



Municipal Emergency Management Plan 2020



Acknowledgement

Swan Hill Rural City Council acknowledges the traditional custodians of the land, and pays its respects to their elders, past and present.

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 Swan Hill Rural City Council Municipal Emergency Management Plan has been produced pursuant to Section 20(1) of the Emergency Management Act 1986.

This Plan addresses the prevention of, response to and recovery from emergencies within the Swan Hill Rural City Council and is the result of the co-operative efforts of the Emergency Management Planning Committee and assistance from Victoria State Emergency Service North West Regional Headquarters, and recognises the previous planning activities of the Municipal area.

Document Release Information

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Version Control

Issue No	Date	Amendment Details	Council Adoption Date
1	2010	Plan adopted	November 2010
2	Nov 2013	Minor changes to contacts	
3	Jan 2015	Major changes following SES Audit	April 2015
4	Feb 2017	New Emergency Response and Support tables – Part 5	
5	July 2017	New plan style. All sections aligned with EMMV template. Part 6 re-written.	October 2017
6	May 2020	Update to reflect recommendations of Audit. New style	July 2020

Municipal Endorsement

This Plan has been produced by and with the authority of the Swan Hill Rural City Council pursuant to Section 20(1) of the Emergency Management Act 1986.

Swan Hill Rural City Council understands and accepts its roles and responsibilities as described in Part 4 of the Emergency Management Act 1986.

This Plan is a result of the cooperative efforts of the Municipal Emergency Management Planning Committee after consultation with those agencies and organisations identified therein.

Dated this 12th Day of AUGUST 2020

Signed: 

John McLinden
Chief Executive Officer

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1 Introduction

1.1 The Role of Local Government in Emergency Management

The Emergency Management Act 1986 and the Emergency Management Act 2013 create the legislative framework for the multi-agency emergency response arrangements.

Councils have emergency management responsibilities because they are the closest level of government to their communities and because they have access to specialised local knowledge about the social, environmental and demographic features of their districts.

People also naturally seek help from their local Council during emergencies and to assist them in recovery.

The roles allocated to local government in the Emergency Management Act 1986, and in the Emergency Management Manual Victoria, were arrived at with close regard to the real concerns and normal functions of local government. Experience indicates that these constitute what the community expects of Council during an emergency.

1.2 Responsibilities of Local Government

Local Government is responsible for:

- Local implementation of state-wide preventative strategies – planning and building codes, flood planning (in conjunction with Catchment Management Authorities), health planning and fire management planning in conjunction with Country Fire Authority (CFA), Department of Environment, Land, Water and Planning (DELWP);
- Local risk management and emergency planning;
- Management of community participation in planning and service delivery before, during and after emergencies;
- Provision of community education and awareness;
- Incorporation into local safety programs of risk reduction strategies;
- Service delivery to support people in particular need;
- Resource support to response agencies, and
- Management and support of community recovery programs, policies and strategies.

1.3 Municipal Emergency Management Planning Committee

This Committee is formed pursuant to Section 21 (3) and (4) of the Emergency Management Act 1986, to formulate a plan for the Council's consideration in relation to the prevention of, response to and the recovery from emergencies within the Swan Hill municipality.

MEMPC	Representative Organisation / Position
Chairperson	Swan Hill Rural City Council - Councillor
Municipal Emergency Resource Officer	Swan Hill Rural City Council - Works Manager
Municipal Emergency Resource Officer	Swan Hill Rural City Council - Senior Technical Officer – Works
Municipal Emergency Resource Officer	Swan Hill Rural City Council - Technical Officer – Works
Municipal Recovery Manager	Swan Hill Rural City Council - Economic and Community Development Manager
Deputy Municipal Recovery Manager	Swan Hill Rural City Council - Community Care Services (CCS) Manager
Deputy Municipal Recovery Manager	Swan Hill Rural City Council - CCS Assessment Team Leader
MEMPC Executive Officer	Swan Hill Rural City Council - Engineering Administrative Officer
Municipal Fire Prevention Officer	Swan Hill Rural City Council – Senior Authorised Officer

Emergency Management Project Officer	Swan Hill Rural City Council - Emergency Management Project Officer
Municipal Emergency Response Coordinator	Police Officer appointed by Chief Commissioner of Victoria Police
Ambulance Service	Ambulance Victoria
Regional VICSES	Victorian State Emergency Service - Regional Officer Emergency Management
Fire Service	Country Fire Authority Operations Manager
Fire Service – Public Land	Department Environment Land Water and Planning – Forest Fire Management Victoria. - Team Leader Fire Training and Capability
Fire Service – Public Land	Parks Victoria Ranger Team Leader Fire and Emergency I Northern Murray Grasslands
Relief and Recovery	Department Health and Human Services - Senior Emergency Management Coordinator, Loddon Mallee Region
Relief and Recovery	Australian Red Cross
Relief and Recovery	Victorian Council of Churches Emergencies Ministries
Health Services	Emergency Department Swan Hill District Health Services - Nurse Unit Manager
Health Services	Robinvale District Health Services - Maintenance Officer
Water Authority	Lower Murray Water - Executive Manager Southern Region
Water Authority	Goulburn Murray Water - Customer Service Manager
Water Authority	Grampians Wimmera Mallee Water - Area Manager
Regional Road Authority	Regional Roads Victoria - Team Leader Asset Delivery
Agriculture	Department of Jobs, Precincts and Regions - Agriculture Victoria - Land Management Extension officer and Senior Officer Relief and Recovery Coordination - Biosecurity and Agriculture Services

1.4 Municipal Emergency Planning Committee Contact List

The MEMPC contact list can be found as Appendix A. This list is not for public distribution therefore will not be part of the MEMPC public document.

In order to maintain an up to date contact list, it shall be an ongoing agenda item at MEMPC meetings. Agencies are also encouraged to contact the MEMPC Executive Officer with any changes to the contact directory.

When changes are required to be made to the contact list, the Executive Officer will ensure that the updated list is communicated to all MEMPC members, and inserted into the original MEMPC held by council.

1.5 Municipal Emergency Management Plan Endorsement and Distribution Plan

At the completion of an update to the plan, the amended plan, with a notice of the amended sections is to be distributed to MEMPC members for comment and consideration.

Following the comment and consideration process, the MEMPC will seek endorsement from all MEMPC agencies and organisations with roles and responsibilities listed in the plan before its presentation to council for consideration and adoption.

Upon adoption by Council:

- A copy of the plan shall be distributed to all members of the MEMPC;

A copy shall be provided to stakeholders and organisations mentioned in the plan:

- A public copy shall be available on the council website for public viewing; and
- A public copy shall be lodged as legal deposit with the State Library of Victoria within two months of council adoption.

The Municipal Emergency Resource Officer is responsible for ensuring compliance with the endorsement and distribution process.

Note: Only members of the MEMPC shall receive a full copy of the MEMP containing the MEMPC contact list. All other public copies including the lodgement with the State Library of Victoria shall not contain any contact lists.

1.6 Statement of Audit

This Plan has been audited in accordance with the guidelines issued by the Minister for Police and Emergency Services and a report detailing the results of the audit has been forwarded to the Swan Hill Rural City Council (Council).

The Plan is required to be submitted for further audit within three years from the date on the current certificate of Audit.



Certificate of Audit

*THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF*

Swan Hill Rural City Council

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

"Complying with the Guidelines"

Tim Wiebusch
Deputy Chief Officer – Readiness

1 December 2017

Date

On behalf of
Trevor White
Chief Officer, Operations

1.7 Aim

The aim 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 Swan Hill Rural City as identified in Part 4 of the Emergency Management Act, 1986.

As custodian of the plan, Council acknowledges the linkages between it and other plans and strategies, including:

- Municipal Flood Emergency Plan;
- Municipal Fire Management Plan;
- Municipal Heatwave Plan;
- Municipal Influenza Pandemic Plan;
- CERA Risk Assessment Process;
- Council Strategic and Community Plans; and
- Other plans developed from time to time in relation to events and works.

1.8 Objectives

The broad objectives 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.
- Strategies to assist affected communities to recover following an emergency.
- Identify hazards and risk that may impact on the municipality.

1.9 Municipal Emergency Management Functions and Responsibilities

Swan Hill Rural City Council (SHRCC) accepts responsibility for the management of municipal resources and the coordination of community support to counter the effects of an emergency, both during the response to and recovery from emergencies.

This includes the management of:

- The provision of emergency relief to persons affected by an emergency;
- Municipal assistance to agencies during the response to and recovery from emergencies;
- Assessment of the suitability of CFA approved Community Information Guides (CIGs) and Neighbourhood Safer Place – Place of Last Resort (NSP) sites;
- The assessment of the impact of the emergency; and
- Recovery activities within the municipality, in consultation with Department of Health and Human Services (DHHS).

In order to carry out these functions the SHRCC may form a Municipal Emergency Management Team (MEMT). This group will consist of

Municipal Emergency Resource Officer (MERO)
Municipal Recovery Manager (MRM)
Chief Executive Officer
Municipal Emergency Response Coordinator
Others co-opted as required

1.10 Risk Assessment process

The Municipal Emergency Management Planning Committee (MEMPC) has conducted a Risk Assessment of all perceived emergency hazards within the municipality. The MEMPC has utilised the Community Emergency Risk Assessment (CERA) model (facilitated by VICSES) to identify and analyse these emergency hazards. A summary of the assessment outcomes is included in Part 4.3 of this Plan.

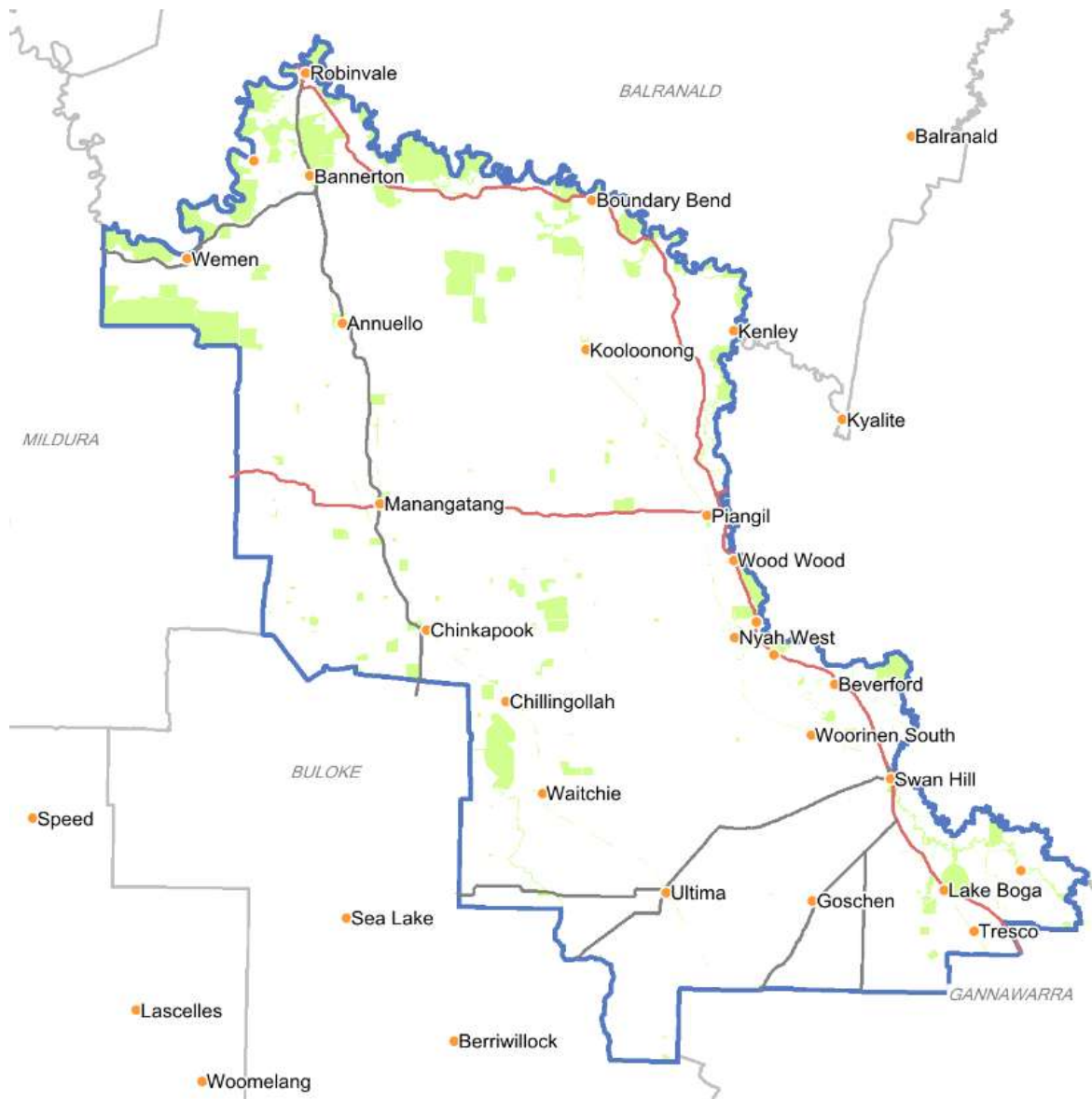
2 Area Description

2.1 Municipality

Located on the Murray River in North West Victoria, 3.5 hours from Melbourne, the Swan Hill Rural City is one of Australia's most diverse and productive agricultural regions.

The Swan Hill Rural City Council was established in 1995 following the amalgamation of the former City of Swan Hill, Shire of Swan Hill and parts of the Shire of Kerang. The Municipality borders the Victorian municipalities of Mildura, Buloke and Gannawarra. The north and east boundaries of the municipality run along the Murray River bordering New South Wales municipalities of Balranald Murray River to the North and East and the municipalities of and covers 6100 square kilometres.

2.2 Municipality Map



2.3 Area Characteristics

2.3.1 Topography

The Swan Hill Rural City Council Municipality is situated along 400 Kms of the Murray River in the Northwest of Victoria and covers 6100 square kilometres. Consisting of a majority of flat agricultural land combined with river flats and a number of bushland reserves and State Parks.

The average rainfall, being relatively low is in the range of 300mm to 350 mm with hot summers and mild winters.

The two principal urban centres in the region are Swan Hill and Robinvale. Most of the region's remaining population is found within the irrigation districts surrounding these centres (Lake Boga, Manangatang, Nyah, Nyah West, Piangil, Woorinen South and Ultima).

2.3.2 Demography

Swan Hill Rural City Council's population is 20584 (2016 Census) the largest concentration of population is within the Swan Hill City area with 1095 residents. This is followed by the Robinvale district area with 3313¹ residents. The remainder of the municipality's population is spread across the smaller rural townships of:

Beverford, Lake Boga, Manangatang, Nyah, Nyah West, Piangil, Ultima, Wood Wood and Woorinen South.

A further break down of the population is detailed below.

Of the 20,584 people living in the municipality 50.4% are male and 49.6% are female. Aboriginal and/or Torres Strait Islander people made up 4% of the population.

Of the total population:

- 13% (2,681) are 0-9 years of age
- 12.3% (2,532) are 10-19 years of age
- 23.6% (4,865) are 20-39 years of age
- 25.9% (5,312) are 40-59 years of age
- 19.9% (4,087) are 60-79 years of age
- 5.3% (1,103) are 80+ years of age

In the municipality, 76.4% of people only spoke English at home. Other languages spoken at home included:

- Italian 1.9%
- Tongan 1.2%
- Vietnamese 1.1%
- Mandarin 0.9%
- Punjabi 0.8%

Emergency Services should be aware of the potential difficulty in communicating with some of these groups.

2.3.3 Vulnerable Persons and Facilities

2.3.3.1 Vulnerable Persons Register

A list of vulnerable people in an emergency is available on the State "Vulnerable Persons Register" (VPR). This list is directly available to Police, Department of Health and Human Services (DHHS) and identified municipal staff and is validated every six months by the responsible agency.

¹ The Robinvale Population Determination study (July 2019) revealed an estimated population of between 7,000 in November and 8,800 in March each year – far more than the ABS estimate of 3359 (2017).

The VPR is a register of people who are receiving support from an agency and who have been assessed as requiring assistance when there is an emergency. They will usually have complex needs and be without support to assist them to plan and respond to an emergency.

Agencies are responsible for adding eligible clients to the register and keeping information up to date and have a responsibility to encourage and where necessary support those vulnerable clients to undertake planning for emergencies. The Swan Hill Rural City Council oversees the maintenance of the register locally. Agencies are not expected to be part of a client's plan for an emergency where this is outside their current practice.

2.3.3.2 Vulnerable Facilities

Swan Hill Rural City Council maintains a database of "Vulnerable Facilities" such as, schools, child care facilities, hospitals, and aged care homes.

This is available to emergency service organisations through the Municipal Emergency Resource Officer (MERO) and the Municipal Recovery Manager (MRM)

2.3.4 Road Network

The area is served by a good network of roads, with the Murray Valley Highway being the main North South link adjacent to the Murray River and the Mallee Highway being the main East West link through Manangatang and Piangil. This is also a major transport link between South Australia and Sturt Highway at Balranald NSW.

- The Murray Valley Highway, runs North and South on the Eastern half of the Municipality. It is the major link between Robinvale and Swan Hill.
- The Mallee Highway crosses the Municipality from East to West from Piangil towards Ouyen. It is part of a direct link between Adelaide and the Eastern half of New South Wales.
- The Sea Lake – Swan Hill Road crosses the Southern part of the Municipality from Swan Hill to the Municipal boundary (approximately 20 kms East of Sea Lake).
- The Robinvale – Sea Lake Road enters from the South (near the township of Chinkapook) and proceeds North to Robinvale.
- The Hattah – Robinvale Road crosses the Northern part of the Municipality from Lake Powell (Murray Valley Highway) to Hattah (Calder Highway).

Bridges for the main Murray River crossings are located at Swan Hill, Nyah, Piangil (Tooleybuc) and Robinvale.

2.3.5 Rail

Two rail lines serve the municipality. A passenger line runs from Swan Hill to Melbourne. The same line transports grain starting at Piangil and finishing at The Port of Melbourne.

A second line runs from Robinvale in the Municipality's North to Melbourne via Bendigo. This is a freight only line. Swan Hill is the only freight management station within the municipality.

2.3.6 Industry

Industry and economy within the municipality revolves around the primary production which includes wool, wheat and other cereal crops. Along with Australia's largest concentration of almond farms the municipality has large areas of fresh stone, table grapes and pistachios nut production. Wine grapes also feature with the municipality being the second largest producer of wine grapes in Victoria.

The agricultural industry supports a large industrial engineering and sales market within the municipality which in turn supports many families.

Tourism has some effect on the economy and a high standard of professional business and service organisations operate within the municipality. These businesses and organisations not only service the municipality but a wider area taking in NSW and adjoining municipalities.

2.3.7 Climate

Agriculture and tourism are assisted by a climate, which is warm and sunny. On most days of the year the municipality features as the area recording the highest temperature in the state. The average temperature in the winter months is 15.7 ° c and 32 ° c in the summer.

2.3.8 Critical Infrastructure

Local Infrastructure that is critical to the continuity of supply of essential services (transport, fuel, power, water, sewerage, and telecommunications) in the region includes:

- Natural gas pipeline
- LPG depots
- Bulk fuel depots
- Electricity zone substations
- Water treatment plants
- Waste water treatment plans
- Telecommunications towers and exchanges

There are two registered aerodromes being at Swan Hill and Robinvale.

2.3.9 Health and Education

Swan Hill municipality features two public hospitals being Swan Hill and Robinvale and several smaller health services, including 4 aged care facilities.

Swan Hill municipality features 26 schools (primary, secondary and pre-schools) and 5 childcare centres.

There are over 70 reserves, sporting grounds, parks and gardens throughout the municipality including 4 swimming pools.

2.3.10 Municipal Location Maps

Maps of the Municipality are not attached to this document.

Agencies that require municipal maps can obtain them by contacting the Municipal Emergency Resource Officer.

Public copies of maps of the municipality are available at:

<https://www.swanhill.vic.gov.au/discover/maps/>

See Appendix F for further details on Maps

2.3.11 History of Emergencies

Over the years the municipality has experienced a relatively low number of emergencies of consequence. Those with the most widespread impact have been either wind/hail storms or flood. That impact has primarily involved property damage and not loss of life.

Since the Second World War “major flood levels” have been experienced in the region in the following years:-

1956, 1973, 1974, 1975, 1981, 1983, 1989, 1993, 2011

Generally, stock and crop losses were experienced, but minimal threats to residences and human life.

March 2008 - A chemical spill caused a fire in a production shed at a local factory

January 2014 - Pental Island fire

November 2016 - Parsons Road Swan Hill fire

December 2016 - Ultima fire

January 2019 - Goat Island Fire

January 2020 - COVID 19 Pandemic

3 Planning

3.1 Authority and Background

The *Emergency Management Act 1986* Part 4 sets out the responsibilities of a municipal Council. Within this part, Section 21, sets out the requirements in relation to coordination and planning. This includes the appointment of to the Municipal Emergency Planning Committee, and the development of the Municipal Emergency Management Plan.

Part 6 of the Emergency Management Manual Victoria provides the guidelines and arrangements for Councils and Planning Committees. Planning involves the, prevention of, response to and recovery from emergencies within the municipality in line and coordination with Regional and State plans.

Swan Hill rural City Council acknowledges its responsibilities under the legislation and commits to provide administrative and management support to the MEMPC along with careful and respectful consideration of its recommendations.

The development of the plan by the MEMPC was supported with information and assistance from member agencies of the Swan Hill Rural City Council, Municipal Emergency Management Planning Committee.

3.2 Municipal Emergency Management Planning Committee (MEMPC)

This committee is formed under the legislation of the *Emergency Management Act 1986*, section 21 (3), to draft a plan under section 21 (4) for the consideration of the Swan Hill Rural City Council in relation to the prevention of, response to and recovery from emergencies in the Swan Hill municipality.

See section 1.3 for MEMPC agency members.

3.2.1 Role of the MEMPC

The role of the MEMPC is to assess and review hazards facing the municipality using the “Community Emergency Risk Assessment” (CERA) process and prepare the Municipal Emergency Management Plan which documents preparedness, response and recovery operational arrangements.

The ongoing role of the committee is to:

- Develop and maintain the MEMP for consideration by Council;
- Assist in analysing and evaluating emergency related risks;
- Ensure the needs of vulnerable people such as children, young people, people living with disability and older residents are considered in emergency management planning;
- Help develop risk treatment strategies, and
- Prepare risk specific response and recovery plans for the municipality.

3.2.2 Role of the Chairperson

The Chairperson is responsible for making sure that each meeting is conducted according to the “Terms of Reference” and that matters are dealt with in an orderly, efficient manner. The Chairperson carries the authority to keep order and maintain progress in line with the agenda.

The Chairperson must make the most of all committee members and 'lead the team'. This also involves regularly reviewing the Committee's performance and identifying and managing the process for renewal of the Committee through recruitment of new members.

The MERO or another committee member will fill the role of Chairperson in the event of a casual absence.

3.2.3 Quorum

Not yet determined.

3.2.4 Frequency of Meetings

The Committee will meet a minimum of three times per year with specific dates set at the final ordinary meeting for the calendar year.

3.2.5 Agendas and Minutes

Calls for items for the MEMPC agenda will be circulated two weeks prior to the meetings. Members are to provide a written report to the Executive Officer at Swan Hill Rural City Council, outlining any agency specific emergency management actions and issues of interest to the MEMPC Committee not less than 10 days prior to the meeting.

Meeting minutes will be circulated to the MEMPC membership not later than seven days after the meeting.

Reports to Council will be made where specific issues require a Council determination based on the recommendation of the MEMPC. Responsibilities and actions will be identified and where appropriate, subject to time lines in the minutes.

Minutes of all meetings must be taken and a copy sent to the Regional Emergency Response Coordinator and the Regional Recovery Manager, Department Health and Human Services.

3.2.6 Administrative Support

Administrative support will be provided by the MEMPC Executive Officer

3.2.7 MEMPC Terms of Reference

Not yet determined

3.3 Sub Committees and Work Groups

To assist with the activities of MEMPC, sub-committees or work groups may be established to examine various issues or topics in more detail and/or to review and update the MEMP or any sub-plans of the MEMP.

Sub-committees or work groups will consist of members of the MEMPC and if required, invited community members or agencies with specialist knowledge or direct influence in an area.

Sub-committees, if formed, will meet at least once per year to review and amend their arrangements where necessary.

Sub-committees and work groups must report back to the MEMPC on progress and completion of agenda items.

3.4 Emergency Management Functions and Roles

3.4.1 Delegations, Appointments and Contacts

In accepting its responsibility in the response to and recovery from emergencies, Council has appointed a number of Council Officers with appropriate delegations to these positions

These positions are:

- Municipal Emergency Resource Officers X 3
- Municipal Recovery Manager
- Deputy Municipal Recovery Managers x2
- Municipal Fire Prevention Officer

The roles and responsibilities of these officers are contained in sections 3.4.2 to 3.4.4

The contact details for these positions is available in Appendix A

3.4.2 Municipal Emergency Resource Officer (MERO)

Municipal Emergency Resource Officer (MERO)

Pursuant to section 21(1) of the *Emergency Management Act 1986*, Swan Hill Rural City Council has appointed three Municipal Emergency Resource Officers (MERO's)

- Works Manager
- Senior Technical Officer Works
- Technical Officer works

Municipal Authority

The MERO has full delegated powers to deploy and manage Council's resources during emergencies. Council staff and resources may be deployed as per their normal operations or tasked solely to the event based on operational circumstances.

This delegation also includes responsibility for managing financial expenditure in accordance with Council's financial management policies.

The role of the MERO is to:

- Ensure the MEMP is effective and current;
- Keep the Municipal Operation Centres(s) prepared to ensure prompt activation if needed;
- Maintain an effective contact base so municipal resources can be accessed on a twenty-four hour basis;
- Coordinate a range of risk reduction activities to ensure maximum efficiency and synergy is obtained and track the progress of risk treatment programs;
- Ensure that municipal resources are utilised effectively in a community emergency, for response and recovery activities;
- Coordinate the Municipal Emergency Management Team as appropriate during an emergency;
- Maintain effective liaison with all regional, State or Commonwealth emergency related agencies servicing the municipal district;
- Ensure that contractual arrangements with contractors are in place to provide response or recovery support during an emergency;
- 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;
- Ensure that applications for expenditures eligible for assistance from State sources are submitted to appropriate agencies;
- Keep the Council and Chief Executive Officer informed on emergency management activities, including the presentation of an annual report on activities that includes expenditure incurred by the council during the previous 12 months.
- Ensure that debriefing sessions are held
- Partake as a member of the Incident Emergency Management Team (IEMT) at incidents;
- Coordinate municipal resources in emergency response;
- Provide council resources when requested by emergency services or police during response activities;
- Maintain effective liaison with emergency agencies within or servicing the municipal district;
- Liaise with the MRM on the best use of municipal resources;
- Organise a response debrief if requested by the Municipal Emergency Response Coordinator (MERC) and;
- Participate in the process of Relief to Recovery.

3.4.3 Municipal Emergency Recovery Manager

Swan Hill Rural City Council has appointed a Municipal Recovery Manager (MRM)

Economic and Community Development Manager

Municipal Authority

In consultation with the MERO the MRM has full delegated powers to deploy council and community resources to assist with recovery. This delegation also includes responsibility for managing financial expenditure in accordance with Council's financial management policies.

The role of the MRM is to:

- Assist in planning and preparing for emergency relief and recovery in partnership with the MERO
- Coordinate municipal and community resources and activities
- Coordinate and establish Community Recovery Committees where appropriate (see 6.9)
- Establish priorities for the restoration of community services and needs;
- Establish and coordinate Emergency Relief Centres as required;
- Coordinate the secondary and post impact assessments;
- Establish Information and Coordination Centres when required;

- Liaise, consult and negotiate on behalf of the affected area with recovery agencies and the municipality;
- Escalate relief and recovery coordination to a regional level if the needs for provisions exceed the capability of Council;
- Ensure communication and community engagement activities are established and coordinated.
- Liaise with the Regional Recovery Committee and the Department of Health and Human Services; and
- Undertake other specific recovery activities as determined by the municipality;

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

This includes the management of:

- The provision of emergency relief to persons affected by or responding to an emergency;
- Municipal assistance to agencies during the response to and recovery from emergencies; and
- Recovery activities within the municipality, in consultation with the Department of Health and Human Services.

3.4.4 Municipal Fire Prevention Officer

Council has appointed the Senior Authorised Officer to fulfil the function of Municipal Fire Prevention Officer, as required by the Country Fire Authority Act 1958.

The role of the MFPO is to:

- Manage the Municipal Fire Prevention Committee (MFPC) as Chairperson and Executive Officer
- Undertake and regularly review Council's fire prevention planning and plans (together with the MFPC)
- Liaise with Fire Services, Brigades, other Authorities and Councils regarding fire prevention planning and implementation
- Advise and assist the Municipal Emergency Management Planning Committee on Fire Prevention and related matters
- Ensure the MEMPC contains reference to the Municipal Fire Prevention Plan
- Report to Council on fire prevention and related matters
- Carry out statutory tasks related to fire prevention notices and infringement notices
- Investigate and act on complaints regarding potential fire hazards
- Advise, assist and make recommendations to the general public on fire prevention and related matters
- Issue Permits to Burn (under Section 38 of the Country Fire Authority Act 1985) and
- Facilitate community fire safety education programs and support Community Fireguard groups in fire prone areas.

3.4.5 Municipal Emergency Management Executive Officer

Council has appointed the Engineering Administrative Officer to fulfil the function of Municipal Emergency Management Executive Officer.

The role of the Executive Officer is to manage the process of the MEMPC meetings. This includes, but is not limited to:

- Proposing meeting dates to the Chair
- Sending out invitations/reminders to the Committee
- Preparing Agendas
- Arranging Minute taking at meetings.
- Following up action items to ensure those made responsible have actioned them.
- Act as the Plan caretaker and custodian of the planning process.
- Actioning planning amendments identified during the planning process and Committee meetings.
- Managing the process of Plan amendment distribution.
- Confirming regular updates of contact lists and other sections of the Plan
- Recording outcomes of the Risk Management process and subsequent reviews.

Other MEMPC duties as determined by the Committee or MERO.

3.4.6 Emergency Management Liaison Officer

The Emergency Management Liaison Officer is a representative of council that is typically located at the Incident Control Centre (ICC) as part of the Incident Emergency Management Team (IEMT).

The role of the EMLO is to provide a communication link that enables the MERO or MRM and the ICC to exchange information. The EMLO actively seeks situational awareness and intelligence to inform relief and recovery requirements, community information, council operations and secondary impact assessments.

The EMLO has no financial delegation or authority to deploy resources. The EMLO is in most circumstances contacted by the MERO to undertake a role.

3.5 Audit and Maintenance

3.5.1 Audit

Swan Hill Rural City Council, pursuant to section 21 A of the *Emergency Management Act 1986*, shall submit its Municipal Emergency Management Plan for audit every three years. This audit will assess whether the plan complies with guidelines issued by the Minister.

3.5.2 Maintenance

The MEMP is to be reviewed annually to ensure its compliance with relevant legislation, directions and guidelines along with accuracy its regards to the information it contains.

The plan may also be reviewed in an out of session meeting following an emergency which utilised part of this plan or a new or risk has been identified.

Following changes to the plan, a draft copy along with a list of amendments will be provided to members of the MEMPC for their approval prior to it being tabled at a MEMPC general meeting or a special meeting convened for the purpose of the review.

Following acceptance by the MEMPC the updated plan with a list of amendments is to be submitted to Council for endorsement. Following council endorsement, a copy is to be provided to the State Library, as per S49 of the *Libraries Act 1988*.

Organisations delegated with responsibilities in this Plan are required to notify the MEMPC Executive Officer of any changes of detail (e.g. contact information), as they occur. Amendments will be produced and distributed by the Executive Officer as required. Refer to Appendix A for MEMPC contact list.

3.5.3 Sub Plans

Sub-plans to the Municipal Emergency Management Plan as listed in Appendix C shall undergo a review every three years or as defined in the Emergency Management Manual Victoria or the *Emergency Management Act 1986*.

Following a review the sub-plan it shall be presented to the MEMPC for consideration and adoption.

3.5.4 Testing

Upon completion of development of this Plan, and thereafter on an annual basis, arrangements pertaining to this plan should be tested. This will be done 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.

4 Prevention / Mitigation Arrangements

4.1 Introduction

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 municipal area. Council's enforcement and continued reviewing of existing policies in land use, 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 undertaking a Community Emergency Risk Assessment (CERA) process. This process combines hazard information and intelligence from a number of sources to gain a clear understanding of what defines the risk in a specific area.

4.2 Hazard / Exposure / Vulnerability / Resilience

4.2.1 Hazard

The definition of a hazard can be defined as a human activity, substance, condition or phenomenon that may cause injury, loss of life, property damage, social and economic disruption, health impacts, loss of livelihood or environmental damage. Hazards may be of natural origin and related environmental factors such as rain flood and fire events or technological sources and at times in combination.

Hazards are usually described in quantitatively by the likely frequency of occurrence and intensities for different settings. This is determined by historical data and / or scientific data.

4.2.2 Exposure

Exposure refers to systems, people, property or other elements present in hazard zones that may be subject to potential losses.

Extent of exposure is required when determining risk, however it is possible to be exposed but not vulnerable. However to be vulnerable to an extreme event it is necessary to be exposed to it.

4.2.3 Vulnerability

Vulnerability refers to the circumstances and or characteristics of an asset community or system that makes it susceptible to the damaging effects of a hazard.

These may include, poor design and construction, inadequate protection, lack of information and awareness or inadequate protection.

Vulnerability will vary between communities and over time.

4.2.4 Resilience

Resilience can be defined as the ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions.

4.3 Community Emergency Risk Assessment (CERA)

To complement the emergency management process and as a means of minimising or eliminating risks within the municipality, the Municipal Emergency Management Planning Committee is responsible for carrying out an initial assessment and subsequent reviews to identify existing and potential risks.

The process used, titled Community Emergency Risk Assessment (CERA) and based on the ISO 31000, was facilitated by VICSES. It addressed context, community profile, and vulnerable elements, risk identification, analysis and rating, culminating with a range of suggested treatment options for each risk. The process was fully documented and the recommended treatment options were presented to Council for consideration and action.

For more detailed information on this process and its outcomes refer to the Swan Hill Rural City Council Community Emergency Risk Assessment tool held by Council in its Record Management System.

4.3.1 Summary of Identified Risks

Swan Hill Rural City Council

5 December 2019

Code	Risk	Ratings Confidence	Residual Risk Rating
FL2	Flood - Major	High	Medium
B-O1	Water Contamination	High	Medium
N-O1	Grass/Crop Fire	High	Medium
F-R	Fire - Residential	High	High
T-RDL	Road Transport Incident- Large Commercial	High	High
HM-T	Hazardous Material Release – In Transit	High	Low
ST	Storm	High	Medium
EQ	Earthquake	High	Low
ET-HW	Extreme Temperatures – Heatwave	High	Medium
HE	Human Epidemic / Pandemic	High	Medium
IP	Insect / Pest Incursion/ Fruit Fly	High	Medium

4.5 Community Awareness and Education

The ability of the 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 municipality.

Swan Hill Rural City Council provides information about emergencies at www.swanhill.vic.gov.au

There are also regular updates on the Council Facebook page at www.facebook.com/SwanHillCouncil

Emergency Service Organisations undertake a range of community education and multimedia programs to inform and assist the community to prepare for emergencies these information can be found at;

VicEmergency: www.emergency.vic.gov.au

This is a “one-stop shop” for Victorians to source information regarding preparedness, incidents and warnings, and recovery for all types of emergencies.

Country Fire Authority: www.cfa.vic.gov.au

The Country Fire Authority Website has a range of information specific to bush, grass and other fires: There is also information and resources specific to children and young people for teachers and parents.

State Emergency Service: www.ses.vic.gov.au

The SES has information and initiatives including ‘Storm Safe’, ‘Flood Safe’ and ‘Quake Safe’. Games and information are provided for primary and secondary school children and teacher lesson plans.

Better Health Channel: www.betterhealth.vic.gov.au

Provides a range of community information and links to other resources about health related emergencies (pandemic, heat, smoke etc.).

Australian Red Cross: www.redcross.org.au

The Red Cross Emergency REDiPLAN is a community information program to help people better prepare for, respond to and recovery from emergencies. The Red Cross can provide speakers for community gatherings to talk about Preparedness and introduce REDiPLAN. REDiPLAN can be downloaded free form <http://www.redcross.org.au>

The Red Cross has produced a number of written publications to complement their “on ground” Recovery Services. The Red Cross recovery resources can be accessed via the Australian Red Cross website, where there are descriptions of each publication, and an order form.

5 Response Arrangements

5.1 Introduction

Emergency response is the action taken immediately before, during and in the first period after an emergency to reduce the effect and consequences of emergencies on people, their livelihoods and wellbeing, property and the environment and to meet basic human needs.

Emergency relief and recovery activities should be integrated with emergency response activities and commence as soon as the effect and consequences of the emergency are anticipated. (EMMV Part 3)

Swan Hill Rural City Council is responsible for the provision, management and coordination of municipal resources in support of the response to, and recovery from, emergencies and disasters. Municipal resources include those owned by the Swan Hill Rural City Council, and those under its control (including contracted resources).

Council response activities may include:

- Establishing staging areas, Municipal Operations Centre and Relief Centres
- Facilitating the provision of information
- Coordinating and ensuring effective transport

- Providing and coordinating equipment

Swan Hill Rural City Council is also responsible for the coordination of community resources in response to, and recovery from, emergencies and disasters.

5.2 State Emergency Management Priorities

The priorities provide clear direction on the factors that are required to be considered and actioned during response to any emergency. The intent is to minimise the impacts of emergencies and enable affected communities to focus on their recovery as early as practicable”. Each of the priorities under-pins the planning and operational decisions made when managing the response to emergencies.

The State Emergency Management Priorities are:

- Protection and preservation of life is paramount. This includes
 - Safety of emergency services personnel; and
 - Safety of community members including vulnerable community members and visitors/tourists located within the incident area
- Issuing of community information and community warnings detailing incident information that is timely, relevant and tailored to assist community members make informed decisions about their safety
- Protection of critical infrastructure and community assets that supports community resilience
- Protection of residential property as a place of primary residence
- Protection of assets supporting individual livelihoods and economic production that supports individual and community financial sustainability
- Protection of environmental and conservation assets that considers the cultural, biodiversity and social values of the environment.

For more information, refer to:

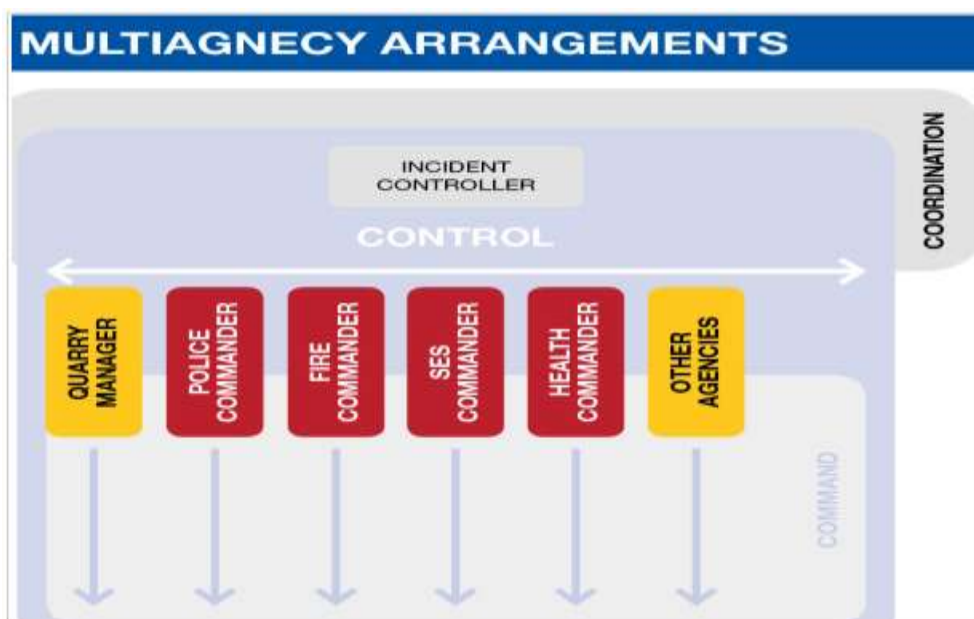
<https://www.emv.vic.gov.au/StatestrategicControlPriorities>

5.3 Control, Command and Coordination,

Victoria bases its emergency response arrangements on the guidelines within the State Emergency Response Plan (Part 3 EMMV). The State Emergency Response Plan identifies Victoria’s organisational arrangements for managing the response to emergencies. These guidelines are based around the management functions of control, command and coordination.

Additionally, in order to meet the objectives of emergency management in Victoria, those performing the control, command and coordination functions need to ensure:

- The consequences of the emergency are managed; and
- There is communication that meets the information needs of communities, government, agencies and business.



5.3.1 Control

Control is the overall direction of response activities in an emergency; operating horizontally across agencies. Authority for control is established in legislation and within the State Emergency Response Plan (SERP) and the details are listed in Part 7 of the EMMV.

Additionally, in order to meet the objectives of Emergency Management in Victoria, those performing the control, command and coordination functions need to ensure:

- The consequences of the emergency are managed and,
- There is communication that meets the information needs of communities, government, agencies and business.

The line of control refers to the line of supervision for those appointed to perform the control function.

The Incident Control Centres (ICC) are located at:

- Level 3 – DELWP Bendigo (Cnr Midland Hwy and Taylor St Epsom)
- DELWP Irymple (308-390 Koorlong Avenue Irymple)
- Level 2 – SES (Rutherford Street Swan Hill)

The Regional Control Centre that is responsible for the Swan Hill municipality is situated Lockwood Road, Kangaroo Flat VIC.

5.3.2 Command

The internal direction of personnel and resources of an agency operating vertically within an agency. Authority to command is established in legislation or by agreement within an agency.

For more information regarding Command, including:

- Chain of command,
- Principles of support agency command,
- Roles of support agency commanders, and
- Functional Command.

For further information refer to the Emergency Management Manual Victoria (Section 3).

5.3.3 Coordination

The bringing together of agencies and resources to ensure effective response to and recovery from 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 the provision of immediate relief, and during the transition to recovery.

Emergency Response Coordination at the municipal (incident) level is performed by a Victoria Police IERC or MERC and undertaken at the regional level by the RERC.

5.4 Control Agencies

The control agency responsible for responding to and controlling specified incidents are identified in the table below. The control agency may change as the emergency progresses or is clarified.

Where an emergency type is not listed or where there is uncertainty in identifying a control agency, the Emergency Management Commissioner or relevant emergency response coordinator will determine the control agency.

Emergency (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	CFA	1
	Boilers and Pressure Vessels	CFA	1
	Explosion	CFA	1
	Explosive Device	Victoria Police	3
	Fire	CFA / DELWP	1
Road accident or any other accident	Aircraft	Victoria Police	2
	Biological materials (including leaks and spills)	DHHS	2
	Gas Leakage	CFA	1
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	CFA	1
	Lifts, cranes or scaffolding and amusement structures	CFA	1
	Building Collapse	CFA / VICSES	1
	Dam Safety	DEWLP	2
	Military aircraft and ships	Defence Force	2
	Radioactive materials (including leaks and spills)	DHHS	2
	Rail and tram	Victoria Police	2
	Road	Victoria Police	2
	Aircraft – in-flight emergency	Airservices Australia	2

Plague or an epidemic or contamination	Chemical contamination or livestock or agricultural produce (agricultural or veterinary)	DJPR	2
	Exotic animal disease (includes bees and aquaculture)	DJPR	2
	Plant pest or disease	DJPR	2
	Vertebrate pest / plagues	DJPR	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	DEWLP	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 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
	Roads/bridges/tunnels	DoT	2
	Drinking water and sewerage	DELWP	2
	Public Transport	DoT	2
	Cyber security	DPC	2
Rescue (note – not listed in the EM Act 2013 and potentially a support service)	Building, structure	CFA/VICSES	1
	Cave	Victoria Police	2
	Land	Victoria Police	2
	Lift, crane, scaffolding or amusement structure	CFA	1
	Mine / quarry	Victoria Police	2
	Rail, aircraft and industrial	CFA/VICSES	1
	Road	VICSES	1
	Trench or tunnel	CFA	1
	Water	Victoria Police	2
Search (as above)	Land	Victoria Police	2
	Water	Victoria Police/AMSA	2
	Overdue aircraft	AMSA	2

5.5 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 the EMMV (part 7) 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.

Functional Support Area	Lead Agency (State)
Agriculture	DJPR
Animal Welfare (livestock and companion animals)	DJPR
Animal Welfare (wildlife)	DELWP
Ambulance / first aid	AV
Business and industry	DJPR
Coronial services	Coroner's Court of Victoria
Courts, corrections and consumer affairs	DJCS
Deceased person identification	Victoria Police
Earth resources (mines)	DJPR
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	DEWLP
Media / communications	EMV
Public land	DELWP
Public transport	DoT
Responder agencies	CFA, , DELWP, VICSES
Roads	DoT
Spatial data	DELWP
Specific facilities (including secure facilities)	Owner or manager
State Government	DPC
Telecommunications	DJPR
Tourism	DJPR
Transport (including airports and ports)	DoT
Water and sewerage	DELWP
Weather	BOM
Worksafe	Victorian WorkSafe Authority

5.6 State, Regional Collaboration and Incident Tiers

The people and agencies with roles and responsibility for responding to emergencies work together in teams at the state, regional and incident tiers to ensure a collaborative and coordinated whole of government approach to the management of emergencies at each tier. Note that not all tiers are active for all emergencies.

The team structure Primary function supported by the team

<i>Primary function supported by the team</i>				
	Control	Response coordination		Relief and recovery coordination
		Communications	Consequence management	
State tier	State Coordination Team			
	State Control Team	Emergency Management Joint Public Information Committee	State Emergency Management Team	State Relief and Recovery Team
Regional tier	Regional Control Team	Regional Emergency Management Team		Regional Recovery Committee or equivalent *
Incident tier	Incident Management Team (major emergencies)	Incident Emergency Management Team (major emergencies)		Municipal Recovery Planning Committee or equivalent *
	Incident Emergency Management Team (non-major emergencies)			

5.7 Municipal Response Activation

The Swan Hill Rural City Council has provided contact details for the Duty MERO to response agencies in the municipal area. The MERO can also be contact by calling the SHRCC afterhours emergency number and advising of the requirement for the MERO to be contacted.

5.8 Emergency Management Roles – Incident level

5.8.1 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; and

- Provide the MERC or RERC with information or advice on issues relating to co-ordination, control and command and of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

5.8.2 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 Co-ordinator (MERC). The MERC sits on the Municipal Emergency Management Planning Committee. The MERC will communicate with the Emergency Management Commissioner, 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 a delegate to attend the Municipal Emergency Operations 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; and
- Provide the RERC with information or advice on issues relating to the coordination, control and command of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

5.8.3 Regional Emergency Response Coordinator

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 or their representative may chair the Regional Emergency Management Planning Committee. Details of this committee are set out in Part 5 of this Manual. The RERC will communicate with the Emergency Management Commissioner, through the Senior Police Liaison Officer.

The role of the RERC is to:

- 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 Emergency Management Commissioner 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; and
- Provide the Senior Police Liaison Officer with information or advice on issues relating the coordination, control and command of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

5.8.4 Municipal Emergency Resource Officer (MERO)

See section 3.4.2

5.8.5 Municipal Recovery Manager (MRM)

See section 3.4.3

5.8.6 Emergency Management Liaison Officer (EMLO)

See section 3.4.6

5.8.7 Incident Emergency Management Team (IEMT)

The function of the Incident Emergency Management Team is to support the Incident Controller in determining and implementing appropriate Incident Management strategies for the emergency. If an emergency requires a response by more than one agency, the Incident Controller should form and chair an Incident Emergency Management Team. If the Incident Controller is unable to attend or there are several disparate emergencies within the municipality, the MERC (or representative) should form and chair the IEMT.

The Incident Emergency Management Team usually comprises:

- Incident Controller;
- Support Agency Commanders (or their representatives);
- Health Commander (functional commander of supporting health agencies);
- Municipal Recovery Manager;
- Municipal Emergency Response Coordinator (or representative);
- Other specialist persons as required; and

For detailed information in relation to roles and responsibilities of the Incident Emergency Management Team see EMMV Section 3 (see <https://www.emv.vic.gov.au/policies/emmv/>)

5.8.8 Municipal Emergency Management Team

See section 1.9

5.9 Municipal Operations Centre (MOC)

SHRCC may establish a MOC if the size and complexity of the incident dictates a requirement. The MOC provides a central and coordinated space for the MEMT and may be established at the most appropriate location.

The MERO and MRM have the authority to establish an MOC.

5.10 Resource Coordination

5.10.1 Introduction

A supplementary resource, is a resource required by a response agency for operation that is neither owned nor effectively controlled by that agency. Supplementary resources include but are not limited to:

- Equipment (e.g. plant, vehicles)
- Personnel (e.g. agency support, industry technicians)
- Services (e.g. phone lines, expert technical advice)

- Open areas (e.g. staging areas)

The concept of accessing supplementary emergency response resources is that the response agency requires the resource to complete a task that would otherwise be beyond its capacity or capability.

A four-tiered framework (Local, Regional, State and Commonwealth) exists for implementing response to emergencies.

1. Initially with the efficient use of local and / or adjoining municipalities.
2. Escalation to a regional level
3. Escalation to a state level; and then
4. Escalation to commonwealth/international level

For further information refer to the Emergency Management Manual of Victoria, section 6.

5.10.2 Resource Database

The SHRCC has a database of all Council owned assets and resources that can be utilised in an emergency. There are also formal and informal arrangements with local businesses and community groups as well as a list of contractors that Council has access to for resources should this be required.

This data base is maintained by Council and available through the MERO.

5.10.3 Procedure for Requesting Resources

The two areas where resource supplementation may be required in an emergency or disaster situation. These are;

- Where a resource is required as a matter of priority due to an unfolding event, and
- Where resources are required for a planned response to an emergency or disaster.

Where a situation arises that require a priority response of resources and an IEMT has not been established or the IERC / MERC / RERC is not available, resources may be requested from the Officer in Charge of the response agency to the MERO.

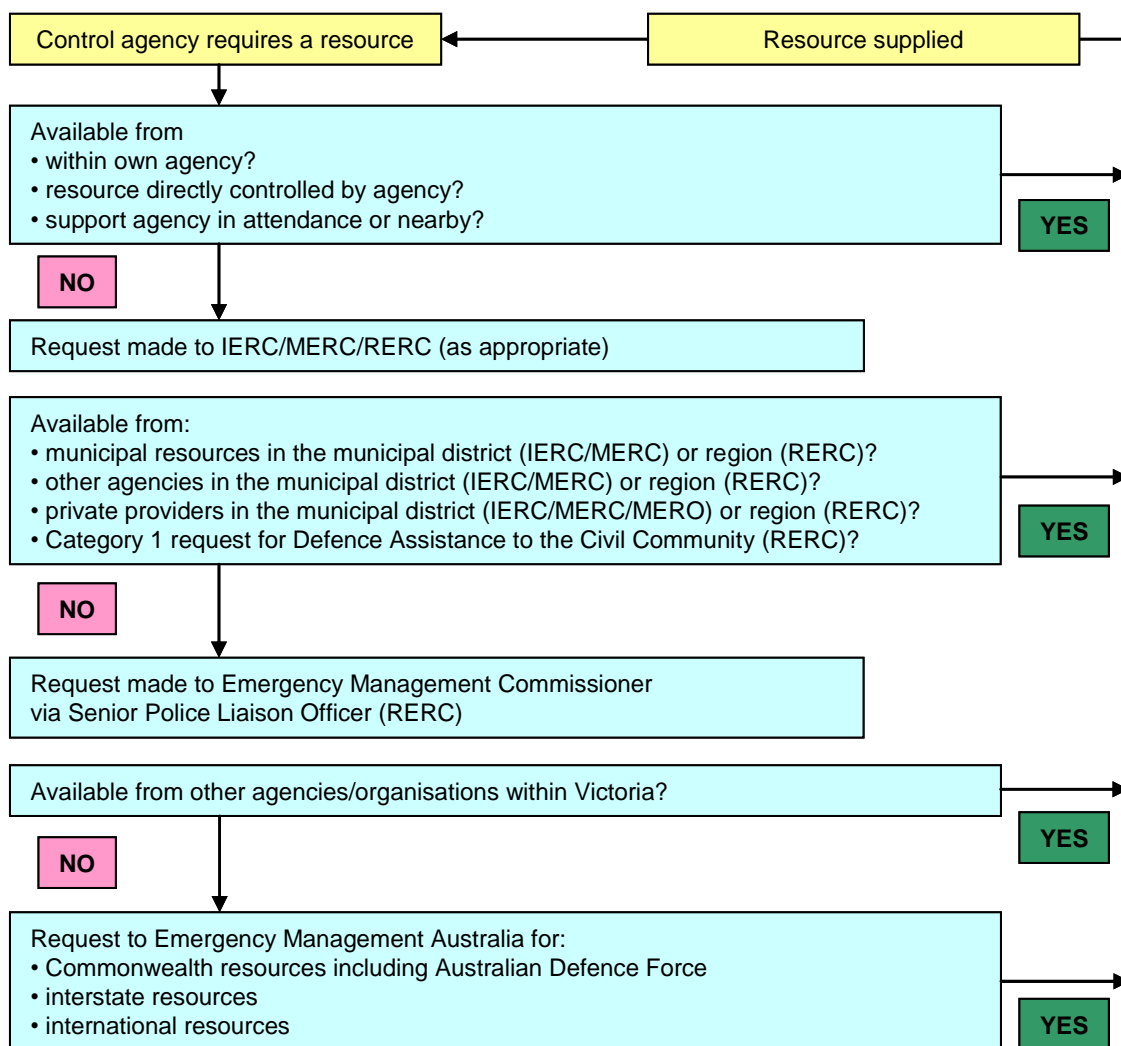
Where an IEMT has been established, requests for supplementary resources should be directed to the MERO via the IERC / MERC / RERC.

The MERO will determine whether the resources requested are available from municipal resources (owned or under the direct control of the municipal council) and if available, arrange for their provision.

Where the Swan Hill Rural City Council is unable to fulfil the request for a resource, via their own or controlled resources, the MERO may assist the IERC / MERC / RERC in locating a resource.

In all instances where a request for a resource or service is requested the MERO under their authorisation may advice that the requesting agency make arrangements for delivery of the resource and that a cost will or will not be charged.

5.10.3.1 Resource Supplementation Flow Chart



5.10.4 Resource Sharing`

Swan Hill Rural City Council confirmed its commitment in 2016, to the Municipal Association of Victoria Protocol for Inter-Council Emergency Management Resource Sharing (see Appendix H).

5.10.5 Resource Supplementation Financial Considerations

Swan Hill Rural City Council acknowledges its responsibility to provide resources under its control at no cost to the control agency for emergency operations. Municipal resources are those used to perform municipal functions, even if the resources are privately owned (contracted to Council).

However, some resources may be subject to limits and/or constraints, (e.g. the use of some equipment may be limited to a timeframe due to the expense of operation). Such limits and/or constraints should be reasonable and commensurate to the Council’s capacity to provide such resources.

When a control agency requests services and supplies (for example catering) on behalf of a number of supporting agencies, the control agency will be responsible for any costs incurred.

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

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

5.11 Impact Assessments

5.11.1 Introduction

The Emergency Management Commissioner is responsible for ensuring the collecting and reporting of information on the impact of emergencies in order to inform priorities in consequence management and the provision of relief and recovery services.

There are three stages of the impact assessment process:

5.11.2 Initial Impact Assessment (IIA)

Initial impact assessment is a preliminary assessment (visual inspection and quantifiable data) and is undertaken by the response agency. This assessment provides early information of the impact of the emergency to assist in the prioritisation or immediate needs of individuals and the community and to inform the early stages of recovery.

5.11.3 Secondary Impact Assessment (SIA)

Secondary impact assessment is the subsequent assessment of the impact of the emergency on the natural, built, social, economic and agricultural environments and is managed by MRM at the local level. Where more than one municipality is involved the Regional Recovery Coordinator will manage the overall process or the State Relief and Recovery Manager where more than region is impacted.

A more holistic and comprehensive assessment is required about the impact of the emergency to inform recovery planning.

5.11.4 Post Emergency Needs Assessment (PENA)

PENA is longer, more thorough estimate of the effects and consequences of the emergency on the health and wellbeing of the community, property, the economy and the environment. This is undertaken by MRM's Regional coordinators and State Managers as required.

PENA's assist in informing State and Federal Governments in relation to financial assistance, impact mitigation projects and recovery support. If the impact of an emergency or disaster should cover more than one municipality the PENA's may be merged together.

5.12 Neighbourhood Safer Places (Places of Last Resort)

Neighbourhood Safer Place – Place of Last Resort (NSP) are intended to provide sanctuary for people from the immediate life threatening effects of a bushfire. They are places or buildings designated and signposted by the Municipal Council, and that meet guidelines issued by the Country Fire Authority.

Neighbourhood Safer Places within the municipality are located at:

- Swan Hill Showgrounds
- Robinvale Recreation Reserve.

5.13 Planning for Cross Boundary Events

The Swan Hill Rural City Council is located on the Murray River in Victoria, sharing a state border with New South Wales. The neighbouring NSW municipality is Balranald Shire Council and Murray River Council. Council maintains liaison with these councils as required.

5.14 Community Awareness, Public Information and Warnings

5.14.1 Warnings

It is the responsibility of the Control Agency to issue warnings to the potentially affected communities and other agencies. Council may be asked to assist with the dissemination of this information. During response, warnings and release of other public information should be authorised by the Incident Controller prior to dissemination.

The "Standard Emergency Warning Signal" may be used to assist in the delivery of public warnings and messages for major emergencies. The use of SEWS must be authorised by the Incident Controller.

5.14.2 Information Management

During emergency response activities, information is needed by all participating agencies, persons affected and the wider community. The following list summarises the principles which should be kept in mind by those responsible for managing the flow of information:

- Get information to the people who need it.
- Get the right information to the right people.
- Ensure it is consistent, timely, user-friendly, accurate, compatible and useful.

All agencies involved in the response to the incident have a responsibility to collect, analyse, and disseminate relevant information received regarding the incident, as appropriate. Further information regarding warnings and information is contained within the EMMV (Part 3).

Any information released to the public on behalf of Council, will be to educate and assist the community to prepare for emergencies.

5.14.3 Dissemination of Information

All methods of dissemination should be considered including:

- Radio
- Television
- Social media
- Agency information lines (Vic Emergency Information Line)
- Vehicle mounted public address
- Door knocks

Face to face at relief centres, council physical locations, (libraries, Visitor information centres, customer service centres)

5.14.4 Information Centre

If so required a public information centre will be established and Council appoint a Media Liaison Officer. All public and media releases will be issued from this centre.

5.15 Debriefing / After Action Review (AAR)

A debrief or an After Action review should take place soon after an emergency. The Municipal Emergency Response Coordinator may arrange a debrief for all agencies and or all persons who were involved. An AAR or debrief may take the form of assessing the plan and / or separately providing people with an opportunity to understand what may have occurred and provide feedback or information.

Such meetings should be chaired by the Chairperson of the MEMPC.

It may also be appropriate to conduct a separate recovery debrief or AAR to address recovery issues. This should be convened and chaired by the Municipal Recovery Manager.

5.16 Evacuation

Evacuation is a risk management strategy which may be used as a means of mitigating the effects of an emergency or disaster on a community. It involves the movement of people to a safer location. However, to be effective it must be correctly planned and executed. The process of evacuation must include the return of the affected community.

A recommendation to evacuate should only be made when it is expected to offer a higher level of protection for members of the public than other options, and can be achieved without endangering response agency personnel.

Evacuation is a scalable activity in that it may be applied to individuals, a house, a street, a large facility (i.e. school or hospital), a suburb, a town or a large area of the State.

Victoria Police are the agency that will manage the evacuation process and will be supported by other agencies including the Swan Hill Rural City Council.

This may include;

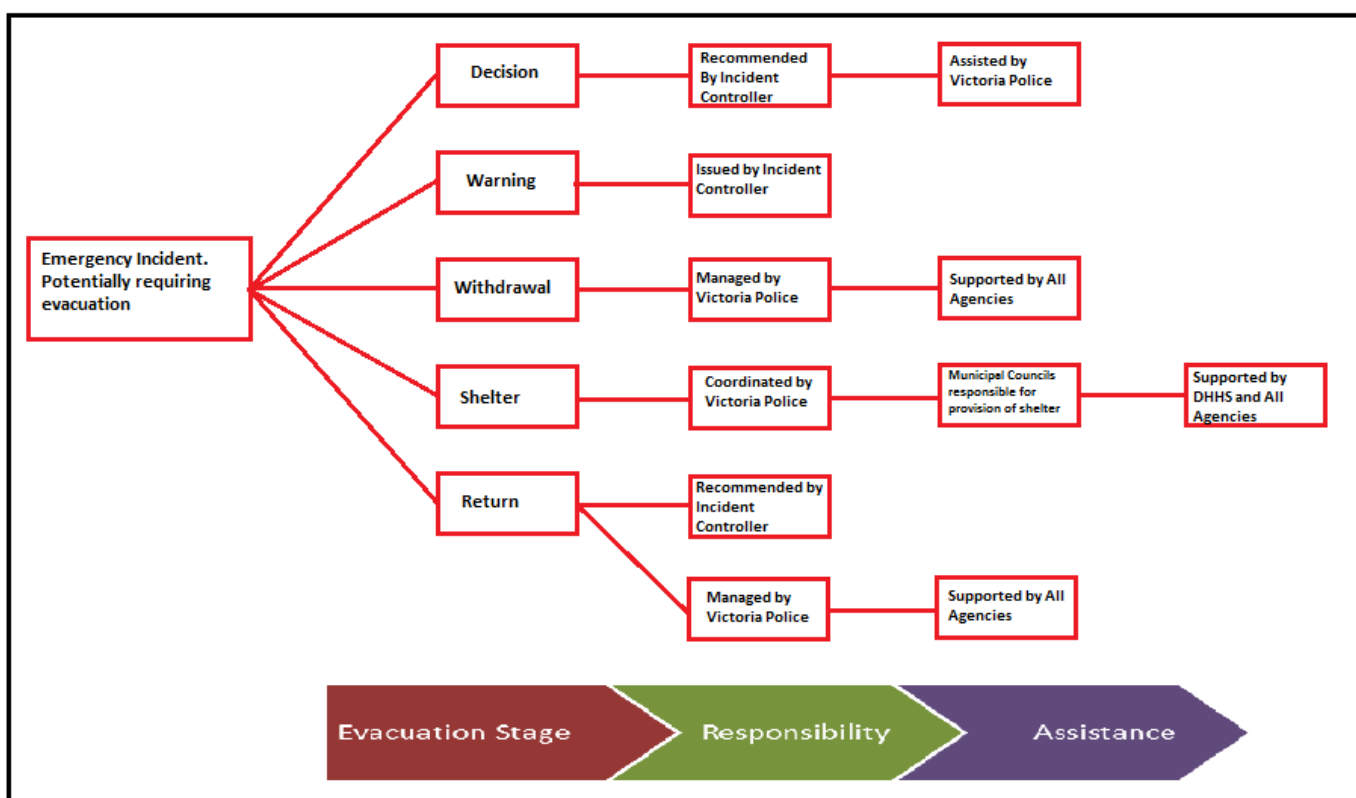
- Door knocking
- Road closures
- Relief centres

Joint Standard Operating Procedure JSOP 03.12 Evacuation for Major Emergencies provides the procedure for evacuations. JSOP 03.12 is available from:

<https://files-em.em.vic.gov.au/public/JSOP/EMV-JSOP.htm>

See Appendix G

5.16.1 Evacuation Responsibilities Flow Chart



5.16.2 Warning Systems for Evacuation

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
- The requirements of special needs groups

5.17 Response / Recovery Transition

The Incident Controller, Municipal Emergency Response Coordinator, Municipal Emergency Resource Coordinator and Recovery Manager should start planning for the transition to recovery as soon as possible following the initial impact of an emergency.

The Incident Emergency Management Team plays a key role in transition discussions relevant to planning, timing and expectations for the transition to recovery.

Transition decisions will be impacted by considerations that include:

- The nature of the emergency and whether a recurring threat is likely
- The extent of the impact on communities, as this may determine the length of the transition period
- The level of known loss and damage and the extent to which this has been validated
- The extent to which the community needs emergency relief
- The resources required for the activation of recovery arrangements

A transition agreement should be developed between the Incident Controller, Municipal Emergency Response Coordinator (Victoria Police), Regional Recovery Coordinator (DHHS) and the municipality (MRM and MERO) detailing transition activities and tasks, information management, communication and signatories. It is the responsibility of the Municipal Emergency Response Coordinator (Victoria Police) to advise all agencies involved in the emergency, of the time which the formal 'response activities' terminate.

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

Although the termination of response activities implies the cessation of the responsibilities of Emergency Response Coordinators (Victoria Police), both they and the emergency response agencies may continue to operate in recovery through a previously agreed role.

6 Relief and Recovery Arrangements

6.1 Introduction

Emergency Relief and Recovery is a multi-agency responsibility that needs to be planned for and managed in a structured manner. The needs of the community created by an emergency will be met through a range of services and provided by both government and non-government agencies, community organisations and the private sector.

The aim of relief and recovery management is to coordinate the provision of emergency relief and recovery functions and services to affected residents, or those involved in the management of an emergency.

The Swan Hill Rural City Council has the responsibility for the coordination and delivery of relief and recovery at a local level. Relief and recovery planning should align with the "State Emergency relief and Recovery Plan"

6.2 Overview

Relief and recovery commences at the onset of an emergency. Often there will be an immediate requirement for emergency relief, which will evolve into the delivery of recovery services. Throughout the response activities there should be a steady effort to move toward recovery. At an agreed point there will be a formal transition from response to recovery between the IC, MERC, MERO, MRM and any recovery agencies.

In the initial stages of the event access to assistance will be provided through the Relief Centre. This will include meeting the essential needs of the affected community such as food, shelter, material aid and some basic financial assistance.

The Municipal Recovery Manager (MRM) or a person delegated by them is to initiate relief and recovery activities as soon as possible after an emergency occurs.

Agencies with agreed relief and recovery roles and responsibilities (refer to EMMV Part 7- Emergency Management Agency Roles) need to develop and maintain their own internal operational plans that detail

their capacity and strategies for undertaking these roles and responsibilities. They should develop these in consultation with communities, and regularly test them.

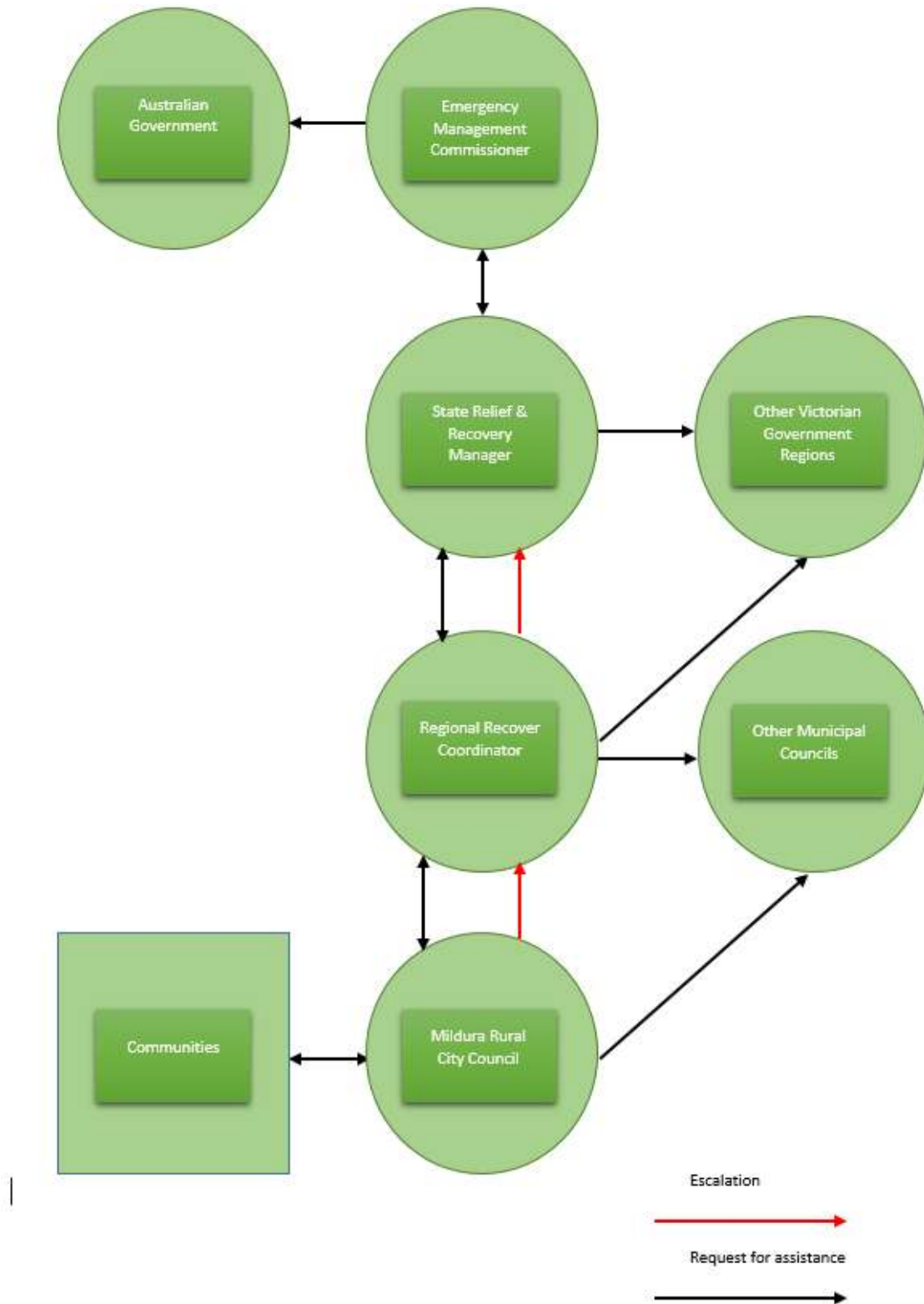
Developing an understanding of local, regional and state capability (which includes capacity) is critical as it enables relief and recovery coordinators to request assistance before being overwhelmed and being unable to deliver the required services.

6.3 Relief and Recovery Escalation Process

When the requirement for relief and recovery services is beyond the capacity that can be resourced and managed at the local level the MRM may escalate this to the Regional Recovery Manager, who may in turn escalate to the State level.

Escalation builds on existing local arrangements, rather than replacing them. If assistance is required because capacity is exceeded, responsibility is retained but aided by additional support.

6.3.1 Relief and Recovery Escalation Process



6.4 Emergency Relief

Emergency relief is a component of emergency response and is the provision of essential and urgent assistance to 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 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
- Emergency relief consists of a number of activities including:
 - Shelter
 - Community Information
 - Psychosocial Support
 - Health
 - Reconnecting families and friends (Register-Find-Reunite)
 - Food and Water
 - Accommodation
 - Non-Food Items (material aid)
 - Emergency Financial Assistance
 - Animal Welfare

State, Regional and Municipal coordination responsibilities are as follows. At State level, Emergency Management Victoria (EMV) on behalf of the Emergency Management Commissioner and at Regional level, it is the responsibility of the Department of Health and Human Services, at both of these levels support is provided by Red Cross. At municipal level, it is the responsibility of the Swan Hill Rural City Council.

6.4.1 Emergency Relief Activation and Deactivation – Major Incidents

It is the role of the Incident Controller to activate relief services for Major Incidents through the Municipal Recovery Manager.

It is the role of the Victoria Police IERC / MERC to ensure that the MRM has been notified by the incident controller of the emergency, to ensure relief and recovery measures and in place.

Deactivation of relief services and/or the transition from relief to recovery is a decision of the IEMT and the MRM.

6.4.2 Non-Major Emergencies, Emergency Relief (Single Incident)

Activation of relief following non-major emergencies (single incidents) is the responsibility of the Incident Controller. Swan Hill Rural City Council provides a 24/7 on call response for non-major emergency relief.

Non major emergencies relief consists of coordination of relief services such as overnight accommodation and referrals to appropriate agencies and DHHS.

Contact details for this response are provided to response agencies.

6.4.3 Emergency Relief Centres (ERC's)

SHRCC designates appropriate facilities within the municipality for the delivery of emergency relief, known as Emergency Relief Centres (ERCs). An ERC is a safe place away from the emergency where people can receive supports outlined above.

Council is responsible to ensure that identified venues are available (or can be made available at short notice) and resourced to operate as ERCs. This includes having arrangements in place to access venues, having regularly audited and updated ERC Resource Kits stored at the primary ERCs and having an up to date list of ERC Management Teams who are available to be deployed.

The locations of ERCs are listed in Appendix D

6.4.4 Support Services for Relief

The following services or information may be available at ERC's dependent on the size and complexity of the emergency.

- Health and First Aid Services;
- Register. Fine. Reunite (VicPol via Red Cross)
- Psychological Support
- Animal Welfare Services
- Emergency Financial Assistance or Information
- Information and assistance with;
 - Emergency shelter
 - Food and water
 - Material Aid (non-food items)

If municipal resources are overwhelmed, refer to *Relief and Recovery Escalation Process* (see 6.3.6.1).

6.4.4.1 Registration

Victoria Police is the responsible agency for the coordination and control of the *Register, Find, Reunite*, service of emergency affected people. The Australian Red Cross is tasked with managing and operating the service.

Register, Find, Reunite, commences during the response phase of an emergency and continues throughout relief efforts and assists to inform recovery.

The Swan Hill Rural City Council provides a registration process at ERC's for all persons who attend. This process is separate from the Victoria Police / Red Cross, *Register, Find, reunite* process.

The Council registration process will commence immediately as the relief centre is open or at an area where relief services may be provided. The data collected will allow for follow up services through relief and recovery. Information from Council relief registration shall provide data for Secondary Impact assessments and Post Emergency Needs Assessments, and funding from regional and state bodies.

6.4.4.2 Food and Water

The Australian Red Cross (ARC) is responsible for undertaking the lead role in the provision of providing food and water to relief centres. The ARC has limited capacity to respond in the Swan Hill municipality, therefore initially the SHRCC will be required to provide this support relief centres. Contact should be with the Australian Red Cross, Regional or State Duty Officer who will activate the required support and supplies from neighbouring areas.

Consultation with the IEMT should occur to ascertain the possible duration of the event as a matter of priority to assist in food and water relief.

Locally water authorities are responsible for the provision of drinking water to households and are supported by SHRCC

In circumstances where food and grocery supply logistics are required for the provision of food to the wider community, DEDJTR is the responsible agency.

Appendix I lists a number services and providers that may be available to assist with the supply of food and water. (Not contained in MEMP public copy)

6.4.4.3 Provision of Material Aid (non-food items)

Appendix J provides a list of agencies and contact details that may be able to assist with material needs. Regional coordination and support is the responsibility of the Red Cross. (Not contained in MEMP public copy)

6.4.4.4 Emergency Financial Assistance

The Department of Health and Human Services (DHHS) is responsible for the assessment, distribution of emergency financial assistance. Emergency relief payments and personal hardship grants needs assessed and are part of the financial assistance program.

This service may be available locally at a relief centre or from DHHS offices.

6.4.4.5 Animal Welfare

DEDJTR is the lead agency in relation to animal welfare. DEDJTR is supported by the RSPCA and the AVA.

The SHRCC is responsible for the housing of displaced, lost and stray animals.

6.4.4.6 Community Information

Providing information to the community in relation to relief services is the responsibility of the MRM.

6.4.4.7 Personal Support

Personal support at relief centres and through community outreach may be offered by a range of providers including SHRCC, Red Cross and Victorian Council of Churches, and is supported regionally by DHHS.

6.4.4.8 Temporary Accommodation

Council is able to provide a limited amount of emergency accommodation via a number of local accommodation providers. If requirement is beyond that capacity of the SHRCC, the MRM will escalate requirements to DHHS. (see 6.3)

The MRM will arrange for representatives from DHHS to provide this service if required.

6.5 Recovery

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

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

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

During recovery, the Swan Hill Rural City Council will work cooperatively with the local community, local community agencies businesses and government and non-government agencies to assist affected individuals and communities to move towards a healthy, safe and functioning environment.

6.5.1 Recovery Principals

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

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

When delivering of recovery services and in line with the above principles, it is essential to have an understanding of the following:

- Resilience of individuals and communities is respected
 - Recovery services and programs must acknowledge the inherent resilience that affected individuals and communities display. Individuals, when possessing information about the situation and available services, are able to make informed choices about their recovery. Communities, when supported with information and resources, are able to support and manage their own recovery.
- Levels of recovery operations
 - Recovery operates at multiple levels in the Victorian arrangements. In order to ensure the success of the Arrangements, it is vital that all agencies and organisations involved in management, coordination or service delivery undertake these activities in a cooperative and collaborative manner, within the agreed framework. Coordination and communication both at and between the various levels of operation will assist in ensuring the success of recovery activities for the affected community.
- Response/Recovery Interface
 - Recovery should begin as soon as possible when an emergency occurs. It is therefore essential to ensure high levels of understanding and cooperation between response coordinators and recovery coordinators at each of the levels of operation. In many instances there will be a 'handover' of coordination responsibility from the response coordinator to the recovery coordinator. Appropriate arrangements must be negotiated and documented between coordinators at the levels of operations to ensure this occurs.
- Gender
 - Men and women recover differently after an emergency, so different approaches may be needed to achieve desired outcomes.

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

6.5.2 Recovery Environments

There are four key recovery environments that require a coordinated approach as part of the recovery process:

- Social environment
- Economic environment
- Natural environment
- Built environment

It should be acknowledged that each of these environments overlaps considerably, further highlighting the need for a coordinated approach.

The following outlines the objectives of aligning recovery activities along each of the environments, and the associated functional areas:

6.5.2.1 Social

Ensure people have access to the support, services and resources they need to address the impacts of the disaster, prevent the escalation of needs and minimise any long-term negative impacts on health and wellbeing.

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

The functional areas addressed in the social recovery environment are:

- Housing and accommodation
- Individual and household financial assistance
- Psychosocial support

- Health and medical assistance
- Community development

6.5.2.2 Economic

The objective of economic recovery is to address the economic impact of an emergency, including impacts on individuals and households, small and large businesses, industries, primary producers, tourism and the broader economy.

The economic impacts range from the immediate and intense, such as loss of personal income or damage to business premises, to long-term and chronic, such as loss of workforce due to displacement, loss of productive land or reluctance of tourists to travel to hazard-prone areas.

The functional areas addressed in the built recovery environment are local economies, businesses and agriculture.

6.5.2.3 Natural

The objective of natural environment recovery is to return the impacted areas to the pre-disturbance state.

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

6.5.2.4 Built

To coordinate recovery information and process in order to prioritise the needs of the community in relation to essential physical infrastructure, including essential services, commercial and industrial facilities, public buildings and assets and housing.

The built recovery environment considers the impacts that an event may have on energy services, telecommunications, water and wastewater, transport, building and assets.

6.5.3 Activation of Recovery

The activation of recovery activities will, in most cases be a decision out of the IEMT. Should the MRM not be part of that team at the time, it is the responsibility of the MERO to inform the MRM of the need or potential need for recovery services.

Where the incident is within the municipality, the MRM will initiate recovery activities as required. The MRM shall convene a meeting of the Municipal Emergency Recovery Committee as soon as is practical where the emergency is of a magnitude that requires their involvement.

It is important to understand the continuum that extends from *response*, immediate relief, relief, early *recovery* to recovery and how this affects the overarching services (and the necessary *coordination* between services) to achieve the best outcomes for impacted communities. As soon as response to an *emergency* has commenced, the relief and recovery phases need to be considered and/or mobilised.

(See 5.17 Response / Recovery Transition)

6.5.4 Roles and Responsibilities

Municipal Councils are required by the *Emergency Management Act 1986* to prepare a Municipal Emergency Management Plan (MEMP). This plan details the local arrangements for the management of recovery activities.

The Municipal Recovery Manager (MRM) is responsible for the coordination of municipal resources in recovering from emergencies, and has full delegated powers to deploy and manage Council's resources during emergencies.

The Swan Hill Rural City Council has agreed to undertake the following functions during recovery, either by statutory obligation or voluntary actions for the wellbeing of the community:

- Restoration of services normally provided by the Municipality;
- Restoration of Municipal drains, road and bridges;
- Assessments of dwellings and buildings to ascertain a level of safety for approved use;

- Monitoring of public health matters;
- Providing local knowledge to the other recovery agencies; and
- In conjunction with the Department of Health and Human Services and Community Agencies, provide services, information and facilities to assist the community in recovery from an event. This could involve the establishment of a coordination centre.

Some of these functions will have begun before recovery officially begins.

6.5.5 Local Recovery Management Principals

Management and service provision will be devolved as much as possible to the local level. State and Regional recovery strategies, services and resources will supplement and complement the municipality's initiatives rather than replace local endeavours.

Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals, families and the community. Management of recovery will occur in the context of clear and agreed arrangements, and involve processes of consultation and cooperation through established communication channels.

Wherever possible, the normal municipal management and administrative structures and practices will be used, ensuring that these structures and practices will be responsive to 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.

6.5.6 Municipal Emergency Recovery Committee

The Municipal Emergency Recovery Committee comprises representation of key organisations/agencies involved in the recovery process. The composition of the committee will vary depending on the type of emergency and the affected area. The membership of the committee could include community leaders and representatives of:

- Councillors
- Government agencies
- Community groups
- Affected persons
- Health Services
- Non-government agencies
- Business

6.5.7 Community Recovery Committee

Where the magnitude of the event requires community input into the recovery process a Community Recovery Committees may be established within the affected area(s).

Swan Hill Rural City Council via the MRM may offer to establish and support a Community Recovery Committees following emergencies or disasters. Council's role is to assist the community to establish a balanced and effective community recover committee.

Council's role can include:

- Convening initial interest groups and inviting relevant organisations or community leaders;
- Suggesting models that include representatives of groups from the population;
- Suggesting an independent chair; and
- Providing assistance with terms of reference and processes.

The Committee should comprise of;

- Council representatives
- Government agencies
- Community groups
- Affected persons
- Health Services
- Non-government agencies
- Business

Functions include:

- Monitor the overall progress of the recovery process in the affected community
- Identify community needs and the resource requirements and make recommendations to appropriate recovery agencies, municipal councils and the State's recovery management structure
- Liaise, consult and negotiate, on behalf of affected communities, with recovery agencies, government departments and municipal councils.
- Liaise DHHS as Coordinator through the designated DHHS Regional Director or delegate
- Undertake specific recovery activities as determined by the circumstances and the Committee
- Consider social principles e.g. gender, children.

6.5.8 Role of DHHS in Recovery

DHHS is responsible for coordinating relief and recovery at the regional level. DHHS is supported by Red Cross in regional relief coordination.

Regional relief and recovery responsibilities to be coordinated include:

- Review and maintain regional relief and recovery plans, and lead relief and recovery planning processes – including regional planning committees.
- Develop regional post-incident relief and recovery plans and lead regional post-incident relief and recovery processes – including operational committees
- Lead regional transition from response to recovery
- Coordinate existing regional resources and activities across the relief and recovery sector
- Facilitate the regional relief and recovery sector's capability assessment, readiness and preparedness
- Coordinate regional relief and recovery sector public information and messaging
- Assess regional situation, impacts, risks, progress and resources
- Monitor local situation, impacts, risks progress and resources
- Collate and analyse information on loss and damage and resulting consequence
- Coordinate regional relief and recovery intelligence to EMV
- Provide advice to municipal councils to enable them to appropriately manage relief and recovery consequences of local level events.

The department coordinates and distributes regional level relief and recovery information for the public, through outlets including:

- Victorian Emergency Recovery Information Line (1300 799 232)
- Victoria Emergency website under the Relief and Recovery tab emergency.vic.gov.au/relief

6.5.9 Supply of Goods and Services

The municipality and other recovery agencies shall obtain and pay for goods/services through their own supply systems.

The MRM with the assistance of DHHS will co-ordinate the acquisition and supply of goods and services which cannot be provided by the municipality or participating agencies. When goods can only be obtained in such a manner, approval for payment from Department of Health and Human Services is required prior to the goods being obtained.

The MRM is responsible for the coordination and management of donated goods and monies

6.5.10 Counselling, Financial Assistance and Temporary Accommodation

Council will coordinate these services at the municipal level. However if these functions are outside the capabilities or resourcing of Council, the responsible agency is the DHHS.

6.5.11 Agencies Assisting in Recovery

Many local and regional community organisations / groups / clubs have resources that can be of use in an emergency. Many of these have been agreed to by these Community organisations / groups clubs.

It is the responsibility of the Swan Hill Rural City Council to provide the management system to co-ordinate offers of assistance from these organisations.

6.5.12 Communication / Engagement with the Community

Emergencies and disasters are highly stressful and disruptive events for those effected. Effective communication and engagement can increase the community and the individual's ability to influence their recovery and builds social cohesion. Communities that are engaged and well informed will recover sooner and become stronger following an emergency event.

Successful engagement and communication recognise that communication with a community should be two-way, and that input and feedback should be sought and considered over an extended time.

Swan Hill Rural City Council will lead the process of community information, this should include briefings and community meetings. Single points of contact should be established and the community encouraged to obtain information that will support their recovery.

Conduits for information should be considered to reinforce recovery information and support, examples of these are:

- Churches, Pastors or Ministers;
- Police and other emergency services;
- General store and post offices;
- Local media;
- Doctors or health care providers;
- Sports coaches; or
- Community leaders

7 Ancillary Arrangements

7.1 Telecommunication Systems

DEDJTR are the lead agency for the telecommunications function in terms of restoration and recovery (EMMV Part 7). Telecommunication carriers are the supporting agency.

<https://files-em.em.vic.gov.au/public/EMV-web/EMMV-Part-7.pdf>

7.1.1 Telephone Communications

During an emergency there is a possibility that the mobile networks could fail. Landline networks should be planned as the primary means of telecommunication during an emergency event, when available, and should be utilised to capacity.

When identifying locations for use as MOCs, Assembly Areas and Emergency Relief Centres, consideration should be given to the telecommunication facilities already in place at those locations.

Additional telephones can be provided by Telstra, upon request to the MERC, who will, in turn, submit such requests to the Regional Emergency Response Coordinator (RERC) for action. All costs, related to such installations are the responsibility of the requesting organisation

7.1.2 General

All agencies are responsible for the provision of their own telecommunication systems during emergencies, however any agency requiring telecommunication support should put their request to the Municipal Emergency Response Coordinator (MERC).

Victoria Police being the lead agency for access to telecommunication resources.

7.2 Medical Health

Major emergencies may involve mass casualties, fatalities and patients with complex trauma. They can also lead to public health issues that could have an impact on the health of a community.

The State Health Emergency Response Plan (SHERP) outlines the arrangements for managing the pre-hospital and hospital response to emergencies that go beyond day-to-day business arrangements, ensuring that health and medical emergency responses are coordinated and appropriate.

The SHERP also focuses on the needs of children in emergencies and on psychological support to prevent long-term health effects.

The aim of these arrangements is to identify the health and medical facilities available within the Swan Hill Rural City Council Municipality.

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**.

7.2.1 Health

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

These responsibilities in an emergency include:

- Advice on water supply;
- Ensuring hygienic food handling - safe production, storage and distribution;
- Refuse removal;
- Pest control;
- Control of infectious diseases (immunisation); and
- Assist DEDJTR with disposal of dead animals.

The Environmental Health Coordinator may also undertake inspection of food safety at Emergency Relief Centres and staging areas where there are concerns.

7.2.2 Medical

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

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

7.2.3 Medical Response Management

Medical response management at an emergency scene will be carried out by the Health Commander (an experienced Ambulance Victoria Manager) and may be delegated to a Field Emergency Medical Officer (FEMO).

The role of the Health 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.

7.3 Access to Affected Areas

Victoria Police are responsible for managing access to emergency affected areas through Traffic Management Regional Emergency management (TMPs). The decision to implement and remove TMPs is done in conjunction with the Incident Controller (IC). Before access can be allowed, safety assessments of the road network must be undertaken.

Swan Hill Rural City Council is responsible for road infrastructure and hazardous tree inspections on local roads. VicRoads undertakes these assessments on VicRoads managed roads.

7.3.1 Requesting Procedure

All requests for resources to undertake road assessments should be directed to the Municipal Emergency Response Coordinator (MERC), who will request them through the Municipal Emergency Resource Officer (MERO).

7.4 Waste Management

Emergencies and disasters can generate significant amounts of waste and recovery materials. Disaster waste is often hazardous and unable to be recycled therefore good preplanning is required to ensure that waste facilities and landfills can either cope with a surge in waste or have a contingency plan in place to redirect waste.

Council acknowledges section 4.2.1 contingency planning of the Ministerial Guideline: making, amending and integrating the State-wide Waste and Resource Recovery Infrastructure Plan and Regional Waste and Resource Recovery Implementation Plans, and aims to meet the requirements.

Appendix B – MEMP Distribution List

Electronic copies are the preferred manner of distribution. Hard copies can be provided if requested

Distribution

Master Copy – held by Municipal Emergency Resource Officer

MEMPC Members

All members of the MEMPC

Adjoining Municipalities

Mildura Rural City Council

Buloke Shire Council

Gannawarra Shire Council

Balranald Shire Council

Murray River Council

Victoria Police

Municipal Emergency Response Coordinator – Swan Hill Rural City Council

Regional Emergency Response Coordinator

Swan Hill Police Station

Robinvale Police Station

Manangatang Police Station

Piangil Police Station

Nyah Police Station

Lake Boga Police Station

Country Fire Authority

District 18 Head Quarters, Swan Hill

District 18 Operations Manager, Swan Hill

Swan Hill Fire Brigade

State Emergency Service

Regional Operations Manager

Regional Operations Officer

Swan Hill Unit

Department Health and Human Services

DHHS Swan Hill Office Manager

Senior Emergency Management Coordinator, Loddon Mallee Region

Other Agencies

Department of Jobs, Precincts and Regions - Agriculture Victoria

Department of Environment Land, Water and Planning, Irymple, Swan Hill

Forrest Fire Management, Irymple, Swan Hill

Parks Victoria, Swan Hill

Ambulance Victoria, Swan Hill

Swan Hill Health Services

Robinvale Health Services

Lower Murray Water - Swan Hill

Goulburn Murray Water – Kerang

Grampian Wimmera Mallee Water – Swan Hill

Swan Hill Rural City Council

Municipal Emergency Resource Officers

Municipal Recovery Manager

Municipal Fire Prevention Officer

Environmental Health Coordinator

Appendix C – Plans and Guidelines

Municipal Fire Management Plan

The Municipal Fire Prevention Officer is responsible for the maintenance and amendment of this plan. The Plan is amended and re-confirmed in November each year. Copies are held by Council's MFPO and CFA Regional Headquarters and are also available from Council's website:

<http://www.swanhill.vic.gov.au/about/overview/plans-and-strategies/municipal-fire-management-plan/>

Township Bushfire Mitigation Plan

The Township Bushfire Mitigation Plan has been prepared with the aim to mitigate the risk of bushfire to six townships within the Swan Hill Municipality. Townships detailed within the plan are considered the municipalities most at risk to a bushfire. The plan is available on Council's website:

<https://www.swanhill.vic.gov.au/about/overview/plans-and-strategies/emergency-management/>

Municipal Flood Emergency Plan

A Flood Response Plan for the Municipality has been prepared with the aim of providing a framework for the prevention of, response to, and recovery from any flood emergency within the Rural City of Swan Hill. Flood Sub Committee members hold copies of these plans, and are available on VICSES website (www.ses.vic.gov.au) and Council's website:

<https://www.swanhill.vic.gov.au/about/overview/plans-and-strategies/emergency-management/>

Heat Health Plan

The Heat Health Plan has been developed as part of Council's Emergency Management planning. The aim of the heat Health Plan is to prepare for, and respond to, the occurrence of a heat health events and heat waves in Swan Hill Rural City Council. By doing so, reducing the impact on the community and particularly those deemed more vulnerable to heat health events. The Public Health and Regulatory Services Coordinator is responsible for the maintenance and amendment of this plan. The plan is reviewed annually. Copies are available for download on Council's website:

<https://www.swanhill.vic.gov.au/about/overview/plans-and-strategies/emergency-management/>

Influenza Pandemic Plan

Council, as part of its emergency management planning, has put into place an Influenza Pandemic Plan. Whilst the likelihood of an influenza pandemic is low, the effects on the organisation in such an event could be devastating. The Public Health and Regulatory Services Coordinator is responsible for the maintenance and amendment of this plan. The plan is reviewed annually. Copies are available from the Public Health Department of the Swan Hill Rural City Council.

Hazardous Materials Sub-Plan

The Hazardous Materials sub-plan has been developed as part of Council's Emergency Management planning. The aim of the sub-plan is to consider the threats of hazardous materials incidents occurring at specific facilities or on roads within the municipality. The plan is reviewed annually or following a significant incident. Copies are available for download on Council's website:

<https://www.swanhill.vic.gov.au/about/overview/plans-and-strategies/emergency-management/>

Appendix D - Emergency Relief Centres

The following Emergency Relief Centres have been assessed and found to be potentially suitable for use in times of an emergency. Careful consideration must be given to the prevailing circumstances and the number of people needing assistance when selecting a site or sites.

Swan Hill	Swan Hill Race Course and Basketball Stadium
	Swan Hill Showgrounds Leisure Centre
	Ken Harrison reserve Complex
Robinvale	Robinvale Community Centre
	Riverside Park / Leisure Centre
Lake Boga	Lake Boga Community Centre
Nyah / Nyah West	Nyah Community Centre
Manangatang	Manangatang community Centre

Locations should be:

- Safe from threat.
- Planned evacuation routes should the threat change.
- Adequate facilities (see below).
- Adequate parking and access. The possibility of evacuees being disabled or frail, need to be taken into account.
- Available for the perceived duration of the emergency.
- In accordance with Municipal Planning.

Management:

- A municipal person in charge, present at all times and be identifiable.
- Necessary Relief Centre personnel rostered.
- Ongoing contact with liaison personnel from other organisations.
- Planned system for providing information to the public and other agencies.
- Security of people and possessions.

Other Organisations:

Members of other organisations may be represented at an Emergency Relief Centre, e.g:

- Red Cross
- Salvation Army
- DHHS
- Ambulance Services / First Aid
- Community Groups
- Insurance Industry
- Legal Representatives
- VCC Emergencies Ministry

Facilities:

- Separate areas for particular groups. For example, play area for children.
- Tables and chairs for all Centre function personnel (registration etc.).
- Telephones for Centre personnel.
- Telephones for evacuees.
- Toilets.
- Personal hygiene facilities
- Eating facilities
- Notice Board.
- Tea and coffee making.
- First Aid.

Appendix E – Terms and Abbreviations

Term	Abbreviation	Explanation
Act	N/A	Either the <i>Emergency Management Act 1986</i> or <i>Emergency Management Act 2013</i> or both.
Affected Area	N/A	An affected area for the purposes of managing response and recovery is the entire geographic area affected in any significant way by an emergency.
Agency	N/A	A Government agency or a non-Government agency.
Ambulance Victoria	AV	Statutory provider of pre-hospital emergency care and ambulance services in Victoria.
Australian Maritime Safety Authority	AMSA	Provide the infrastructure for safety of navigation in Australian waters, and maintain a national search and rescue service for the maritime and aviation sectors.
Bureau of Meteorology	BOM	Agency of the Australian Government responsible for providing weather services to Australia and surrounding areas.
Catchment Management Authority	CMA	CMA's primary responsibility is to ensure that natural resources in the region are managed in an integrated and ecologically sustainable way.
Community Emergency Risk Assessment	CERA	A framework for considering and improving the safety and resilience of their community from hazards and emergencies.
Command	N/A	The direction of members and resources of an agency in the performance of the organisation's roles 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.
Control	N/A	The overall direction of response activities in an emergency situation. Authority for control is established in legislation or in an emergency response plan, and causes with it the responsibility for tasking and co-ordinating other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.
Control Agency	N/A	The agency identified in State Emergency Response Plan which is primarily responsible for responding to a specified emergency.
Co-ordination	N/A	The bringing together of agencies and elements to ensure effective response to emergencies and is primarily concerned with the systematic acquisition and application of resources (agency, labour and equipment) in accordance with the requirements imposed by the emergency or emergencies.
Counselling	N/A	The provision of psychological support and advice to persons affected by an emergency.
Country Fire Authority	CFA	Volunteer and career fire service that provides firefighting and emergency services to rural areas and regional towns in Victoria, and to portions of the outer suburban areas of Melbourne.

Department of Jobs, Precincts and Regions, Agriculture Victoria	DJPR Ag Vic	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.
Department of Environment, Land, Water and Planning	DELWP	State government department responsible for protecting the environment, management of natural resources, managing water resources, planning, local government, fire and emergency management and property and land titles.
Department of Health and Human Services	DHHS	Government department responsible for health, ambulance services, families and children, youth affairs, public housing, disability, ageing, mental health and sport policy.
Emergency	N/A	Emergency means 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, including, without limiting the generality of the foregoing: an earthquake, flood, windstorm or other natural event; a fire; an explosion; a road accident or any other accident; a plague or an epidemic; a warlike act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or a hijack, siege or riot.
Emergency Accommodation	N/A	Accommodation provided for individuals or families affected by an emergency. It is separate to emergency shelter. This accommodation includes caravans and suchlike, and will normally be arranged by the recovery agency.
Emergency Area	N/A	Means an emergency area declared under Section 36A of the <i>Emergency Management Act 1986</i> .
Emergency Management	EM	Organisation and management of the resources and responsibilities for dealing with all humanitarian aspects of emergencies (preparedness, response and recovery)
Emergency Relief	N/A	Emergency Relief is defined as 'the provision of essential needs to individuals, families and communities during and in the immediate aftermath of an emergency'.
Emergency Relief Centre	ERC	Centres established to provide groups of persons with any or all of the services, of the functional areas of emergency relief.

Emergency Management Liaison Officer	EMLO	An Officer designated by his agency to represent it and who provides a communication link with his agency to the ICC.
Emergency Shelter	N/A	An emergency shelter is a place for people to live temporarily when they cannot live in their previous residence.
Evacuation	N/A	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The decision to evacuate rests with the Control Agency in conjunction with police and available expert advice.
Financial Assistance	N/A	Payments made to people affected by emergencies by various agencies.
Functional Areas	N/A	The categorisation of services required for Emergency Relief for the purposes of allocating responsibility to nominated agencies. These are: Catering Community Organisations Emergency Accommodation Emergency Grants, Counselling and Temporary Accommodation Material Needs Registration (Register, Find, Reunite –(RFR))
Government Agencies	N/A	Agencies may be either Victorian Public Service or Victorian Public Entities
Incident Controller	IC	An officer appointed by the control authority responsible for the resolution of an emergency.
Incident Emergency Response Coordinator	IERC	The Incident Emergency Response Coordinator (IERC) 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.
Material needs	N/A	The provision of clothing, bedding and personal requisites, during "Emergency Relief".
Municipal Emergency Response Coordinator	MERC	The member of Victoria Police appointed as an emergency response coordinator for each municipal district is known as a MERC. The MERC is responsible for bringing together agencies and resources within a municipal district to support the response to emergencies.
Municipal Emergency Management Plan	MEMP	Municipal plan for prevention of, the response to, and the recovery from, emergencies that could occur in the Swan Hill Rural City Council municipality.
Municipal Emergency Planning Committee	MEMPC	The Committee, at municipal level, is responsible for the formation and maintenance of the Municipal Emergency Management Plan (MEMP).
Municipal Emergency Management Team	MEMT	The Municipal Emergency Management Team is a key municipal decision making group that includes the MERC, MERO and MRM and performs a leadership role in the MOC. There is a constant information flow and regular consultation between these positions.

Municipal Operations Centre	MOC	A centre or area established for the functions of the Municipal Emergency Management Team (MEMT)
Municipal Emergency Resource Officer	MERO	The person appointed by the Municipality responsible to council for the co-ordination of municipal owned or controlled resources in emergencies.
Municipal Recovery Manager	MRM	The person appointed by the Municipality responsible to council for the co-ordination of municipal recovery activities after emergencies.
Municipality	N/A	The area contained within the defined boundaries of local Government responsibility.
Register Find Reunite	RFR	The recording of emergency victims for satisfying inquiries regarding the whereabouts of persons so affected. Instigated by Victoria Police, undertaken by Australian Red Cross
Non-government Organisation	NGO	Any agency group or business that is not a government run organisation.
Personal Hardship Grants	N/A	A term given to a series of payments comprising emergency grants. Temporary Living Expense Grant and Re-establishment Grants. Emergency grants are payable for natural emergencies, fires, floods etc. The other grants are only payable after large-scale emergencies when approved by the Minister for Police and Emergency Services.
Recovery	N/A	The process by which affected persons and communities are assisted to recover to a proper level of functioning. It commences as soon as practicable after the impact of an emergency, and usually continues long after cessation of response activities. Refer also to the State Disaster Recovery Plan.
Recovery Agency	N/A	An agency that assists individuals, families and communities to attain a proper level of functioning, Providing information, specialist services and resources, and may include Commonwealth, State and local government and non-government agencies.
Region	N/A	A geographic area comprising a number of municipal districts.
Relief Centres	N/A	See Emergency Relief Centres.
Response	N/A	Response involves the combating of emergencies and the provision of rescue services to those affected.
Staging Area	SA	A location designated and used during emergencies for the assembly of control or support personnel prior to deployment.
Resource Supplementation	N/A	Those resources requested under emergency supply unable to be obtained by control or support agencies.
Support Agency	N/A	A government or non-government agency which provides essential services, personnel, or material to support or assist a control agency or affected persons.

Appendix F – Maps

Public Copies

Maps are available to download on Council’s website www.swanhill.vic.gov.au free of charge.

Hard copies also are available from the following locations for a prescribed fee.

Swan Hill Business Centre	Robinvale Resource Centre
45 Splatt Street Swan Hill 3585	72 Herbert Street Robinvale 3549
Phone: 5036 2333 Fax: 5036 2340	Phone: 5051 8000 Fax: 5051 8010
Monday to Friday	Monday to Friday
8:30am to 5pm	8:30am to 5pm
Email: council@swanhill.vic.gov.au	Email: council@swanhill.vic.gov.au

Emergency Response Activity

Maps can be provided for emergency response activities via the MERO

Appendix G - Joint Standard Operative Procedure SOP-J03.12



Joint Standard Operating Procedure

JOINT SOP	
Title	Evacuation for major emergencies
Purpose	To standardise procedures for the withdrawal and eventual return of persons impacted by Major Emergencies.
Scope	<p>This Joint Standard Operating Procedure (JSOP) relates to the responsibilities of applicable agencies, through the five stages of evacuation; decision, warning, withdrawal, shelter and return, and applies to Incident Controllers and agencies who are required to perform tasks in the event of an evacuation.</p> <p>This JSOP applies to major emergencies requiring evacuation of community members from an incident area. The principles of the JSOP may applied for evacuation during non-major emergencies</p> <p>This JSOP is limited to emergencies that require the movement of people to a safer place. Emergencies that provide no alternative but to 'shelter in indoors' need to be considered outside or in addition to this JSOP.</p> <p>The role of Evacuation Manager is the responsibility of Victoria Police. Any reference to Evacuation managers in this JSOP is to be read in conjunction with Victoria Police policy and protocols.</p>
Applicable Agencies	<p>This procedure applies to the following agency personnel;</p> <ul style="list-style-type: none"> • CFA • DELWP (FFMVic) • MFB • VICSES <p>Note: Victoria Police discharge their responsibilities for evacuation as per their agency policies and procedures.</p>
Content	<p>The procedural contents of this JSOP are:</p> <ul style="list-style-type: none"> • Step 1: Decision to evacuate • Step 2: Warning • Step 3: Withdrawal • Step 4: Shelter • Step 5: Return • Schedule 1: Consideration of Evacuation during an Emergency • Schedule 2: Recommendation to Evacuate • Schedule 3: Consideration for Return of Evacuees after an Evacuation • Schedule 4: Recommendation- Safe to Return • Schedule 5: Evacuation Responsibilities Flow Chart

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Responsibilities	Incident Controller, Evacuation Manager, Victoria Police, Incident Health Commander, Municipal Council, DHHS.
Definitions	<p>The following definitions apply to this procedure:</p> <p>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.</p> <p>Major Emergency</p> <p>(a) A large or complex emergency (however caused) which:</p> <ul style="list-style-type: none"> a. Has the potential to cause or is causing loss of life and extensive damage to property, infrastructure or the environment; or b. Has the potential to have or is having significant adverse consequences for the Victorian community or part of the Victorian community; or c. Requires the involvement of 2 or more agencies to respond to the emergency; or <p>(b) A Class 1 emergency; or</p> <p>(c) A Class 2 emergency</p> <p>Shelter in Indoors The process by which members of the public are asked to taking shelter indoors to provide a level of protection from the impact or consequences of an emergency.</p>
PROCEDURE	
<p>1. Decision to Evacuate</p> <p>1.1. A recommendation to evacuate should only be made when this is expected to offer a higher level of protection for members of the public than other options, and can be achieved without endangering response agency personnel.</p> <p>1.2. Any consideration of a recommendation to evacuate should be made in accordance with the State Emergency Response Plan, any local emergency management and evacuation plans in place and this JSOP.</p> <p>1.3. In making the decision on recommending to evacuate an area, the Incident Controller shall:</p> <ul style="list-style-type: none"> 1.3.1. Give consideration to the points identified in Schedule 1; and 1.3.2. Record the final decision in their log book, as a minimum, and where practicable the key considerations for or against a recommendation to evacuate on the proforma in Schedule 1. <p>1.4. In urgent circumstances requiring evacuation the Incident controller will immediately disseminate the recommendation to evacuate, irrespective of whether or not they have contacted Victoria Police and completed the Recommendation to Evacuate form, in Schedule 2.</p>	

- 1.5. Where the Incident Controller decides to recommend that people should evacuate, the IC is urgently required to communicate this decision to:
 - 1.5.1. Victoria Police representative present, (in accordance with Schedule 2);
 - 1.5.2. Incident Management Team (IMT);
 - 1.5.3. Incident Emergency Management Team (IEMT);
 - 1.5.4. Up the Line of Control and/or the agency chain of command; and
 - 1.5.5. Incident personnel via the responsible IMT functional leaders.
 - 1.6. Victoria Police members may use VP Form 682 and other policies to guide their actions in the evacuation stages. These documents are aligned to this JSOP and schedules.
 - 1.7. The Incident Controller may, depending on the circumstances, delegate the function of the management of an evacuation to a Deputy Incident Controller, or an Evacuation Manager, however the decision to recommend an evacuation remains with the Incident Controller.
 - 1.7.1. The appointment of a Deputy Incident Controller should consistent with JSOP 3.08 Appointment of Regional and Level 3 Incident Controllers.
 - 1.8. The IMT shall give consideration to the impact of a decision to recommend evacuation on the management of the emergency.
 - 1.9. In some urgent life threatening circumstances, and in an effort to preserve life, the decision to recommend evacuation may be made by any agency representative. In this circumstance, the Incident Controller is required to be notified of the decision as soon as possible.
 - 1.10. If an evacuation is recommended, the Incident Controller should give consideration to the duration of the evacuation and document in Schedule 1.
2. Warning
- 2.1. If the Incident Controller recommends evacuation of a given area, the Incident Controller is required to:
 - 2.1.1. Give priority to communicating the recommendation to evacuate to the public, in consultation with Victoria Police, where required;
 - 2.1.2. Issue the recommendation to evacuate using appropriate tools and/or methods;
 - 2.1.3. Ensure that all recommendations to evacuate refer, where appropriate, to any other 'emergency warnings' issued for the area recommended to be evacuated; and
 - 2.1.4. Ensure that all information releases regarding a recommendation to evacuate include an estimated time, beyond which it may be too dangerous to evacuate.
 - 2.2. Where authorisation of the Incident Controller is not practicable and an extreme and imminent threat to life may exist, an evacuation message can be issued by any agency personnel.

3. Withdrawal
 - 3.1. On receipt of a recommendation to evacuate by the Incident Controller, Victoria Police will ensure an Evacuation Manager is appointed. This role may already be nominated or in place in anticipation of an emergency that may require evacuation.
 - 3.2. The Evacuation Manager will:
 - 3.2.1. Ensure that they have ascertained all necessary information from the Incident Controller;
 - 3.2.2. Record all relevant information and ensure resources required to effect evacuation are available;
 - 3.2.3. Sectorise and prioritise the affected area and consider assembly areas if required;
 - 3.2.4. Identify transport options;
 - 3.2.5. Develop and communicate a traffic management plan (in consultation with the Traffic Management Manager) ensuring egress routes are clearly identified and consider welfare/ first aid options on route;
 - 3.2.6. Ascertain a list of vulnerable people/ facilities in the area and consider their relocation in consultation with the Health Commander;
 - 3.2.7. Identify relief options and determine the most appropriate form of relief in consultation with the Incident Controller and the IEMT; and
 - 3.2.8. Activate a registration system for relocated people.
 - 3.3. During the withdrawal stage the Evacuation Manager should consult with the Health Commander in relation to:
 - 3.3.1. Managing the withdrawal of identified vulnerable persons from health and aged care facilities;
 - 3.3.2. Support the withdrawal of identified vulnerable people who have health related needs; and
 - 3.3.3. Support the health needs of the community once evacuated.
 - 3.4. The Evacuation Manager should communicate withdrawal decisions and maintain ongoing communications with the Incident Controller, Health Commander, IEMT, Municipal Council(s) and support agencies. This includes reporting progress and completion of withdrawal actions.
4. Shelter
 - 4.1. Emergency shelter options should be provided following an evacuation for as long as it is required until other accommodation arrangements are made.
 - 4.2. Emergency shelter may include:
 - 4.2.1. Assembly areas and/or safer locations; and/or
 - 4.2.2. Emergency Relief (including emergency relief centres).
 - 4.3. The decision of shelter options should be made in consultation with the Incident Controller, Victoria Police and the relevant municipal council.

- 4.4. General Considerations for shelter should include:
 - 4.4.1. Registrations;
 - 4.4.2. Public information;
 - 4.4.3. Basic needs (water, food) including sanitation.
 - 4.4.4. Contingency arrangements;
 - 4.4.5. Animal welfare;
 - 4.4.6. Health and safety including security;
 - 4.4.7. Exit strategies; and
 - 4.4.8. Link to recovery information.
- 4.5. The Evacuation Manager will communicate shelter decisions and maintain ongoing communications with the Incident Controller, Health Commander, Municipal Council(s) and support agencies.
5. Return
 - 5.1. In making the decision for or against allowing members of the public to return to the area, the Incident Controller, in consultation with the Evacuation Manager is required to complete schedule 4
 - 5.2. The Incident Controller or Evacuation Manager shall:
 - 5.2.1. Give consideration to the points identified in Schedule 3; and
 - 5.2.2. Record the final decision in their log book, as a minimum, and where practicable the key considerations for or against a recommendation of safe to return on the proforma in Schedule 3.
 - 5.2.3. Victoria Police members may use VP Form 682, 682A and other policies to guide their actions in the evacuation stages. These documents are aligned to this JSOP and schedules
 - 5.3. Where the Incident Controller or Evacuation Manager decides to allow people to return to the area, the Incident Controller or Evacuation Manager is required to immediately communicate this decision to:
 - 5.3.1. Victoria Police representative present, (in accordance with Schedule 4);
 - 5.3.2. Incident Management Team (IMT);
 - 5.3.3. Incident Emergency Management Team (IEMT);
 - 5.3.4. Up the Line of Control and/or the agency chain of command;
 - 5.3.5. Incident personnel via the responsible IMT functional leaders.
 - 5.4. The Evacuation Manager is responsible for planning and managing the return of evacuated people with the assistance of other agencies where required.

SAFETY	
<p>Protection and preservation of life is paramount. This includes:</p> <ul style="list-style-type: none"> • Safety of emergency response personnel • Safety of community members including vulnerable community members and visitors/tourists <p>In the application of this JSOP the following safety considerations apply:</p> <ul style="list-style-type: none"> • Recommendation to evacuation need to consider is the evacuation process can be achieved without endangering response agency personnel. 	
REFERENCE	
Related Documents	<p>State Emergency Response Plan (EMMV Part 3)</p> <p>AIDR Evacuation Planning – Handbook 4 (2013)</p> <p>Evacuation Guidelines (EMMV Part 8- Appendix 9)</p> <p>SOP J03.08 Appointment of Regional and Level 3 Incident Controllers.</p> <p>SOP J03.10 Traffic Management</p> <p>Victoria Police Manual – Emergency Response</p> <p>Victoria Police Evacuation Guidance Card.</p> <p>VP Form 682 and VP Form 682A</p>
Environment	<p>Nil</p>

REVIEW		
Date Issue	4 September 2017	
Date Effective	1 October 2017	
Date to be Reviewed	September 2020	
Date to Cease	N/A	
AUTHORITY		
The Emergency Management Commissioner has issued this SOP under section 50 of the Emergency Management Act 2013.		
Approved	Signature	Date
Craig Lapsley Emergency Management Commissioner		
Endorsed	Signature	Date
Steve Warrington Chief Officer, CFA		
Stephanie Rotarangi Chief Fire Officer, DELWP (FFMVic)		
Greg Leach Acting Chief Officer, MFB		
David Baker Acting Chief Officer Operations VICSES		

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Schedule 1

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Consideration of Evacuation during an Emergency			
Incident Controller's considerations			
The Incident Controller should actively assess the following issues, when considering whether to recommend that members of the public evacuate a given area:			
	Issue	Incident Controller's Comments	
Impact	What community is likely to be impacted by the emergency? (Whole, part, or single sites? Attach map if appropriate)		
	What is the current and expected threat to the community, what are the trigger points and what is the time to impact?		
	How confident are you that you have the resources you need or are likely to need to successfully suppress/mitigate the risk?		
	Is there time for an evacuation to be implemented?		
	What is the expected duration of the event?		
	Would the time to impact on the community require immediate evacuation or is there time prepare the community to evacuate?		
Community preparedness	How well prepared is the community you are considering for a recommendation for evacuation? Is there a plan to assist with evacuation?		
	Are there any identified vulnerable facilities or individuals that need to be considered?		
	Has consideration been given to self-evacuees? (people who have already left the area) Do communications plans and registration of evacuee need to consider for these people?		
	Has consideration been given to people who will choose not to evacuate or are left behind?		
	Are there any events and/or activities that have brought travellers into the area? Are there Emergency Management Plans or similar in place for the event, to assist with evacuation?		
Resourcing	Does the control agency have adequate resources to help Victoria Police in managing the evacuation?		
	Does the control agency and support agencies have adequate resources to protect evacuees during and after the evacuation?		
	Does the IMT and/or Incident Controller have the resources to liaise with Victoria Police on evacuation?		
	Is there an adequate location(s) for the community to evacuate to?		
	Is there a safe route for evacuation?		
	Have you consulted with the members of the IEMT and the Evacuation Manager or Emergency Response Coordinator and Health Commander?		
	<p style="color: red; font-weight: bold; margin: 0;">Recommend evacuation of</p> <p style="color: red; font-weight: bold; margin: 0;">_____ (specify area)</p>	Yes	No
<p style="margin: 0;">Incident Controller's name: _____ Signature: _____ Date/Time: _____</p>			

Schedule 2

Recommendation to Evacuate	
Incident Name:	
Date / Time:	
Incident Controller:	
Advice to Victoria Police:	<p>It is recommended that all members of the public located in the following area: (attach map if needed)</p> <p>.....</p> <p>.....</p> <p>due to the threat posed by theincident</p> <p>be advised to:</p> <p><input type="checkbox"/> – Prepare to Evacuate fromhrsdate</p> <p>And/or</p> <p><input type="checkbox"/> – Evacuate fromhrsdate</p> <p>and seek shelter at:</p> <p>.....</p>
Preferred route of travel to the place of shelter:	<p>Evacuees should travel via:</p> <p>.....</p>
<p>Community Advice:</p> <p>The following methods have been used to advise the community to Prepare to Evacuate and/or Evacuate Now:</p>	<p>Public Information Warning Platform <input type="checkbox"/></p> <p>Emergency Alert <input type="checkbox"/></p> <p>Other</p> <p>Other</p> <p>Other</p>
This advice is current to:	<p>..... hrs. date.</p> <p>Evacuation after this time is considered life threatening due to the potential impact of the emergency in the area nominated above.</p>
Signed:	<p>...../.....</p> <p>Incident Controller (Date/Time)</p>
Received:	<p>...../.....</p> <p>Victoria Police/ Evacuation Manager (Date/Time)</p>



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Schedule 3

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Considerations for Return of Evacuees after an Evacuation					
Incident Controller's considerations					
The Incident Controller should actively assess the following issues, when considering whether to recommend that members of the public can return to a given area:					
	Issue	Incident Controller's Comments			
Impacted Area	How safe is the area (e.g. presence of hazardous conditions, possibility of the threat re-occurring, structural safety.)?				
	Does there need to be consideration of crime scene preservation in the area?				
	Where deaths have occurred, or suspected to have occurred, in the evacuated area, consideration need to be given to potential restrictions to access by the Coroner or Chief Commissioner of Police.				
	What services and utilities are available to the area e.g. electricity, gas, water, sewerage, telecommunications?				
	Does a staged approach to return need to be considered?				
Community preparedness	Are there risks to the mental state and physical health of the evacuees if they return and for people who chose not to evacuate or where left behind?				
	Are there any identified vulnerable facilities or individuals that need to be considered?				
	Will goods and services be available for return of evacuees?				
	Are there risks to the economy and livelihood of the community if evacuees are unable to return?				
	What are there alternative options to immediate return for the community?				
	Has consideration been given to potential self-evacuees? (people who left the area prior to the recommendation to evacuate) Ensure that communications plans and notification to evacuees consider these people.				
	Are community recovery processes in place to assist the community?				
Resourcing	Are there adequate health and welfare resources and support mechanisms to support the public to return?				
	Have members of the EMT, IEMT and the Evacuation Manager or Emergency Response Coordinator and Health Commander been consulted as part of the process?				
	Have key recovery agencies currently managing evacuees (eg relief centres and recovery coordination centres) been notified / consulted on potential return decision?				
	Do the control agency and/or Victoria Police and support agencies have adequate resources to assist with the return of evacuees?				
Recommend safe to return <hr style="border: 1px solid red;"/> (specify area)		YES			
		NO			
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border: none;">Incident Controller's name:</td> <td style="width: 33%; border: none;">Signature:</td> <td style="width: 33%; border: none;">Date/Time:</td> </tr> </table>			Incident Controller's name:	Signature:	Date/Time:
Incident Controller's name:	Signature:	Date/Time:			

Schedule 4

Recommendation - Safe to Return						
Incident Name:						
Date / Time:						
Incident Controller:						
Advice to Victoria Police:	<p>It is recommended that all members of the public relocated from the following area: (attach map if needed)</p> <p>.....</p> <p>can safely return to this area.</p>					
The following roads are now safe to travel on by: (Attach additional form/ Map if needed)	Road Name	Road Location <i>(suburb/ area)</i>	Direction (e.g. North Bound)	Access Level <i>(No Entry, B, C, D or Open)</i>	Confirmed by	Agency
Please Refer to following access level:						
<ul style="list-style-type: none"> • No Entry - Emergency Services Only Access • Restricted Access B - Essential Services Assessment • Restricted Access C - Residents, Media, Recovery Services, B Access • Restricted Access D - C Access, Others Authorised (e.g. employees) • Open 						
The following essential services have been maintained or restored to an acceptable level for safe return of evacuees:	<p>Gas & Electricity <input type="checkbox"/> Confirmed by: _____ <i>(Contact Name, title & Company)</i></p> <p>Access to potable water <input type="checkbox"/> Confirmed by: _____ <i>(Contact Name, title & Company)</i></p> <p>Telecommunications <input type="checkbox"/> Confirmed by: _____ <i>(Contact Name, title & Company)</i></p> <p>Other <input type="checkbox"/> Confirmed by: _____ <i>(Contact Name, title & Company)</i></p>					



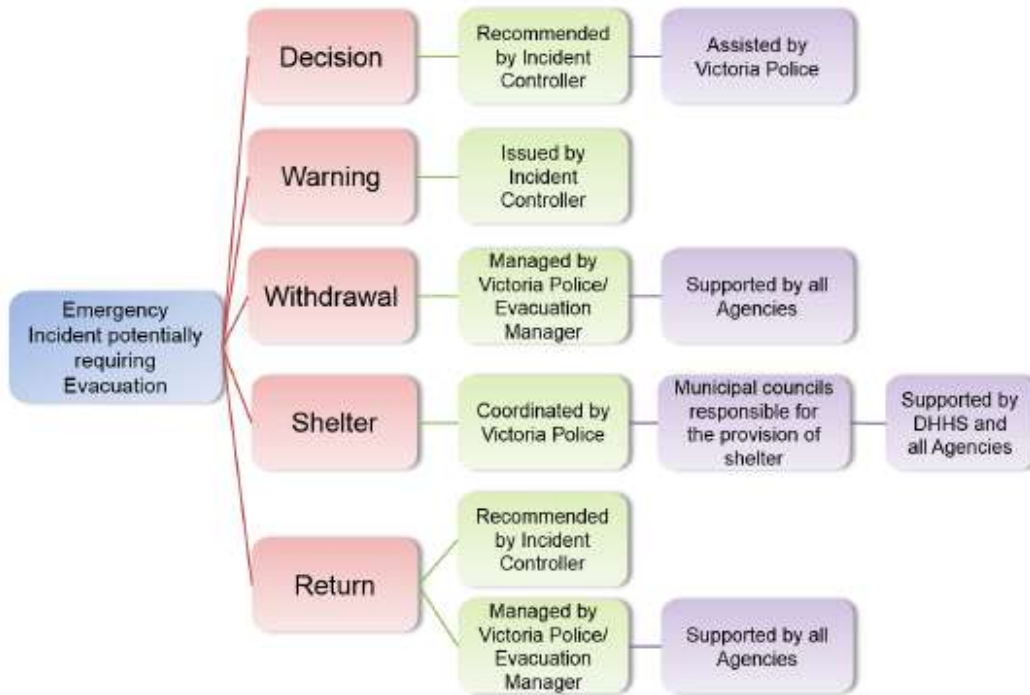


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<p>The following road closures and disruptions to essential services remain in place and should be highlighted in return plans and community advice:</p>	<p><u>Road Closures:</u></p> <p>.....</p> <p>.....</p> <p>Estimated Restoration:/..... (Date/Time)</p> <p>Confirmed by: _____ (Contact Name, title & Company)</p> <p><u>Disrupted Services:</u></p> <p>.....</p> <p>.....</p> <p>Estimated Restoration:/..... (Date/Time)</p> <p>Confirmed by: _____ (Contact Name and title)</p>
<p>The following areas have been declared a crime scene:</p>	<p>Declared Crime Scene Area</p>
<p>Community Advice:</p> <p>The following methods have been used to advise the community of the Recommendation of safe return:</p> <p><i>(Ensure that communication methods consider evacuees remote from the area).</i></p>	<p>Public Information Warning System <input type="checkbox"/></p> <p>Emergency Alert (if suitable) <input type="checkbox"/></p> <p>Other</p>
<p>This advice is current to:</p>	<p>...../..... (Date/Time)</p>
<p>Signed:</p>	<p>...../..... Incident Controller (Date/Time)</p>
<p>Received:</p>	<p>...../..... Victoria Police/ Evacuation Manager (Date/Time)</p>

Schedule 5

Evacuation Responsibilities Flow Chart



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Appendix H - Extract Protocol for Inter-Council Emergency Management Resource Sharing

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT RESOURCE SHARING



PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
RESOURCE SHARING

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Acronyms and Definitions

Reference	Description
AFAC	Australasian Fire Authorities Council
Assisting Council	Council providing resources under this protocol
CEO	Chief Executive Officer
RERC	Regional Emergency Response Coordinator
EMA	Emergency Management Australia
EMMV	Emergency Management Manual Victoria
MAV	Municipal Association of Victoria
MECC	Municipal Emergency Coordination Centre
MEMEG	Municipal Emergency Management Enhancement Group
MEMPC	Municipal Emergency Management Planning Committee
MEMP	Municipal Emergency Management Plan
MERC	Municipal Emergency Response Coordinator (Police)
MERO	Municipal Emergency Resource Officer
MRM	Municipal Recovery Manager
Receiving Council	Council that requests and receives resources under this protocol

1. Introduction / Background

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) have 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 EMA Guidelines for Interstate Disaster Assistance and the AFAC Mutual Aid and Resource Sharing Guidelines were recognised as having similar requirements to this inter-council resource sharing protocol. As such, some of the key concepts and policies detailed in these documents have been applied to this protocol.

This protocol is not intended to inhibit, or diminish the effectiveness, of any existing inter-council resource sharing arrangement. Councils should however review any such existing arrangements to ensure that issues identified in this protocol are addressed.

It is recognised that local government personnel who perform duties at another council in relation to an emergency event will gain valuable skills and experience. This knowledge will provide an opportunity for the council that provided personnel to refine their MEMP and enhance performance for future emergency events.

In order to be effective this protocol will require the support and commitment of council executive staff.

2. Purpose

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.

3. Emergency Management Legislation and Policy

This protocol is consistent with the concepts and policy guidelines articulated in the *Emergency Management Act 1986* and the Emergency Management Manual of Victoria (EMMV).

4. Scope of Activities

This protocol applies to requests for human resources, equipment and/or facilities in relation to response or recovery activities associated with an emergency.

Duties undertaken by council staff seconded to another council for assisting with response and recovery operations should be within the scope of councils' emergency management responsibilities as set out in Part 6 of the EMMV (extract included as Appendix 2).

5. Memorandum of Understanding

Some councils may prefer to enter memoranda of understanding with neighbouring councils to formalise resource sharing arrangements, although this is not considered to be a requirement. There is an existing memorandum of understanding template included in the Municipal Public Health Emergency Management Guidelines. This memorandum of understanding was developed for the purpose of supporting partnerships between council environmental health departments, however it could be easily adapted for resource sharing in relation to emergency management. The Municipal Public Health Emergency Management Planning Guidelines are available from the Australian Institute of Environmental Health – Victorian Branch.

6. Commencement Date

Arrangements based on this protocol will commence operation immediately following the endorsement and agreement to operate within its framework by more than one council.

7. Requests for Assistance

Resources can be requested at any time during an emergency including the recovery stages. Requests for assistance may be initiated by the CEO (or person acting in this role) or by any person nominated by the CEO at the receiving council. Requests should be directed to the CEO, or any person nominated by the CEO, at the assisting council. It is noted that in many cases the person nominated by the CEO will be the MERO at both the assisting and receiving council.

Such requests may be oral or in writing, however oral requests must be confirmed in writing as soon as is practicable and in most cases will be logged at the Municipal Emergency Coordination Centre (MECC).

Requests for assistance should include the following information:

- A description of the emergency for which assistance is needed;
- The number and type of personnel, equipment and/or facilities (resources) required;
- An estimate of time as to how long the resources will be required; and
- The location and time for the staging of the resources and a point of contact at that location.

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
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The Municipal Emergency Response Coordinator (MERC) or Regional Emergency Response Coordinator (RERC) should be contacted before the resources are moved. Requests for resources should be logged in the Municipal Emergency Coordination Centre (MECC).

It is anticipated that a requesting council will initially seek assistance from surrounding councils. This will reduce travel times and expenses for assisting councils to respond and return.

Limitations

A council that has committed to this protocol and is requested to provide assistance should endeavour to provide the resources requested unless such resources are required for that council's own purposes.

A council that provides resources that are later required for that council's own purposes may request such resources to be returned prior to the agreed time-frame the receiving council will release those resources as soon as possible.

8. Operation

Command and Co-ordination

The council receiving assistance will be responsible for the command and management of council functions for the emergency response and recovery activities, and specifically for the management of resources made available.

The control agency will manage municipal resources assigned to response activities.

The council receiving assistance will endeavour to afford the same powers, duties, rights and privileges to staff from the assisting council as its own staff performing equivalent roles or functions.

Authority to Perform Duties

Where staff from an assisting council are requested to perform duties in specific roles, those staff must be appropriately authorised to undertake the role prior to commencement.

Induction / Occupational Health & Safety

The statutory and common law obligations which require the receiving council to provide for the health and safety of its own employees apply equally in relation to those personnel deployed from an assisting council.

The control agency will be responsible for the occupational health and safety (OH&S) of all council personnel deployed in emergency response roles.

Prior to personnel from assisting councils being deployed to assist with the emergency, the council receiving assistance will make arrangements for such personnel to be registered and appropriately briefed and debriefed. The briefing must include details of hazards and safety requirements and any measures required to respond to these, an overview of the emergency, the tasks/activities to be performed and reporting lines including the process for reporting OH&S concerns or incidents. A representative from the control agency should participate in the induction briefing sessions and it should be recorded that this induction took place.

The receiving council will be diligent in assigning appropriate roles to the personnel from an assisting council. The performance of some duties may require personnel to

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
RESOURCE SHARING

possess specific qualifications or accreditation. Personnel from an assisting council will not be assigned to a role if uncertainty exists regarding the competency of the person to perform those duties. Personnel from an assisting council may be reassigned to alternative duties or stood down at any time.

The receiving council will assume an employer's normal responsibilities for the wellbeing of personnel from the assisting council/s. This responsibility covers issues such as rostering, fatigue, psychological well-being, and all occupational health and safety requirements.

The assisting Council will be responsible for the payment of workers compensation premiums for their own staff and for the payment of any accident compensation payments to their own staff. The assisting council is responsible for ongoing staff support and should ensure that any notifiable workplace incidents under the *Occupational Health and Safety Act (2004)* that may have occurred during the emergency event are reported to Worksafe and recorded in an incident register for investigation follow up as per OH&S regulations. The assisting council should ensure that debriefing opportunities and support services are available for their staff as necessary.

Payment of Expenses

The council receiving assistance will be responsible for the reimbursement, or payment, of all expenses incurred by the assisting council, including salaries, overtime, penalties, travel and accommodation expenses and consumables utilised in conjunction with the resources provided.

The assisting council will calculate expenses and provide a detailed account for all reasonable costs incurred by the seconded staff. Salaries, overtime and penalty rates will be calculated at rates applicable to the assisting council. The assisting council may at its absolute discretion waive any part of these costs.

Claims for Reimbursement of Expenditure from the State

Claims for reimbursement of eligible municipal expenditure on defined natural disasters from the State Government may include the expenses paid to the assisting council.

Liability for Loss or Injury

It is agreed and understood that each individual council (assisting/receiving council) will be responsible for its own potential liabilities in respect to any losses arising out of activities associated with "Resource Sharing" under this protocol on the assumption that common law will prevail.

It is further agreed and understood that each council's CMP Liability Insurance Policy is extended to indemnify those councils providing the resource service/equipment (principal/assisting council) in respect of any claim able to be indemnified under the policy brought in respect of personal injury or damage to property caused by an occurrence, or for breach of professional duty arising directly and solely out of the negligent acts, errors or omissions of those councils receiving the resource service/equipment. This extension does not extend to any negligent acts, errors or omissions of the principal council, its staff or agents themselves.

Withdrawal from Protocol

A participating council may withdraw from the arrangements based on this protocol at anytime by providing written notice to the MAV.

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
RESOURCE SHARING

Participating Councils

A list of participating councils will be maintained by the MAV and will be available on the MAV website. The MAV will notify all councils of any changes to the protocol membership. Membership will be reviewed and confirmed on a three yearly basis by the MAV.

Councils are requested to formally commit to this protocol by signing and returning the attached letter template for this purpose.

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
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(Insert Council Letterhead)

[Name]
Policy Advisor
Municipal Association Victoria
GPO Box 4326,
Melbourne VIC 3001

Dear [salutation],

Re: Protocol for Inter-council Emergency Management Resource Sharing

The _____ Council confirms its commitment to this protocol.

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.

Signed CEO or Delegated Officer.

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
RESOURCE SHARING

Appendix 1 – Checklist

Requesting Assistance or Resources from Another Council

Action to Complete	Yes/No
CEO (or person acting in this role) or person nominated by the CEO at the receiving council to direct request for resources to the CEO at the assisting council either verbal or in writing.	
Request for resources must be confirmed in writing and should include: A description of the emergency; The number and type of personnel, equipment and/or facilities required; An estimate of how long resources will be required; and The location and time for the staging of the resources and a point of contact at that location.	
The Municipal Emergency Response Coordinator (MERC) or Divisional Emergency Response Coordinator (DERC) should be contacted before resources are moved.	
Control agency to manage municipal resources assigned to response activities. Receiving council to endeavour to afford the same powers, duties, rights and privileges to staff from the assisting council as its own staff performing equivalent roles or functions.	
Staff from an assisting council must be appropriately authorised to undertake roles prior to commencement.	
Personnel from assisting council should be registered and appropriately briefed prior to being deployed. Any briefing should include: Details of hazard and safety requirements; An overview of the emergency; The tasks/activities to be performed; and Reporting lines including for OH&S incidents. A representative of the control agency should participate in this briefing.	
Receiving council should reimburse, or directly pay, for all expenses incurred by the assisting council including salaries, overtime, penalties, travel and accommodation expenses and consumables utilised in conjunction with the resources provided as outlined by the assisting council. The assisting council will calculate expenses and provide a detailed account for all reasonable costs incurred.	
Assisting council should ensure that appropriate debriefing and support services are available for their staff. The assisting council should also ensure that any workplace incidents that may have occurred during the emergency event are recorded and that WorkSafe is advised	

Appendix 2 - Extract from Part 6 of the EMMV

Operational role statement for municipal councils

The operational role statement identifies the resources or services councils should provide within Victoria's emergency management arrangements, and sets out key operational management requirements.

The council is responsible for managing and coordinating municipal resources for responding to, and recovering from emergencies. *Municipal resources* include those owned by the council and those under its control if sourced from other agencies. Local and regional planning ensures that agencies' expectations of council services are based on a realistic assessment of council capability.

Councils may obtain part or all of these services or resources from outside contractors. In such cases, the council is responsible for providing the agreed resources on time, and paying the costs incurred.

Response

Response activities

A council's response activities include:

- **Establishing and operating centres and facilities** such as:
 - a municipal emergency coordination centre (MECC);
 - emergency relief centres; and
 - emergency services staging areas.

- **Providing and coordinating emergency catering:**
 - in conjunction with Red Cross and other providers;
 - for response agency personnel; and
 - for affected members of the community.

- **Facilitating the provision of information:**
 - as warnings to the community in consultation with other agencies; and
 - as information to public and media in consultation with control agencies.

- **Coordinating and ensuring effective transport in the area by:**
 - providing transport for those at risk;
 - clearing impassable roads, including removing trees;
 - unblocking drains; and
 - assisting with resources to partially or completely close roads and determining alternative routes.

- **Providing and coordinating equipment for response support:**
 - equipment for traffic or crowd diversion (e.g. barricades, traffic signs);
 - material to absorb spilt fluids;
 - levee or damming materials; and
 - heavy equipment for tasks such as: earth moving; clearing large material or debris; transporting large or heavy materials, water or personnel; lifting materials or personnel; and pumping water.

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
RESOURCE SHARING

Recovery

Recovery activities

Activities required at a local level may include, and should be documented in the MEMPlan:

Coordinating and managing:

- municipal resources through the Municipal Recovery Manager;
- the provision of material needs to affected persons;
- environmental health such as food, water, sanitation, and vector control;
- volunteer helpers; and
- public appeals.

Providing:

- community development services;
- personal support services (e.g. counselling, advocacy); and
- emergency and/or temporary accommodation.

Gathering and processing information:

- for post-impact assessments; through survey and

determination of occupancy of damaged buildings; and by
monitoring the progress of recovery.

Providing information and advice:

- through provision and staffing of recovery/information centre(s);

information services to the affected community such as public
meetings, newsletters, and advertising; and to recovery
agencies and the State Government.

Organising clean-up and repair activities:

- removing debris, clearing blocks (hazard removal);
- disposing of dead, maimed or diseased stock;
- repairing/restoring infrastructure such as roads, bridges,
sporting facilities, and public amenities;
- supervising and inspecting rebuilding and redevelopment; and
- providing heavy equipment for earth moving; clearing large

material or debris; transporting large and/or heavy materials,
water or personnel; and lifting materials or personnel.

Sponsorship and advocacy:

- of community recovery committees;
- of the interests of the affected community.
Councils will need to identify and negotiate with local agencies
that are able to provide these services. Some services may be
internally provided, others may be local agencies, State or
Australian government agencies. Agencies are responsible for
funding the provision of these services themselves, as these
services are existing services that they already provide to the
community.

Appendix I – Food and Water Contacts

Not yet completed

Appendix J – Assistance With Material Needs

Not yet completed