any individual to and from their supervisor and subordinates. The chain of command identifies people or positions with accountability.

Command

Command refers to the direction of personnel and resources of an agency in the performance of that 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.

Commander

A person within an agency empowered to direct personnel and resources of the agency in the performance of its role and tasks. A functional commander can direct personnel and resources of more than one agency in accordance with pre-determined arrangements.

Community Development Officer

A person appointed to initiate and co-ordinate activities in an affected community to assist its development in recovery from an emergency.

Community Fire Refuge

A community fire refuge is a designated, purpose-built or modified building open to the public that can provide short-term, last resort shelter from the immediate life-threatening effects of a bushfire event. Community Recovery Committee A committee which may be convened after an emergency to provide a management forum for the recovery process in respect of an affected area or a specific community.

Control

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 it the responsibility for tasking other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.

Control Agency

An agency nominated to control the response activities for a specified type of emergency.

Control Centre/Command Centre

Facilities from which site, region/area of operations, and state level functions can be carried out. Accordingly, response agencies should provide appropriate physical and technical infrastructure to support those personnel appointed as Incident Controllers, Agency Commanders, and representatives of the organisations that support them. Any centre established for this purpose shall be named based on the function it supports, e.g. control centre, command centre, operation centre.

Co-ordinate/Co-ordination

Co-ordination involves the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. The main functions of co-ordination are:

• in relation to response, ensuring that effective control has been established and maintained, and

• the systematic acquisition and allocation of resources in accordance with the requirements imposed by emergencies.

Co-ordination operates throughout the management of response and recovery activities. Victoria Police is the co-ordination agency for response and the Department of Human Services is the co-ordination agency for recovery.

Co-ordination Centre

A co-ordination centre is a facility which may be utilised during a complex or protracted emergency, primarily to co-ordinate the provision of resources. Co-ordination centres may operate at municipal, regional and state levels. (See also Municipal Emergency Co-ordination Centre and State Emergency Support Centre)

Deputy State Co-ordinator

The Deputy State Co-ordinator of Emergency Response is the Deputy Commissioner (Operations) of Police.

Disaster

A term not in general usage within Victoria's arrangements, where it would be taken to mean the same as emergency. Under the Act, an emergency is termed a disaster only if a state of disaster has been declared.

Disaster Area

Means that part or those parts of Victoria in which a state of disaster is declared to exist. [Act]

Disaster Victim Identification (DVI)

Procedures used to positively identify deceased victims of multiple-casualty emergencies.

Disaster, State of

The Premier can declare a state of disaster to exist in all or part of Victoria if an emergency constitutes a significant and widespread danger to life or property, which justifies the enabling of the Minister for Police and Emergency Services, or delegate, to exercise extraordinary powers in directing and controlling agencies and resources for responding to it. [Act]

Emergencies of National Consequence

Emergencies that require consideration of national level policy, strategy and public messaging or inter-jurisdictional assistance, where such assistance is not covered by existing arrangements.

Emergency

An emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria, or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing:

(a) an earthquake, flood, wind-storm or other natural event; and

(b) a fire; and

(c) an explosion; and

(d) a road accident or any other accident; and

(e) a plague or an epidemic or contamination; and

(f) 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; and

(g) a hi-jack, siege or riot; and

(h) a disruption to an essential service. [Act]

Emergency Activity

Emergency activity is usually referred to in connection with compensation arrangements for voluntary emergency workers, and is defined as:

(a) performing a role or discharging a responsibility of an agency in accordance with the State Emergency Response Plan or State Emergency Recovery Plan; or

(b) training or practising for an activity referred to above or being on active standby duty; or

(c) travelling to or from the place where an activity referred to above has occurred or is to occur. [Act]

The definition can also apply to activities of emergency workers in general.

Emergency Area

An emergency area declared under s. 36A of the Act, being, in the opinion of the most senior police officer in attendance, on the advice of the control agency, an area from which it is necessary to exclude persons due to the size, nature or location of an emergency, so as to ensure public safety, security of evacuated premises, or the safety of, or prevention of obstruction, hindrance or interference to, persons engaging in emergency activity. [Act]

Emergency Accommodation

Accommodation may be provided to households and individuals displaced by an emergency event in hotels, motels, caravan parks houses, and flats or similar. The timeframe usually ranges from days to weeks. In some cases emergency accommodation may transition into interim accommodation. Emergency accommodation is organised through MEMPlans and usually provided by community, business or government organisations, although people often find their own accommodation with family or friends.

Emergency Management

The organisation and management of resources for dealing with all aspects of emergencies. [Act] Emergency management involves the plans, structures and arrangements which are established to bring together the normal endeavours of government, voluntary and private agencies in a comprehensive and co-ordinated way to deal with the whole spectrum of emergency needs including prevention, response and recovery.

Emergency Management Liaison Officer (EMLO)

An emergency management liaison officer is a person appointed by an agency, who:

- represents his/her agency in
- another agency's facility utilised to manage an emergency response; or
- a coordination centre; or
- an emergency management team; and
- is empowered to commit, or to arrange the commitment, of resources of the
- agency to the response to an emergency; and
- represents the interests of the agency and provides advice in relation to
- impacts and consequence management.

The EMLO may be named Emergency Services Liaison Officer (ESLO) by some agencies.

Emergency Management Team (EMT)

An emergency management team is the team which assists a controller in formulating a response strategy and in its execution by all agencies, and which assists the Emergency Response Coordinator in determining resource acquisition needs and in ensuring a coordinated response to the emergency. (See also State Emergency Management Team)

Emergency of State Significance

An Emergency of State Significance may be declared in Victoria by the Chief Commissioner of Police (in writing) on the advice of the control agency, other experts, or upon his own volition. The purpose such declaration is to acknowledge that a major emergency is occurring, raise community awareness of the emergency and reinforce the need for planning by the community, emergency services and other government and non-government agencies - reflecting the seriousness of such declaration.

Emergency Recovery

Has the same meaning as recovery

Emergency Relief

The provision of life support and essential needs to persons affected by an emergency. (See also Emergency Relief Centre)

Emergency Relief Centre

An Emergency Relief Centre is a building or place established to provide life support and essential needs to persons affected by an emergency (including evacuees). 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.

Emergency Response

Has the same meaning as response.

Emergency Response Co-ordinator

A member of the Victoria Police appointed as state, regional, municipal or field emergency response co-ordinator, whose role is to co-ordinate the response to an emergency.

Emergency Response Plan

A plan which sets out the roles and responsibilities of agencies in emergency response and the control and co-ordination arrangements which are to be utilised. [Act]

Emergency Services / Emergency Services Agency

There is no general purpose definition for either of these terms. The range of agencies covered by the terms varies according to their specific administrative, operational or legislative context. Victorian legislation includes the following examples. The definition of 'emergency services agency' in the Emergency Management Act 1986 refers to agencies such as VICSES and any other prescribed agencies such as ESTA. (S. 4) This definition is used in Part 4A of the Act to identify agencies whose standards and performance are monitored by the Emergency Services Commissioner. In the Emergency Services Telecommunications Authority Act 2004 'emergency services and other related services organisation' is defined as any of the following, AV, CFA, MFESB, VicPol, VICSES, any government agency, and other related agencies including organisations that provide services related to the agencies specified above and prescribed persons or bodies. (S. 3) In section 87C of the Sentencing Act 1991, the term 'emergency services agency' is included in relation to court orders for recovery of costs incurred by emergency services in responding to certain crimes. The definition covers: VicPol,

MFESB, CFA, VICSES, Ambulance Service, a hospital or any other body that employs or engages an emergency service worker, such as a protective services officer or a volunteer emergency worker. In the Terrorism (Community Protection) Act 2003, the term 'emergency services agency' is used in relation to decontamination procedures conducted under police direction. The definition covers the CFA, MFESB, other state territory or commonwealth fire services, or any other prescribed agency. (S. 15)

Emergency Services Commissioner

The person appointed under the Emergency Management Act 1986 to:

• establish standards for the prevention and management of emergencies to be adopted by all emergency services agencies other than fire services agencies

• monitor the performance of emergency service agencies against standards prepared by him, or prepared by the Fire Services Commissioner for fire services agencies

• monitor and investigate the performance (non-financial) of the Emergency Services Telecommunications Authority in its provision of services to the emergency services

• advise, make recommendations and report to the Minister on any issue in relation to emergency management • to encourage and facilitate cooperation between all agencies, and

• to act as Executive Officer for the Victoria Emergency Management Council. [Act]

Emergency-affected Persons

People, other than emergency management personnel, who experience losses or injury or are affected by an emergency. Usually understood to exclude the deceased.

Emergency Shelter

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 for as long as it is required until other accommodation arrangements are made.

Individuals are encouraged to make their own accommodation arrangements. Friends, family, community, business, or government could provide emergency shelter if needed. Municipal councils can offer accommodation at relief centres or alternative locations. Where municipal councils cannot meet demand, request for support can be escalated to DHHS. This request is made by contacting DHHS via established local escalation processes.

Essential Service

Defined as: transport; fuel (including gas); light; power; water; sewerage; or a service (whether or not of a type similar to the foregoing) declared to be an essential service by the Governor in Council. [Act]

Evacuation

The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The purpose of an evacuation is to use distance to separate the people from the danger created by the emergency.

Evacuation Centre

See Relief Centre

Field Emergency Response Coordinator (FERC)

The field emergency response coordinator is usually the senior member of Victoria Police at the initial scene of an emergency who carries out emergency response coordination responsibilities at the scene. This role usually relates to the first response to an emergency, and the person fulfilling the role may change in seniority as the emergency escalates or de-escalates.

Fire Services Agency

The Fire Services Commissioner Act 2010 defines a fire services agency as any of the Country Fire Authority, the Metropolitan Fire and Emergency Services Board and the Secretary to the Department of Environment and Primary Industries when performing functions or duties or exercising powers under S. 62 of the Forests Act 1958.

Incident Controller

The Incident Controller is a member of the control agency whose role is to provide leadership and management to resolve the emergency at the incident site. This is the agency' forward controller and operates in close proximity to the incident. (See also Regional Controller, Area of Operations Controller and State Controller)

Incident Management System (IMS)
A system used by agencies undertaking their management responsibilities in response to an emergency. An Incident Management System is not a fixed set of rules, but rather a flexible and dynamic methodology which can cater for an escalation or change in the severity of any emergency. The system is established by a response agency and will involve use of personnel for the various functions which may need to be individually managed. Incident management functions might include, but are not limited to: control, planning, operations, logistics, intelligence, information, investigation, finance or administration.

Incident Management Team (IMT)

An incident management team comprises the incident controller and the personnel responsible for the other functions (principally planning, operations and logistics) forming the incident management system.

Interim Accommodation

Interim accommodation is provided to households and individuals whose primary place of residence is destroyed or damaged by an emergency event. Interim accommodation can be in a house, flat, caravan or similar and can continue for extended periods of weeks, months or longer prior to permanent housing. In some cases interim accommodation may transition into permanent housing.

Lead Agency

Lead agency refers to an agency that has responsibility for co-ordinating the development of strategies in respect to one of the functional areas of recovery. Lead agencies will be required to undertake this role at a state and regional level.

Major Fire

A major fire is defined in the Fire Services Commissioner Act 2010 as a large or complex fire (however caused) which:

• has the potential to cause or is causing loss of life and extensive damage to property, infrastructure or the environment; or • has the potential to have or is having significant adverse consequences for the Victorian community or a part of the Victorian community; or

• requires the involvement of 2 or more fire services agencies to suppress the fire; or

• will, if not suppressed, burn for more than one day.

Marine Casualty

Marine Emergency/Casualty means a collision of ships, stranding or other incident of navigation, or other occurrence on board a ship or external to it resulting in material damage or imminent material damage to a ship or cargo, or an incident that causes or has potential to cause harm to the marine environment.

Marine Emergency Management Team (Marine EMT)

The Marine Emergency Management Team (Marine EMT) is a team of experts/personnel experienced in dealing with marine emergencies/casualties, and assembled to provide support and specialist advice to the control agency in managing such events within Victoria. The Team will comprise a nominated representative of the Control Agency, the Water RERC and any other person with the specialist knowledge and/or resources to effectively and efficiently contribute to the resolution of the emergency.

Material Needs

Essential non-food items provided to emergency-affected persons including, clothing, bedding and other personal requisites.

Mitigation

Measures taken in advance of, or after, a disaster (emergency) aimed at decreasing or eliminating its impact on society and the environment.

Municipal Council (or Council)

The local government body for a municipal district.

Municipal District

The district under the local government of a council.

Municipal Emergency Co-ordination Centre (MECC)

A Municipal Emergency Co-ordination Centre (MECC) is a facility which brings together key agencies, to coordinate the provision of council and community resources during an emergency for the response and recovery effort. The MECC facilitates activities of key personnel from local and state government agencies, emergency services and others as required to assist.

Municipal Emergency Resource Officer (MERO)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in emergency response. [Act]

Municipal Emergency Response Coordinator (MERC)

A member of Victoria Police appointed to a municipal district as municipal emergency response coordinator. [Act s. 13(1)]

Municipal Recovery Manager (MRM)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in recovery.

National Registration and Inquiry System (NRIS)

The Commonwealth/State arrangements for the recording details of evacuees and for handling inquiries about the location of registered persons.

Natural Disaster Financial Assistance

The policy maintained and administered by the Department of Treasury and Finance under which local authorities such as municipal councils and catchment management authorities are reimbursed some of the expenditure they incur in emergency response and recovery for natural disasters.

Natural Disasters

Those emergencies defined by the Commonwealth for the purposes of the Natural Disaster Relief and Recovery Arrangements. A natural disaster is a serious disruption to a community or region caused by the impact of a naturally occurring rapid onset event that threatens or causes death, injury or damage to property or the environment and which requires significant and coordinated multi-agency and community response. Such serious disruption can be caused by any one, or a combination, of the following natural hazards: bushfire; earthquake; flood; storm, cyclone; storm surge; landslide; tsunami; meteorite strike or tornado. (NDRRA Determination 2012, Clause 2.1.1)

Post Emergency Assistance Measures

Financial and other assistance provided to emergency-affected persons, communities or organisations to assist their recovery from an emergency. Prevention The elimination or reduction of the incidence or severity of emergencies and the mitigation of their effects. [Act]

Recovery

The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning. [Act]

Recovery Agency

Means an agency having a role or responsibility under the State Emergency Recovery Plan or in the recovery arrangements.

Recovery Centre

A Recovery centre is a building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical wellbeing is provided.

Region (Response and Recovery)

Defined areas of the State identified for emergency response and recovery purposes. These regions are common to the eight State Government regions (three metropolitan and five non-metropolitan). Some departments and agencies may use alternative regional boundaries to deliver normal services efficiently, however the State Government regions are maintained for emergency response and recovery. (Refer to Appendix 8)

Regional Controller

The role of the Regional Controller is to provide leadership and management across a series of emergency sites within a Victorian Government region. The Regional Controller operates regionally and may be appointed by the State Controller or self-initiated prior to State Control being established. (See also Area-of-Operations Controller).

Regional Emergency Response Co-ordinator

A commissioned officer of Victoria Police appointed for a Victorian Government region as Regional Emergency Response Co-ordinator. [Act s. 13(1)]

Regional Recovery Co-ordinator

The person appointed by the State Emergency Recovery Co-ordinator to carry out regional recovery planning and management functions.

Regional Recovery Plan

The emergency recovery plan prepared and maintained for each recovery region.

Regional Response Plan

The emergency response plan prepared and maintained for each response region.

Relief

See emergency relief.

Relief Centre

See emergency relief centre.

Resource Supplementation

The provision of resources in emergencies to response agencies by other than their internal resource acquisition systems.

Response

The combating of emergencies and the provision of rescue and immediate relief services. [Act]

Response Agency

An agency having a role or responsibility under the State Emergency Response Plan or the response arrangements. Response agencies can be control or support agencies for different emergencies.

Response Co-ordinator

See Emergency Response Co-ordinator

Security and Continuity Networks (SCN)

Security and Continuity Networks (SCN) are formal collaborative networks established for a number of key critical infrastructure sectors. The role an SCN is to:

• advise the State Government on the status of security and emergency management, including business continuity, for that sector

• identify sector wide issues impacting on security and emergency management and opportunities for improvement.

Security and Emergencies Committee of Cabinet (SEC)

The Security and Emergencies Committee of Cabinet, chaired by the Premier with key Ministers, oversights whole of government decision making during a large-scale emergency.

Span of Control

Span of control is a concept that relates to the number of groups or individuals that can be supervised by one person.

Standing Council on Police and Emergency Management (SCPEM)

Ministerial Council established by COAG to promote a co-ordinated national response to law enforcement and emergency management issues. SCPEM looks to develop a shared framework for co-operation and a basis for strategic directions for the policing and emergency services of Australia and New Zealand. SCPEM also strives to encourage and share best practice across jurisdictions in police policy and operations, and in emergency management.

State Controller

The role of the State Controller is to provide strategic leadership for the response to emergency(s) across Victoria. This role is performed by a senior operational person from the control agency.

State Control Centre

See control centre/command centre.

State Crisis Centre

The Premier of Victoria may, on receipt of advice from Department of Premier and Cabinet, instruct that the Victorian State Crisis Centre be activated. This may occur in the event of an extreme emergency that requires co-ordination of whole-of-government activities during the emergency outside the co-ordination function of Victoria Police. If activated, it will be the focal point for the Ministerial and strategic oversight of an emergency from a State perspective, and will include liaison with the Commonwealth. The State Crisis Centre does not have an operational role and does not replace or duplicate the functions of other centres, i.e. it does not assume the command, control or co-ordination functions undertaken in other centres.

State Crisis and Resilience Council

The State Crisis and Resilience Council, chaired by the Secretary of the Department of Premier and Cabinet, supports the Security and Emergencies Committee of Cabinet, responsible for the development of emergency management policy and strategy for Victoria – it does not make operational or tactical decisions.

State Emergency Animal Welfare Co-ordinator (SEAWC)

A role established by DEPI when an emergency requires statewide co-ordination of animal welfare service arrangements across multiple agencies and organisations. The SEAWC manages that State Emergency Animal Welfare Unit when activated.

State Emergency Response Co-ordinator

The State Emergency Response Co-ordinator is the Chief Commissioner of Police. The role of the State Emergency Response Co-ordinator is responsible under the State Emergency Response Plan for the co-ordination of activities of agencies having roles or responsibilities in relation to the response to emergencies. [Act] (See also Emergency Response Co-ordinator)

State Emergency Support Centre (SESC) See co-ordination centre.

State Emergency Management Team (SEMT)

The State Emergency Management Team (SEMT) may be formed in the event of a significant emergency involving a multi-agency response, by the State Controller (or representative) or the State Emergency Response Co-ordinator (or delegate / representative). The SEMT comprises senior representatives from response, recovery and other agencies. The function of the SEMT is to:

• facilitate a discussion to enable agencies to develop a consistent situational awareness regarding the emergency(s)

• identify and manage strategic risks and consequences, and

• develop a plan outlining high level actions of all agencies.

State of Disaster See: Disaster,

State of State Recovery Co-ordinator

A Senior Officer of the Department of Human Services, (appointed by the Minister for Police and Emergency Services as the co-ordinating agency for recovery) appointed by the Department as State Recovery Co-ordinator, to ensure the overall coordination of recovery in Victoria.

Support Agency

An agency which provides services, personnel, or material to support or assist a control agency or affected persons.

Urban Search and Rescue (USAR)

USAR is a specialised technical rescue capability for location and rescue of entrapped people following a structural collapse.

Victoria Emergency Management Council (VEMC)

The Council comprising representatives of government and non government agencies, chaired by the Minister for Police and Emergency Services, which is set up to advise on all emergency management matters, including the coordination of the activities of government and non-government agencies. [Act]

Volunteer Emergency Worker

A volunteer worker who engages in emergency activity at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, of an agency to which either the state emergency response or recovery plan applies. [Act]

Abbreviations -

ASA	Air Services Australia
AV	Ambulance Victoria
BOM	Bureau of Meteorology
CFA	Country Fire Authority
CWA	Country Women's Association
DELWP	Department of Environment, Land, Water and Planning
DJPR	Department of Jobs, Precincts and Regions
EHO	Environmental Health Officer
EMA	Emergency Management Australia
EMMV	Emergency Management Manual Victoria
EPA	Environmental Protection Authority
ESLO	Emergency Services Liaison Officer
DHHS	Department of Health and Human Services
MAV	Municipal Association of Victoria
CEOC/MECC	Municipal Emergency Coordination Centre/Council Emergency Operations Centre
MEMEG	Municipal Emergency Management Enhancement Group
MEMPC	Municipal Emergency Management Planning Committee
MEMP	Municipal Emergency Management Plan
MERO	Municipal Emergency Resource Officer
MRM	Municipal Recovery Manager
MEM	Municipal Emergency Manager
MFMP	Municipal Fire Management Plan
MFPO	Municipal Fire Prevention Officer
MSC	Moorabool Shire Council
NRIS	National Registration and Inquiry System
NSP	Neighbourhood Safer Place – Place of Last Resort
OIC	Officer in Charge
PTC	Public Transport Corporation
RSPCA	Royal Society for the Prevention of Cruelty to Animals
RWC	Rural Water Corporation
SITREP	Situation Report
SOP	Standard Operating Procedure
CIG	Community Information Guide
VICSES	Victoria State Emergency Service
VICPOL	Victoria Police
WICEN	Wireless Institute Civil Emergency Network

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SES State/Regional Flood Plans

DELWP/FFMVic – Midlands Fire Protection Plans

Inspector General Emergency Management

Emergency Management Victoria

State Health Emergency Response Plan